

Little Star Play School



Handbook



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1.

Little Star Play School Philosophy

The philosophy of Little Star is that children learn through play. Play is a child's "work" and they learn and develop many skills while at play. It is our job to provide a safe, creative, stimulating environment from which a child will have many opportunities to choose activities that will help build these skills. We aim to encourage growth of the child's SOCIAL, PHYSICAL, INTELLECTUAL, CREATIVE and EMOTIONAL SKILLS otherwise known as S. P. I. C. E. Play is a central and necessary part of a child's development. It is an activity a child has freely chosen. It is under his/her control and is not dominated or imposed by an adult. Play is how children begin to learn in a risk-free environment. Play provides a natural opportunity for young children to add to their knowledge, learn new skills, and practice familiar ones. Play provides many situations where the child observes, discovers, reasons, and solves problems. The emphasis of our program will be directed towards optimizing each child's potential, as well as encouraging personal growth, development, and involvement in a cooperative manner. The greatest skills we can give our children are strong pro social skills and a love of learning. The best gift we can give to children is to send them out into the world with self confidence, compassion and a drive to accomplish. Our program aims to help nurture these strengths and help each child be proud of their individuality! They are all Super Stars even if they are Little! We are proud to be a part of their development!

2.

The Teacher's Role

The teachers' role in the program is to set up the classroom to be aesthetically pleasing, clean, organized and creatively inspiring. They are responsible to help with communication and work co-operatively with the children to assist with problem solving and building social skills. They will be compassionate and help build self confidence with praise and encouragement. The teacher will observe and learn what the children's interests are so as to build the curricula accordingly and expand on the curiosity and development of those interests as well as introduce new concepts and ideas that will benefit the child as they move into Kindergarten. The teacher is the nurturer for the short time that the parent is absent during the program and will make the environment a comfortable and safe place in which to play and learn. Staff will act in a courteous & professional manner & will not take care of personal issues during school.

All teachers are certified with a minimum of childcare assistant and a clean criminal record check. At least one teacher in each class will have First Aid level C. Teachers are all encouraged to continue their education process whether that includes attending college, workshops and/or conferences.

All teachers have passion for early learning and will open their hearts to all the Stars during their time with us!

Education's purpose is to replace an empty mind with an open one.

~Malcolm S. Forbes

3.

The Parental Role

Parents are always welcome in the program and are encouraged to participate. It makes the child feel extra special that you care to spend time and show interest in what they do at school! Extended family is welcome to participate as well. If you would like to join us, please make arrangements with staff.

Parents are asked to participate in the monthly Toy Clean if possible, to cut down on sicknesses and keep the classroom healthy! Come and enjoy the company of the teachers and parents; you will be back for the socialization & fun of it all!! Please note that this is not an event that children can attend unless they are babes in arms.

We will have parties and field trips and always welcome extra hands-on deck for these affairs, sign up will be sent via email. For parties, we will usually have a potluck sign up and we encourage parents to be creative & healthy with their snacks!! When helping in the school please "play" and show attention to your child! If we need assistance, we will surely ask but we want your time with your child to be a special memory for you to share!

4.

The Parent/Guardian Responsibilities

Parents are required to ensure their child has proper outerwear daily as well as a snack and water bottle daily. Full day children need a full lunch.

Parents are responsible to read the monthly newsletters which will be viewable on the website and keep informed on activities and dates for the month.

Parents are responsible to provide a family photo for our family board.

Parents are responsible to sign in/out any medications that need to be kept on hand for their child on the proper medication form.

Parents are responsible to make sure fees are paid on time every month.

Parents are responsible to bring back the special day buddy on time so that it can be laundered and ready for the next child's special day adventure.

Parents are responsible for sending proper outerwear daily.

Parents are responsible to drop off and pick up children on time, because our class time is limited it is most beneficial to start as soon as possible and it is very stressful for the child to be the last one picked up. Please try to call/msg if you will be late. The staff also needs sufficient time to clean and set up for the next program and need to be on time for pick up of the after-school program so please be respectful of our time.

