

BEFORE & AFTER SCHOOL PROGRAM

FAMILY HANDBOOK

Owner:

Stephanie Scott

Email: stephanie.owner@rechouse.ca

Website: rechouse.ca

Managers: Sharai & Ashtin

Email: manager@rechouse.ca

Phone: 403-805-0417 (Sharai)

Andrew Sibbald

Phone: 403-826-9736

Email: sibbald@rechouse.ca

Hours of Operation:

Monday-Thursday: 7am-8am and

2:40pm-6pm

Fridays 7am-8am and 12pm-6pm

PD Day's, Teacher's Convention, Spring

Break 7am-6pm Fees: \$580/month

Andrew Sibbald Kindergarten Program

Phone: 403-333-3905

Email: askinder@rechouse.ca

Hours of Operation:

Monday-Friday: 7am-6pm

PD Day's, Teacher's Convention, Spring

Break 7am-6pm

Fees: \$1125month before grant

Grant: 798.75

Parent Portion: 326.25

Lake Bonavista

Phone: 403-826-7851

Email: bonavista@rechouse.ca

Hours of operation:

Monday-Thursday: 7am-8:15am and

2:43pm-6pm

Fridays: 7am-8:15am and 12pm-6pm

PD Day's, Teacher's Convention, Spring

Break: 7am-6pm Fees: \$580/month

McKenzie Towne

Phone: 587-216-1111

Email: mckenzie@rechouse.ca

Hours of Operation:

Monday-Thursday: 7am-7:45am and

2:30pm-6pm

Fridays: 7am-7:45am and 12pm-6pm

PD Day's, Teacher's Convention, Spring

Break: 7am-6pm Fees: \$580/month

Sam Livingston

Phone: 403-669-5634

Email: livingston@rechouse.ca

Hours of Operation:

Monday-Thursday: 7am-7:45am and

2:30pm-6pm

Fridays: 7am-7:45am and 12pm-6pm PD Day's, Teacher's Convention, Spring

Break: 7am-6pm Fees \$580/month

Sam Livingston Kindergarten Program

Phone: 403-333-9268

Email: slkinder@rechouse.ca

Hours of Operation:

Monday-Friday: 7am-6pm

PD Day's, Teacher's Convention, Spring

Break 7am-6pm

Fees: \$1125month before grant

Grant: 798.75

Parent Portion: 326.25

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Dear Families,

On behalf of Rec House, a Before & After School-Care Program, allow us to welcome you and your child to our program. If this is your child's first year at Rec House or if they are seasoned program veterans, thank you very much for your support and commitment to our program.

Rec House Before & After School-Care Program is a government licensed program that offers quality childcare that is conveniently located in the schools. Our program recognizes the needs of school aged children, as well as the needs and concerns of families.

It is well known that children thrive in a structured and supportive environment that recognizes and respects their unique personalities, and abilities to cope with the many obstacles that they inevitably encounter each day. We strive to provide innovative and exciting experiences where your child can learn and develop through structured and unstructured play. By utilizing a wide variety of equipment, materials, and activities supported by the guidance from qualified and nurturing educators, your child will solidify the coping skills they need to function effectively and efficiently in today's ever-changing world.

Program Philosophy



Rec House is an inclusive recreation program that offers children a unique learning environment which broadens their intellectual development between our technological world and the physical needs children have through play and relationships. We work extremely well with community agencies and families to enhance each child's learning experience.

As a team, we pride ourselves on providing positive and supportive interactions with your children, creating an atmosphere that is safe and encourages everyone to grow in the areas of: social, physical, intellectual, creative, emotional (SPICE skills), as well as, encouraging and fostering the development of leadership roles within our programs.

Quality and Value

We intend to make your child's experience with us as fun as possible every single day they are here! That means we pay close attention to the quality and value of the care we provide through:

- Ensuring safety for your child at every level
- Employing educators who are well trained and can be role models and mentors that parents appreciate.
- Creating activities that provide children with new experiences, opportunities to build leadership, and just have FUN!
- Unique activities that keep children and parents excited.



- Our commitment to become better!
- Children will be involved in community activities at least one Friday a month.
- educators will ensure they approach your child, get down to their level and listen to what they have to say.



