



MightY Learner

Mighty Learner- Buffalo Rubbing Stone
Before and After School Care
Parent Handbook

Email: brs@mightylearner.ca

www.mightylearner.ca

403-606-8181

Contents

Introduction	4
Mighty Learner Philosophy	4
Vision Statement.....	4
Open Door Policy	4
Admission Procedure	5
Placements.....	5
Monthly Fees	5
Late Charges.....	5
Subsidy	5
Operating Hours.....	6
Licensing.....	6
Space and Caregiver Ratio	6
Meeting the Developmental Needs of Children	6
Belongings.....	7
Dropping off and picking up students	7
Inclusion and Cultural Diversity	7
Children with Special Needs	7
Media/ Technology Policy.....	8
Photo & Video Statement.....	9
DISCIPLINE / Behavior Management Policy.....	9
Anti-bullying policy	11
Sickness Policy	11
Communicable Disease.....	13
Medication/Injury	13
Serious Injury Protocol.....	13
Self-Administration of Medication:	14
Nutrition.....	15
Off-Site Activities/ Field Trips	15
Safety and Supervision	15
Emergency Procedures	16
Lockdown and Adverse Weather.....	16
Fire Drill Procedures	17
Weather Policy.....	18
Smoking.....	18
Communication.....	19
Parental Involvement	19

Parent Volunteers	19
Volunteer Responsibility	19
Release of Students	21
Withdrawal	21
Program Review Policy	22
Confidentiality.....	22
Concerns/ Complaints Policy	22

Introduction

Welcome and thank you for choosing Mighty Learner Out of School Care program for your child. Our commitment is to provide quality care to your child and make his/her stay with us full of joy and learning.

The following policies are in place so that parents and children have clear understanding as to their responsibilities, allowing us to ensure that children are safe and supported through their day.

Mighty Learner Philosophy

Central to the philosophy of the Mighty Learners is that children are active learners. We intend to awaken the image of a strong, resourceful, capable child. - child as a mighty learner and citizen. (Alberta Curriculum Framework) As such, building positive relationships, providing consistency and continuity of care, and supporting families in their relationships with their children, form the core of our practice.

We implement the Emergent Curriculum as well as Project Based Learning. Both curriculums believe in nurturing each student's identity as a capable learner. As such, valuing play and inquiry in their lives, providing them with responsive environments, and supporting families in their relationships with their children, form the core of our practice. This sets a strong foundation for children's lifelong learning and development. The philosophy encourages students to be active participants in their environment and their learning while Educators become coresearchers with the students.

This sets a strong foundation for children's lifelong learning and development. Both curricula encourage students to be active participants in their research, exploration, and experimentation. Project Based Learning also uses a pedagogical approach in which the students actively construct their own knowledge over a sustained period of time, collaborating with their peers to complete a project or group of projects that answers questions or solves a challenging problem.

Vision Statement

To be a model in Alberta for Out-of-School programs - in terms of safety, security, and nurturing environment that facilitates and promotes the spiritual, mental, physical, and social development of children.

Open Door Policy

At Mighty Learner, we have an open-door policy and welcome parents to stop in at any time. We encourage open communication, feedback, and discussion about any matter of importance to all families. Our Open-Door Policy means that parents are free to talk with any staff member or the Program Director at any time.

Admission Procedure

The School Care program runs from September through June. Once registered for a student's first year, registration is then considered on-going year to year thereafter. Parents will be requested to pay a holding fee each Spring. This holding fee guarantees your child's space for the following school year. The holding fee will be applied to the following September fees unless a parent terminates the space, in which case the holding fee will be forfeited.

Placements

All placements are considered full time with care available before and after school and all non-school days. These include Professional Development days, Teacher's Convention and Spring Break. Unfortunately, we may not be able to accommodate part time schedules due to the number of families requesting full time care and the limited number of spaces available in the program.

Monthly Fees

The program requires a \$75.00 non-refundable registration fee per child and a maximum of \$100.00 per family. The monthly fees are \$525.00 per month.

Fees are payable by Pre-Authorized Debit (PAD). Or e-transfers at brs@mightylearner.ca PAD forms must be filled out as part of registration. Fees are processed the first of each month. A \$30.00 fee will be applied should your bank not your payment for any reason. Failure to pay fees will result in a parent receiving a one -week verbal and/or written notice of termination of care services.