Parents are responsible to update their child's personal information as necessary.

****We ask that parents kindly refrain from smoking in view of the children!****

5.

Daily Schedule

The daily schedule will consist of blocks of free time where the child will choose which center he/she is interested in playing at as well as structured blocks of time where circle time meetings with group conversations, stories, songs, and other structured activities will take place.

We will also attempt to spend periods of time outdoors daily except for in extreme weather situations.

No exact timetable will be followed as we will let the children take the lead on where their interests lie and we will base the days activity on the level of energy the children are showing us, the depth of focus they demonstrate for the play they are in, the materials available to us including speakers, field trips, etc...

We will attempt to add materials based on the children's interests to expand on their play and use open ended questions to further literacy, social skills, creativity, practical thinking, and planning, etc...

Snack is a center and will be open for most of the class time where children can choose to wash up and eat according to their need and desire. Snack can be a social experience and we find most children choose to go to snack with a group of peers.

The curricula will include impromptu monthly fire drills as required by licensing.

6.

Rules & Regulations

- If your child becomes sick at school, parents will be called to pick up; child will be separated from the group & kept comfortable until pick up. If parents cannot be reached, emergency contacts will be called.
- We are a Peanut Free Facility, if sending a peanut free option, please include a note or message staff so we know it's safe.
- Please clearly label all your child's belongings including outer wear, footwear, water bottles, and lunch kits.
- No hats to be worn at snack time.
- Please keep toys at home.
- Siblings are only permitted at certain times unless they are babes in arms in which case non-mobile babies can accompany parents into the classroom at anytime.
- If for some reason, you decide to withdraw your child from the program, a minimum notice of one month or one month's fees in lieu of notice is required.
- There is zero tolerance of bullying or abusive behaviour to students, parents and/or staff, parents will refrain from any corporal punishment on-site and save adult discussions for outside school times/away from small ears.

7. School Fees & Hours of Operation

AM classes start at 8:45 am and conclude at 11:15 am daily

PM classes start at 12:00 pm and conclude at 2:30 pm daily

Full day classes run 8:45 am - 2:30 pm daily

****Two day a week classes run Tuesdays & Thursdays**

AM or PM @ \$135/month - \$75 (affordability grant) = \$60.

Full day children fall under the daycare license and are \$280/month and the affordability grant is subjective to hours obtained (50+ hours =\$225 off).

****Pre-K classes run Monday , Wednesday, and every second Friday (according to the Wolf Creek Calendar)**

AM or PM \$165/month - \$75 (affordability grant) = \$90

Full day classes are \$340 minus the affordability grant of \$225 = \$115

Families can register for both programs and attend five days a week

Fees are billed on the 15th and due on the 20th of the month prior to classes (Aug 20th-May 20th) and a late fee of \$10 will be added after the due date.

* The front door will remain locked during programming for safety reasons. If you need to get our attention, please knock on the front window (not the door) so we have a better chance of hearing/seeing you!

* We follow the Wolf Creek School Division Calendar and will be closed on all PD Days, Wolf Creek weather cancellation days, and statutory holidays. There may be some exceptions as we may have a different start date and finish date for the year.

*****Please check your local radio stations, including their websites for school closure announcements throughout the winter. I will do my best to e-mail school closures out as well but if Wolf Creek makes the call, you can assume we are closed. The safety of our Little Stars Families & our Staff come first!*****

8. Tid Bits!

- If you have small household items that you don't need but may be useful for us for crafts or dramatic play such as egg cartons, buttons, wood cookies, cardboard tubes, gardening supplies, baking tools, etc... Little Star is happy to put them to use as long as they are in good repair.
- If you have a special talent like card making, baking, crafting, musical abilities, yoga, sewing, etc... and would like to share it with your child's class or have extra time to donate for cutting out art projects we love help & would happily use your skills!!
- We have moved to outside drop-off and pick-up but if you do come in, please remove footwear before entering the school!
- Your feedback, opinions & ideas matter, please feel free to share them with us! I am always looking for ways to improve the programs!
- Don't forget to hug your child and then hug them again for me and my staff!