Information about upcoming activities, events or policy changes may be shared in the following manner:

- 1. In person, via text/email
- 2. Curriculum planning
- 3. Newsletter
- 4. Parent bulletin board
- 5. Kindertales
- 6. Slideshows and special events

All Program Closures

Labour Day

National Day for Truth and Reconciliation

Family Day

Victoria Day

Thanksgiving Day





Remembrance Day

Christmas (Program closed for 2 weeks same as schools)

First day of spring break

Good Friday

Easter Monday

Summer

Please note that if the schools are closed due to severe weather or other circumstances, Rec House will be closed as well. Programs within the schools are closed during Christmas and in the event of a strike action. We do not prorate fees for the above closure dates.

What goes on at the Rec House?

Our teams are trained to plan and lead a variety of exciting activities including:

- Arts and Crafts, including edible crafts.
- Literacy, clubs, and life skills
- Science Experiments and STREAM
- Group Games and Sports Every day for a minimum of 1 hour.
- Free play and Quiet time
- Community outings and visitors
- Outdoor play time
- and so much more!



We also offer numerous other activities to keep children engaged and entertained throughout the day: potlucks, dances, karaoke, talent shows, PD Day pancake breakfasts and movie days just to name a few. We are a high recreation program and encourage physical activity daily.

What is needed every day at Rec House?

- 1. Indoor shoes (running shoes) that support the feet. Children must wear these to participate in physical activity and to prevent injury.
- 2. Appropriate clothing for weather as we attempt to go outside every day. Especially hats for all temperatures.
- 3. Water bottle
- 4. Backpack and lunch bag with healthy snacks. (Please label all items with your child's name) - items without names will go to lost and found

*At Rec House we <u>do not</u> have room for lost and found items for long periods. Any item that is left behind at the end of each month, will be donated.

First week requirements

- o Confirmation that information is correct and up to date.
- o Sign off on the Family handbook that you have received, read, and understand it.
- o Parent and Child Orientation form signed.
- o Medication in the original container and pharmacy labelled attached with a medical form signed for the child's file if needed
- o Walk home alone/bussing form signed and dates provided if needed. Please note: children will not be released to walk home on blue days (-18 with windchill)
- o Payment option provided to Supervisor (Cash or Kindertales)

Let us build long lasting relationships with you and your family.

It is time to HAVE FUN!

Program Planning Policy

School Days

For each location (Andrew Sibbald, Lake Bonavista, McKenzie Towne, Sam Livingston) the school day structure varies as the hours for each of these locations are different. Please see each location for individual program plans for school days.

School Day Snack Periods

Andrew Sibbald: Monday-Thursday 2:45pm-3:15pm

Fridays Lunch: 12:15pm-1:15pm and Snack 3pm-3:30pm

Kindergarten: M-TH Snack 1: 9:15-9:45am, Lunch: 11:15am-12:15pm, Snack 2: 2:15-2:45pm. Fridays: Snack 1: 9:30-10am, Lunch: 12-1pm, Snack 2: 2:30-3pm.

Lake Bonavista Monday-Thursday 3:00pm-3:30pm

Fridays Lunch: 12:30-1:30pm and Snack 3pm-3:30pm

McKenzie Towne Monday-Thursday 2:45pm-3:15pm

Fridays Lunch: 12:15pm-1:15pm and Snack 3pm-3:30pm

Sam Livingston Monday-Thursday 2:45pm-3:15pm

Fridays Lunch 12:15-1:15pm and Snack 3pm-3:30pm

Kindergarten: Snack 1: 9-9:30am, Lunch: 11-1140am, Snack 2: 230-3pm.

At each location near the end of the month, children can discuss themes and ideas for program planning for the next month. During these meetings, the children have an opportunity to express what crafts, sports, games, or field trips they want to have. Educators encourage children to share ideas about what they are learning in school, or general

interests to gain more ideas for program planning. Educators also conduct observations of children's play and interactions to plan and implement activities accordingly. Physical fitness is incorporated daily with encouragement for children to participate.