Late Charges

The Centre is licensed from 7:00 a.m. to 6:00 p.m. If you arrive at the centre after **6:00p.m.**, you must pay **\$1.00 per child for every minute you are late**. This fee must be paid at the time you pick up your child. Three late arrivals within a span of 3 months will result in double fee and a letter of warning. Please note the late policy is in effect for emergency purposes only. A pattern of continuous late arrivals may result in the cancellation of your spot.

Subsidy

Child Care Subsidy is available to assist families that qualify in paying monthly child care fees. Parents may request information and an application form upon registering in the program. Parents are responsible for maintaining current subsidy and meeting subsidy requirements. Any amounts not paid for by the subsidy program are the responsibility of the parent. The minimum hours for getting full subsidy are 50.

Operating Hours

Our regular operating hours will be from 7:00AM-6:00PM during non-school times. This includes early dismissal Fridays and all other non-school days. Since our program operates within a Calgary Board of Education school, we must follow operating hours and restrictions that are put in place by the Calgary Board of Education. **This means we are unable to run our program during Winter Break, and during summer months. We will be closed for Spring Break too.**

Holiday Closure

The Centre follows the same statutory holiday days as CBE does.

The Centre will be closed on the following days:

- New Year's Day
- Family Day
- Spring Break
- Good Friday
- Easter Monday
- Victoria Day
- Labour Day
- Thanksgiving Day
- Remembrance Day
- Christmas Break

We will be open on Teacher's Convention Days.

Licensing

A licensing officer from Calgary Rockyview Child and Family Services visits and evaluates the centre to ensure we are meeting standards. We email and post the results of the licensing visits for your review. If you have questions about these reports, feel free to discuss them with the Program Director.

Space and Caregiver Ratio

The net area of the gym is approximately 468 sq. We are licensed for having 75 children. Our child/staff ratios are:

1 staff for 15 children aged 6-12

Meeting the Developmental Needs of Children

The educators recognize the students as mighty learners who are actively researching and exploring information. As students think and perceive differently at various stages of their development, the educators support them in developing concrete and logical thinking and developing critical thinking.

Educators support students in managing their thoughts, emotions and behaviors by guiding them with age-appropriate strategies like role modeling, positive reinforcement, natural and logical consequences and

maintaining a supportive environment. Educators support and scaffold student's curiosities and wonders in their interactions and daily planning. The students are provided with open ended materials to explore and experiment and educators become co-learners and co-researchers in their journeys. Students are supported to express their feelings in pro-social manner.

Socially, students need opportunities to interact with peers and adults, to learn to function in a group and to learn appropriate social behaviors such as turn-taking, collaboration and cooperation. The educators design environments and experiences that invoke social play, offering students the opportunity to work collaboratively and to solve problems within their play and their games. These experiences nurture and strengthen student's social learning and when educators are involved provoke the students to practice appropriate social scripting and other social situations. School aged children are leaders in their own experiences creating opportunities for independence and collaboration.

Belongings

There will be designated bins to place student's coats, jackets, shoes and other belongings. We ask that students have separate indoor shoes, with non-marking soles, that can be kept at the program. Please ensure that all belongings and clothing are labeled with your child's full name.

Dropping off and picking up students

The safety of our students in the program is of the utmost importance. As per Alberta Child Care Licensing regulations, we ask that all students are brought in DIRECTLY to the program in the morning and parents come DIRECTLY to the program in the afternoon to pick up their student. Parents are required by licensing to sign their student in at the beginning of the day and sign their student out at the end of the day. Drop off and pick-up procedures are subjected to change with the change in School rules or any other regulatory bodies' instructions.

Inclusion and Cultural Diversity

In order for children to feel comfortable and secure in the program, the environment, the daily experience and routines need to reflect the cultural diversity of the children, their families and the larger community. The educators understand that children's ethnic identity is an integral part of their developing positive self-esteem. Therefore, the program strives to ensure that children and their families feel valued and respected, and see aspects of them reflected within the setting.

Children with Special Needs

The centre is a fully inclusive setting, that is, children, regardless of conditions or severity, will be in a regular program setting.