9. Supply List

- Indoor Footwear: Must be clean, easy to get on, closed toe, and labelled with your child's name. These will be kept in the child's bin and must be worn daily for protection and because we will go outside for fire drills and/or real emergencies.
- Change of Clothes: Must be in a labelled zip lock bag and include shirt, pants, underwear, and socks. This will be kept on-site in case of accidents, spills or any other unforeseen need!
- Lunch Bag: Each child needs something to transport their snack/lunch to and from school. It needs to be clean and labelled with child's name. Also label any containers used to store the snacks. Please send a labelled, reusable drink container, no juice boxes.
- Outer Wear: Please dress your child appropriately for the weather daily. Please label your child's outside footwear and coats, toques, mitts, etc...We will go outside daily, and it is easier to assist dressing the children when we can clearly see what belongs to whom! A labelled bag is great to hold outerwear.
- One tub of Lysol wipes.
- Any other required items will be delegated to each class before school commences.

10. Administration

- Each child needs a fully completed registration form including a portable emergency records form with no spaces left blank. Emergency contacts must have a physical street address listed, not a box number.
- Any other pick up/drop off persons must be listed on the registration form or added to child's file via signed note from parent. Identification of person may be requested from staff at their discretion.
- Monthly fees may be paid by e-transfer to littlestarplayschool@hotmail.com, cash, or post-dated cheques dated for the 20th of each prior month, first payment due Aug 20th and last payment due May 20th. Please ensure you include your child's first and last name and the month you are paying for on all payments.
- At no time should any staff member other than Miss Becki, accept payment of any kind.
- Should a cheque become NSF, a fee of \$50.00 will be charged as well as that month's fee payment will need to be reissued immediately.
- Receipts will be emailed once a year at tax time.
- Any serious accidents involving your child will be documented on an accident report and require a parent's signature; a copy will be sent to licensing and kept on-site for records.
- Emergency medications will be kept in the child's backpack with a medication form filled out by the parent, a second emergency medication can be kept on top of our fridge in our emergency medication container if parents choose to supply one. Other medications will only be administered for long standing illnesses and will require a medical form filled out.
- Little Star retains the right to refuse service at their discretion.

Policy List

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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 and any disciplinary action will be reasonable under the circumstances.
- 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 "Bucket Filling" philosophy will be introduced at the beginning of the season and used constantly throughout.
- Staff will use positive reinforcement and redirection as effective guidance tools and will model appropriate behavior.
- At no time will a child's necessities be denied or threatened as a form of punishment. Physical punishment, verbal or physical degradation or emotional deprivation will never be allowed.
- Under no circumstances is corporal punishment permitted. Discipline will never use or permit the use of any form of physical restraint, confinement or isolation.
- 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.
- Expectations of treatment of the environment will be made clear from the start as well as reiterated often and natural, age-appropriate consequences will be used. For example, if toys are being used inappropriately, the child may be asked to leave that center or the toys in question may have to be removed from the center.

Parents, guardians, staff and children will all be made aware of the program's discipline methods where developmentally appropriate.

Bullying:

Little Star 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 show signs that 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 Staff is committed to communicating with families, children, staff members and community members in a respectful and professional manner in order 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 however drop off and pick up times are a very congested busy time to attempt to communicate so it is preferable to contact your child's teachers and set up a time to discuss your child or have a phone conversation outside of school hours. We are excited to use the Himama App which allows us to update parents with photos and messages throughout the program and document learning objectives. Parents can add grandparents or other family members to view photos on Himama and keep updated virtually! It also does automatic invoicing and is how we will send email updates both individually as well as by class.

Written Communication:

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

- Monthly Newsletters
- Parent Handbook
- Policy Manual
- Staffing changes
- Reminders of upcoming events
- Community 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 making ourselves available for after hour's communications.

Parent Participation and Feedback:

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

- Conversations with Educators
- Email discussions
- Semi-annual Parent Surveys
- Suggestion Box (wooden drop box or drop slot at front door)
- Anonymous comments can be made through the comments tab on the website

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 child's file as well as shared with the licensing officer assigned to our program.

Parent Communication Board/Sign in Station:

The communication board/Sign in Station 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

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.

School:

Little Star has an ongoing relationship with IREC, the local school. We continue to share information and keep the lines of communication strong to continually build our relationship. Any information shared is to be in the best interest of the children and may include but not be limited to:

- Child guidance strategies
- Special needs
- Collaboration on extracurricular activities
- Communicating with school staff to establish good working rapport
- Integration of Pre-K's into Kindergarten

Community:

Little Star 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. Field trips and Guest speakers will be planned to fit into the curriculum.

- 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 to find different ways that 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 Dept, RCMP, Neighborhood Place, Dance Studio, Library, Dentist, etc...

3. 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 celebrate 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 in order to have a harmonious Little Star Family

4. Health Policy

Little Star Staff 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 upon arrival, 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
- Ensures that the refrigerator is set at 4 degrees Celsius

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 child will not be allowed to join the program if sick at drop off.

If the child becomes sick while at the program, parents of the child would be called. The child would be separated from the group and made comfortable by a staff 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 physician, or parents report that their child has been **Symptom Free** for **24 hours**.

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

Medication:

Medication forms need to be filled out by the parent and medication must come in the original container with the child's name, date, and dispensable information on label. Medication can only be administered in the dosage and at the times specified on label. Staff will document time and dosage and initial on the medication form for the specific child and form will be kept with medication and then kept in child's file once complete. 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 in an accessible location but out of reach of children and accompanies us wherever we are.

No smoking permitted on the premises of Little Star. Smoking will not be permitted while childcare is being provided.

5. Safety Policy

It is our Little Star Staff plan to have all staff obtain first aid within a three-month period of employment but at minimum, one staff per shift 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 in the backpack.

Children will only be released to parents or emergency contacts as listed in children's files. 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 has 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 who wish to transport a child other than their own will be required to sign a transportation form and any staff that transports will be required to have a minimum of \$1000000.00 liability insurance. Car/Booster seats will be provided by parents as needed.

Safety checks will be completed of 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 is 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.

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

Parents must provide written consent to allow for health care provisions or the health care provided is in the nature of first-aid.

Accident reports:

Accident reports will be made up for any serious injury or illness to the child while in attendance of the program or any other incident that may occur while the child is in attendance of the program that may seriously affect the health or safety of the child. Parents will be required to read and sign all accident reports. All accident reports will be reported immediately to the regional childcare office using the prescribed form. All accident reports will be kept on file and will be submitted annually to licensing. Accident reports will be used by the program to track accidents/incidents and to help us identify trends or issues so we can adjust the program accordingly and provide the safest environment.

6. Open Door Policy

Little Star 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 revised of any upcoming events or excursions and welcome their participation.

7. 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 owner or director who reserves the right to require a criminal record check as they see fit. Little Star Programs 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 to 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.

8. Program Review Policy

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

- Parent surveys and feedback collected
- Staff surveys
- Incident report reviews
- New legislation and regulations from the gov't
- 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.

9. Off-site Activity/Emergency Evacuation Policy

All off-site activities other than walks around the community, will be made known to parents via but not limited to the following: email, newsletter, Himama App. These activities will require written permission from the parents on a form that will include the address of the off-site activity, times of departure and arrival (including if there is alternate drop off/pick up for the activity), and who is providing supervision.

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

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 was accounted for, staff would walk children to our designated meeting spot which is the Town Office (located at 5018 Waghorn St)
- Staff would ensure children are safe and reassure them
- Parents/Emergency Contacts would be called

Every month, an impromptu fire drill will take place to acclimate the children in case of a real emergency (Our meet place for practice drills is the benches to the north of our building). This may seem scary to some children so it may be wise to practice the same at home and have talks with them to reassure and educate.