The principles of full inclusion include:

- All children and their families are welcome.
- All children, to the best of their ability, fully participate in the experiences that the program provides.
- All children will be provided with the same hours of educator's attendance.
- Parent participation is essential.

- Advocating for all children and their families is ongoing.

Media/ Technology Policy

Cell phones and any hand-held devices are not permitted unless approved by the Program Director. A lap top is available for programming only. Movies may be watched on non-school days, but only those that have been previously viewed by staff and that contain educational and appropriate material for the students.

Photo & Video Statement

The program will be using a software to process all the pictures of children engaged in activities. We ask parents to give us consents to use the pictures of their children in the program for educational purposes. When taking pictures or video of your children while visiting the Out of School Care Program, we ask that parents be mindful when those pictures or videos include groups of children. We respectfully request that you do not post pictures or videos that include children other than your own, on public internet forums such as “Instagram”, Snapchat”, “Facebook” or “Twitter”, or any public internet site.

DISCIPLINE / Behavior Management Policy

Modeling Core Values

The core values of Mighty Learner are respect, responsibility, honesty and caring. The educators model these values. This creates a strong foundation for children to learn and understand how to use the values in their daily interactions.

Guiding Children’s Behaviour

The educators use positive reinforcement, preventative methods and intervention strategies for guiding children's behaviour. Our educators abide by children are always guided in a positive way to maintain and develop self-esteem. Our educators are prohibited from yelling at or physically harming a child, withholding food from a child or any other violation of children's rights. The Program Director and co-workers regularly observe caregivers to ensure that positive guidance is occurring.

Preventing Guidance measures

We have structured our Child Care program to help reduce challenging guidance issues. Some of our preventative strategies include:

- Maintaining an age -appropriate program.
- Setting clear and developmentally appropriate rules for the children to follow.
- Providing a variety of experiences throughout each day.
- Educators model appropriate behaviour, and provide positive reinforcement to the children
- **School-aged students are directly involved in setting up their classroom regulations and establishing natural and logical consequences.**
- When necessary, students take time away from the group until they are calm and ready to rejoin their peers. The staff may ask the child to have a time away if he/she thinks, based on her judgment in the best interest of the child.
- Disruptive behavior causing injury to one’s self or others will be immediately discussed with the student’s parent/guardian and with the Program Director.
- Limits will be set for students using logical consequences to help them take responsibility for their actions

- Staff make every effort to work with the students who need on-going, one on one attention or display aggressive behavior towards themselves, others, or property.

Prohibited Methods

The following are prohibited at Mighty Learner:

- Corporal punishment that includes hitting or spanking is not accepted or tolerated. Educators are aware that physical control sends the wrong message to children.
- Any manner in which a child is spoken to in a degrading or humiliating manner. This degrades a child's self-respect and self-concept.
- Disciplining a child for soiling, wetting, or not using the toilet; or forcing a child to remain in soiled clothing or forcing a child to remain on the toilet, or using any other unusual or excessive practices for toileting.
- Withholding food, beverages, clothing, and bedding or enforcing segregation or time out. This only contributes to a breakdown of trust between child and adult.
- Emotional deprivation such as embarrassing, ridiculing, mocking a student, using abusive and loud or aggressive statements. Staff is also prohibited to deny or threaten to deny any basic necessity, or permit the use of any form of physical restraint, confinement or isolation.

We believe it is essential for children to behave with respect for themselves, other children, adults and the equipment at our centre. If children endanger themselves or another child or behave abusively towards the educators, the facility or equipment, they will be removed from the Centre immediately. Equipment damage that occurs from improper use or abuse may result in a cost-recovery charge being billed to the parents. The center reserves the right to terminate a child's participation in the center if misbehaviour continues.

Anti-bullying policy

We are committed to providing a compassionate, receptive, and non-threatening atmosphere for each child to play and succeed in. Accordingly, we have a **“zero tolerance”** policy against bullying, meaning that bullying of any sort is deemed unacceptable. If bullying does occur, all incidents will be addressed quickly, and fairly. Bullying will not be excused, permitted or tolerated.

Students are expected to treat each other with courtesy and respect. They are also encouraged to be respectful of their environment and the materials provided for their use. We encourage students that may be experiencing situations of bullying by others to report each incident to the staff. Parents will be informed of any occurrences of bullying behavior with their child is involved and written documentation will be kept for each student’s file. Parents are encouraged to discuss any concerns they may have regarding bullying with the Program Director.