In the event your child should incur an incident while at school, staff will provide proper medical attention and call parents as soon as possible. If the child needed to be transported, an ambulance would be called.

10. Nutrition Policy

Due to allergies, each child must bring his/her own snack/lunch daily. An allergy list will be posted on the fridge as well as at the sign in counter.

We are a Peanut Free Facility so please watch ingredients closely.

Our snack/lunch center is open when the sign is put out on the table which is during most of our program. Children are required to wash hands before grabbing their snack/lunch and they must

sit at the table in chairs provided until finished chewing/drinking. Children are required to put their own belongings away including garbage/recycling when finished.

Please bring your child's snack/lunch in a clearly labelled lunch box or bag and label any containers inside as well. We suggest you follow the Canadian Food Guide and send a small snack from 2 food groups with an attempt at healthy snacks, lunch should hit all 4 food groups, steering clear from sugary pre-packaged items. Please send a drink, preferably water in a reusable container but milk, juice etc...are acceptable (Water will be refilled throughout the day by staff as needed). Keep in mind that snack is child choice and we will not ever force a child to have snack. Please make snack enjoyable for your child by including them in the decision process and even the packing! Make sure containers are easy to open and that snacks are not too messy for self service (It is preferable to put things like fruit cocktail into reusable containers to make them easier for children to open without spillage). Lunch will be eaten between programs for all day children, but they can access their lunch at anytime the snack centre is open. We do have a microwave for heat ups.

We do not want juice boxes as the children waste the contents and we are constantly spending time dumping them out! Waste not, want not!

Some snack suggestions:

Cheese	Sandwiches	Pita Bread
Crackers	Cold Cuts/ Sausage Rings	Hard Boiled Eggs
Yoghurt	Pickles/Cucumbers	Spreads like Hummus or Tzatziki
Fruit	Wraps	Seaweed Strips
Apple Sauce	Muffins	Pretzels
Veggies/Dip	Cottage Cheese	Dried Fruits

11. 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, parents' 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 Himama 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 anytime. They will also be available for parents/guardians to review/modify at appropriate times.

12. Supervision Policy

Daily observations will be made for both inside and outside play and used to ensure that programming and set-up are conducive to children's' interests, safety, and inclusiveness and any behavioral concerns will be documented. Journals will be kept in the backpack for off-site documentation as well as on-site.

Both indoor and outdoor environments will set up so that sightlines are unobstructed and safety checks will be done prior to play. Staff will be both listening and watching for any signs of need for intervention. Staff will be aware of children who are in the washroom and may need assistance.

Staff will do a daily count of children signed into care and be aware of any changes in headcount as well as do a roll call both before going off-site and before returning. Staff will keep up communications amongst themselves to ensure proper supervision is ongoing in all areas of the program.

As the children will have different developmental needs, supervision will vary to meet those needs. For example, if there is a child who needs assistance with emotional regulation, a staff may place themselves to always be within arms distance to ensure quick action should said child need intervention/assistance with self control. Proper supervision allows the program to run smoothly and safely and provide for the various needs and developmental stages the children are at as well as help bridge them to the next stages.

13. Parent Grievance Policy

Any grievances should be dealt with directly with the staff on-site to effectively resolve the concern 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 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 the 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.

14. Lockdown Policy

In the event of a major threat of violence or severe weather in or occurring in 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 lockdown is removed. Staff will refrain from using cell phones until the threat is over. If possible, lights will be turned off and the group will huddle together. As children will be frightened, staff is 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 and sent to the licensing officer.

15. 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.

*** Parents will sign off on the registration form that they have read and agree to adhere to the policies and procedures of Little Star. Parents will be updated of any changes made to the handbook throughout the season and will have access to the handbook online as well as on-site.