Bullying can be generally defined as the use of aggression, intimidation and/or cruelty with the result of hurting another person verbally, physically, or emotionally. Bullying carries the ramification of causing pain and stress to the victim. **Bullying is never justified and is not excusable as “kids being kids”, “just teasing”, or any other rationalization.**

Staff, students and parents should have a full understanding of what bullying is and what it encompasses. Children will receive information on bullying, including the definition of bullying and our zero-tolerance policy. They will be taught what steps to take when bullying occurs. Staff will be thoroughly familiar with the Anti-Bullying Policy, and should be following it appropriately when bullying is reported or observed. If a bullying incident occurs at school and is reported to an OSC Staff, the Director will inform the school Principal so it can be dealt with according to the school’s policy. We will ask that parents follow up directly with the school Principal or other school officials.

Sickness Policy

If a child has:

- A temperature of 100.4 degrees Fahrenheit/38 degrees Celsius, or over
- Diarrhoea/vomiting
- Any form of contagious/communicable disease
- Been prescribed any kind of medication in the last 24 hours
- Unexplained rash or cough
- Requires greater attention than can be provided without compromising the care of other children in the program; or
- Displays any other illness or symptom the staff member knows or believes may indicate that a child poses a health risk to other children or educators.

The child **must not** attend the Centre for a **minimum of 24 hours**. Once the child has been symptom free for 24 hours, and the medication has taken effect, the child may return to the Centre.

Parent(s) of children who are displaying symptoms of any contagious illness including fever, vomiting, diarrhea or a new and unexplained rash or cough will be asked to come immediately and take the child

home or to the doctor. Please check with Staff and your Doctor regarding the length of time your child should be excluded from the program. Typically, this is when your child has been symptom free for 24 hours. You may be asked to provide a doctor's note stating that it is safe for your child to return to the program.

If your child becomes sick at the program, he/she is placed in a quiet area, which is then made inaccessible to other students. He or she will be directly supervised, until you, or an alternate contact, are able to arrive to pick him or her up. We require immediate pick up of all children displaying signs of illness.

If emergency treatment becomes necessary while your child is at school, the school must take the necessary arrangements to contact you. If emergency treatment becomes necessary while your child is at the OSC Program, we would notify you immediately. A detailed accident/incident report would be made available to you for any accident requiring treatment, which occurs in the OSC Program.

Communicable Disease

In case that a child shows the signs of a communicable disease, you will be notified and the child must be removed from the premises immediately. You will be requested to see a doctor to confirm the nature of the illness.

If the communicable disease is confirmed, we will post a *Contagious Disease Notification form* as well as the information regarding the disease in the OSC Program. Your child is allowed to return to the OSC Program only with a doctor's note stating that he or she is no longer contagious. Staff will track a communicable disease outbreak by filling out the *Caregiver's Report of Illness form* provided by Alberta Health Services. The outbreak is reported to the local health authority immediately.

Medication/Injury

If your child requires any medication during the day, please advise an educator. We will need you to complete a medication form, sign and date it, as your consent for us to administer medication is mandatory. Please ensure that all of your child's medications are labelled, in the original container and have the proper dosage dispenser. The staff will make a plan with the parent to store the medication if it is for a long-term or child has only one in his backpack for school, daycare and home. We will make sure all medications are locked in a medication box throughout the day. When the child's dosage is complete, we will need to remove the containers from the centre and will send the containers home with you.

Educators are not permitted to administer non-prescription medications.

If your child is injured while at the Centre, educators may need to administer first aid. Each room has Incident/Accident Reports to be completed by the educator, and given to the Supervisor to sign. When your child is picked up, you will also need to sign the Incident/Accident Report. Completed Incident/Accident Reports remain in the Centre, and are kept in the child's file in a locked filing cabinet in the Supervisor's office.

Note: Any educator, who has not completed First Aide/CPR training, is not permitted to be alone in the play room with children. Educators are required to complete their training within the first three months of employment, and to keep their certification current.

Serious Injury Protocol

If a child has an accident and is seriously injured while at the Centre, the Centre must:

Make sure everyone is safe

1. Call 911 immediately.
2. Have another educator take the children to another room, and clear the area.
3. Contact the parent or the emergency contact immediately after calling 911

4. Report the injury to the local child and family services authority (CFSA). The CFSA may contact you as part of their investigation into the incident.
5. Notify the school and CBE

All incidents are analyzed annually and a report using the prescribed form is submitted to the Children and Family Services Regional office.

Self-Administration of Medication:

The parent is required to sign the "Permission for Self-Administration of Medication" form in order to allow their child to administer his/her own medication.

Nutrition

The snack provided will be peanut/**nut free** due to allergies that students may have. We will not be able to guarantee a peanut/nut free environment as the children bring their own lunches and snacks from home. Children are welcome to bring their own morning snack to eat before school. Due to allergy concerns, students are not permitted to share their snacks with each other. On non-school days, students will be asked to bring their own lunch. An allergy/food restriction chart will be made available to parents and we ask that parents be mindful when sending lunches and snacks for their children.

Students will eat an afternoon snack, which will meet the requirements of the Canada Food Guide that may be provided by the Program or by parents.

Parents are responsible to provide their child with lunches and snacks during school hours as these will not be provided by the OSC Program.

Students are expected to use appropriate manners and utensils when eating. They are encouraged but not forced to try new foods. All students are required to remain seated when eating or drinking. Parents are encouraged to send a water bottle in their child's back pack daily.

Off-Site Activities/ Field Trips

The program enriches its planning and activities by going on appropriate excursions and field trips. Parents are given an opportunity to approve of all off-site activities for the child. The following applies:

The following procedures are followed as part of our Field Trip Policy:

- In order for a child to participate in the field trip, a consent form needs to be signed by a parent/guardian;
- All educators who supervise children on a field trip will have First Aid and CPR training;
- Safety rules are reviewed with children and their chaperones prior to each field trip;
- Educators prepare children for outings by explaining where they are going, what will happen, whom they will see and who they need to listen to;
- Additional adults above the required ratio accompany the group on field trips;
- Educators will take the First Aid Kit, any medication, the attendance list, and emergency information for all the children participating in the field trip;
- All children are supervised at all times.

Safety and Supervision

Your child's safety is our prime concern. Children will be required to come directly to the program immediately following school dismissal. They will be reminded that they are unable to linger in the halls or visit with friends. A child who is late arriving at the program will be paged using the school's PA system, and parents will be notified of the situation upon arrival to pick up of their child. **The parent must advise us that your child will not be attending the program in the afternoon. The school holds no responsibility in informing the OSC Program of your child's absence.**

Our staff members take many steps throughout the day to ensure that your child is in a safe and healthy environment. Our policies including conducting daily safety checks both indoors and outdoors, monitoring and supervising students play at all times, conducting head counts, positioning themselves and equipment in the room to ensure adequate supervision, participating in students play and monitoring their health to identify early signs of illness.

Emergency Procedures

Lockdown and Adverse Weather

In order to maintain a safe and secure environment at all times, Mighty Learner will implement Lockdown procedures in response to potentially dangerous situations when recommended to do so by Calgary Board of Education, Police or other emergency personnel.

Lock Down procedures will be reviewed with staff and students twice per

year. Lock Down procedures will be as follows:

- 1) The Program Director or other senior staff member will inform staff of the implementation of a Lock Down.
- 2) SAFETY OF STUDENTS FIRST. A staff member will calmly take students to their designated safe area.
- 3) A staff member will turn off the lights, lock all doors and close all blinds.
- 4) A staff member will take the attendance book and emergency cards.
- 5) A staff member will take attendance when everyone is gathered in the safe area.
- 6) Staff and students will remain in their safe area until further notice.
- 7) Parents will be notified following the implementation of a lockdown

Safe areas for the OSC Program will be communicated at the time of employment and will be reviewed annually.

Adverse Weather or Utility Disruptions

In order to maintain a safe and secure environment at all times, Mighty Learner must follow procedures and processes that respond to any natural events or disasters that may affect a child's health or safety. Recommendations or orders by any authority such as Calgary Board of Education, Alberta Emergency Services, Alberta Health Services, or Police and/or Fire must be followed. The Program Director or staff member in charge will direct other staff members at the time of each incident for any procedures that need to be taken.

The health, safety and well-being of students and staff will be the first priority. In the event of adverse weather, the Lock Down Procedures may be implemented.

Fire Drill Procedures

The program will conduct fire drills on a monthly basis. Staff and children will exit through the nearest exit. For most of the time it will be through the gym doors when they are inside the gym. Alternatively, Staff and students will exit through the class room door and out the main school door to the sidewalk parallel to the parking lot.

Staff will: Ensure the safety of the students first and remain with students at all times. Shut the doors when leaving the room.

- Turn off lights.
- Take attendance book and fire blanket.
- Take attendance when safely on sidewalk.

FIRE PROCEDURE

Fire Marshall or alternate wearing a red or white hard hat will:

1. Activate the alarm
2. Report a fire by calling 911
3. Wait in the front parking lot to direct firefighters
4. In the event of extreme weather or if staff and students are outside for more than 10 mins, staff and students from the OSC Program will proceed to Captain Nichola Goddard School located at 405 Panatella Blvd. NW
5. All parents of students in care will be called and informed of the situation. If the emergency causes a closure of the program for more than one day, all families will be informed. Further, in the event of such a closure of the program, parents will be asked to make alternative arrangements.
6. The Program's Fire Evacuation plan is posted and has been approved by the Fire Inspector.

Emergency Closure

In the event of a fire, gas leak, or any other emergency that may close the program, the students will evacuate the building using the exits located in the gymnasium. In the event that these doors are not accessible, staff and students vacate the building using the school's main exit doors, located at the front of the school. Students will then be relocated to **Captain Nichola Goddard School, located at 405 Panatella Blvd NW.**

Fire Procedure

The Fire Marshall or alternate wearing a red or white hard hat will:

1. Trip the alarm
2. Report the fire by calling 911
3. Wait on the sidewalk to direct firefighters
4. All staff and children will proceed to Captain Nichola Goddard School in the case of extreme weather or a wait of 10 minutes or more.
5. All parents will be called and informed of the situation. If it causes a closure of the program for more than one day, parents of children who were not in attendance at the onset will also be called. Should a situation require the program to be closed for more

- than one day, parents will be asked to make alternate arrangements for child care.
6. The fire evacuation plan is also posted inside the room.

Weather Policy

Outdoor activities are a vital component of our daily programming. If your child is well enough to attend school and our program, it is assumed that she/he is well enough to play outdoors. Parental requests to have students remain indoors CAN NOT be accommodated.

Outdoor programming will take place daily during all seasons unless the temperature is below -18C (-18C air temperature or -18C including wind chill) This temperature reflects guidelines set by the Canadian Pediatric Society.

Students will be outdoors unless inclement weather prevents this. (Heavy rain, thunder or lightning storms, etc.) Staff will take advantage of the cooler parts of the day for outdoor play and activities on days when the temperature is very hot.

We request that parents provide the necessary clothing for outdoor play. This means cold weather gear, including snow pants, in the winter and a sunhat, sunscreen and a water bottle during warm months.

Smoking

Our program is non-smoking. Smoking is not allowed on the premises and in any place where child care is being provided. Staff are not permitted to smoke any time when providing care to children. There is no smoking allowed on Calgary Board of Education Property, including the grounds surrounding the school.

Communication

Please keep us informed of any changes in your child's routine. Parents must notify us every time your child's routine will vary from the established pattern in order for us to ensure their safety. (Example: Your child will be attending a "school program" hosted by the school and will not be coming to the OSC Program immediately following dismissal) It is not the school's responsibility to inform us of your child's late arrival. Please ensure that you have a signed form on file with the OSC Program, notifying us of your permission for your child to attend after school activities.

The staff are encouraged to discuss activities, issues and events with you on a daily basis. In addition to this exchange, we also ask that you make us aware of any necessary information regarding your child. Daily activities are posted.

Please inform us if you will be picking your child up directly from school. If the staff are not informed they will be calling to verify your child's whereabouts.

Parental Involvement

Being a community-based program run by a parent board of directors, parental involvement is essential. There are three main types of involvement that parents can provide for their child. The first is for the parent to support the childcare program at home. Helping children develop skills of self-help, cooperation, taking turns, good hygiene, and good nutrition are examples of support for our program. The next type of involvement is for parents to volunteer their services in some capacity, whether it is by donating supplies or equipment, being able to come in and spend time with the children reading, or demonstrating a special skill or hobby. The third level of involvement is for parents to volunteer to take part in decision-making and advisory roles. This involvement usually takes the form of being on the Board of Directors. Please contact the Executive Director for more information.

Parent Volunteers

Parents are encouraged to volunteer. There are many avenues through which this can occur. These include but are not limited to:

- On a daily basis, within the classroom, spending time with students, assisting students, supporting students
- On field trips
- At special events including fundraisers. Involvement is essential for these events to be successful.
- Provide extra craft supplies, taking photos for special events
- Repair/maintain equipment
- Sharing a craft, hobby, or cultural event or interest with the students

Volunteer Responsibility

Primary staff are the main caregivers and responsible for the safety and well-being of the children. At no time will volunteers be left alone with the children. Volunteers will be responsible to support primary

caregivers while off site. This will include over all supervision of children, helping serve snack and/or lunch. Staff will discuss specifics of the trip and responsibilities prior to leaving the OSC Program. Volunteers will review the Volunteer and Visitor Handbook and sign a Discipline and Confidentiality Contract.

Release of Students

You will be asked to specify who will be picking up your child on a regular basis, and names of other individuals who have permission to pick up your child occasionally. Please ensure that individuals who are picking up your child have identification with them, as staff will verify their ID prior to releasing your child. Should there be circumstances such as custody issues, restraining orders or court documents, we ask that you provide a copy of those to the Program Director. Any and all necessary steps will be taken in order to ensure that all legal orders are followed; including contacting police should it be necessary.

In instances where a parent/guardian arrives to pick up their child and appears to be under the influence of drugs or alcohol, there are direct implications for the safety of the child. Signs of being under the influence include slurred speech, staggering or swaying when walking, a strong odor of alcohol on their breath, loss of train of thought or not being able to follow normal conversation, dilated or extremely constricted pupils, etc. A staff member who observes these signs will take the following steps in order to ensure that the child is going to be transported and cared for in a safe manner:

- Identify the concern to the parent and determine if they are driving. Notify the Program Director or Staff Member in Charge.
- Assist the parent in finding alternate transportation and arranging for the emergency contact, or other adult designated by the parent, to pick up and care for the child.
- If the parent is resistant to obtaining alternate transportation and care for their child, the staff must then call the police (911) to report the situation. Ideally, the child is not to be released to the parent until the police have deemed it safe to do so. If the parent becomes aggressive or threatening, then the staff member will release the child and if possible take note of the parent's License plate number. This will be reported to the police when they arrive.

Should a parent have more than one instance where this occurs, the staff are under a legal obligation to report the concern to Children's Services Child Intervention line.

Withdrawal

One month's written notice, on the 1st of the month, is required when withdrawing your child from the program. If a month's notice is not given, families will be required to pay the following month's regular fees.

Mighty Learner uses the services of a collection agency for accounts that are outstanding.

Program Review Policy

Mighty Learner management will review the program's policies on an ongoing basis and will ensure an annual review is performed. The review will examine all the elements of the program to ensure that we continue to meet the health, safety and overall needs of the children and families it serves.

Confidentiality

Employees and volunteers will treat as confidential, all information acquired in course of work concerning members, clients, volunteers, staff, donors, and other constituents. When such information is revealed for professional purpose, it is done with discretion and respect for the person concerned. Breach of Confidentiality will result in discipline and possible termination of employment.

Parents/guardians are also asked to treat information gathered at the Centre as private and confidential. The collegial relationship between BVC student and employee families in the workplace necessitates sensitivity to the privacy and confidentiality needs of parents and their children.

Concerns/ Complaints Policy

If you have a concern/request regarding your child, we ask that you discuss it with your child's primary caregiver. Issues are usually resolved this way. If you prefer, or are not left satisfied with this result, please discuss the issue with the Program Director, and then with the owner (Manisha Saini) All efforts will be made to address the concern at these levels. If a parent has a concern as to whether Licensing requirements are being met, they are encouraged to contact the Regional Licensing Office located at:

Kensington Place
#300, 1240 Kensington Rd NW
Calgary AB T2N 3P7
(403) 297-6100