Non-School Days

7:00am-9:00am Children Arrive and have free time

9:00am-9:30am Snack Time/Table Activities 9:30am-10:30am Free Play/Sport/Group Games

10:30-11:45am Outdoor Play
11:45am-12:00pm Clean up for lunch

12:00pm-1:00pm Lunch time/Table Activities/Bin Toys

1:00pm-2:00pm Craft/Planned Activity(in/out)
2:00pm-3:00pm Electronic Time / Group Games

3:00pm-3:30pm Snack/Quiet Activities

3:30-4:30pm Structured Sport/Group Games

4:30pm-6:00pm Transition for children during pick up. Free play



Transfer of Care Policy

At drop off, parents are responsible for ensuring their child enters our program. We advise either walking your child to the door or staying and waiting until you see your child enter the space. Your child is not signed into our program until an educator has acknowledged your family.

In the mornings when Rec House releases the children for school, Rec House educators will ensure the children are released to the school's personnel.

Parents are required to come to the designated doors of their programs and either ring the doorbell or call us on the designated phone. We will let you in to assist your child for departure. You can call or text in advance and we can start getting your child ready for your arrival. Please be advised, we do not always hear texts come in due to the noise in the designated spaces, but we do check every 10 minutes.

Programming Activities Policy

Rec House provides a variety of equipment, games, crafts, and activities for children to choose from. Planning is based on observations that the educators have on the children. The children are also involved in each month's program planning. Activities incorporate social, physical, intellectual, creative, and emotional development (SPICE).

Our program also focuses on STREAM (science, technology, reading, engineering, art, mathematics) through planning and implementation that includes children, educators, families, and stakeholders' ideas and suggestions.

We do provide experiences through structured activities and free play where your child will be able to learn or build on their problem solving, creative and critical thinking skills.

Educators are committed to providing a safe and fun learning experience for each child. The program will continue to provide proper equipment in good repair and creative materials to enhance child development.







Menu and Nutrition

Parents are responsible for ensuring their child has a snack for Rec House in accordance with the Canada food guide. On occasion when your child arrives without a snack, the program will have a supply of healthy snacks available in accordance with the Canada food guide. Occasionally there will be special treat days and potlucks for the children. Rec House adheres to a strict **NO NUT POLICY** put in place by the CBE (Calgary Board of Education), as well as other dietary restrictions a child may have.



PLEASE SEE SCHOOL DAY SNACK PERIODS UNDER PROGRAM PLANNING POLICY

Fees & Registration Policy

- 1. Fees are \$550/month for before and after or \$950/month before the affordability grant (\$626) for the kindergarten program due the 1st of the month for each child.
- 2. A \$50 registration fee is required at the time of registration per family.
- 3. For new families, a one time non-refundable \$150 deposit per child is required at the time of registration (this does go towards your 1st month care.)
- 4. If you are registered for September care (next school year) but cancel care between January- June (current school year) this will cancel your care for September.
- 5. Subsidy approvals must be sent to the program prior to the 1st, so billing will reflect your parent portion.

- 6. If you have 3 or more children in the program, there is a 10% discount from the total cost.
- 7. Payments are made on Kindertales via direct deposit.
- 8. Late fees of \$30.00 will apply to your kindertales account, if payment is not received on the 1st. Kindertales will charge an additional \$25.00 NSF if payment is not received.
- 9. Monthly fees will not be prorated during the school year to accommodate absences, holidays, or closures.
- 10. There is no day rate.

Please Note: If you need to make alternate payment arrangements due to circumstances, please discuss with your Program Supervisor. Parents who need assistance can apply to the Alberta Government Child Care Subsidy Program:

https://www.alberta.ca/child-care-subsidy.aspx

Late Pick Up Policy

If a child is picked up after 6pm, an additional cost of \$10.00 for the first 10 minutes will be required. \$1 per minute will be charged for any time exceeding the 10 minutes and is required to be paid in cash to the educators that are onsite upon pick up.

Child Involvement Policy

Educators attend a quarterly child development needs workshop to assist in the implementation of this policy. Every child is encouraged to engage in scheduled group or individual activities and participate to the best of their ability. Educators will always take into consideration the child's age, personality, ability, or knowledge of the activity and adjust accordingly to individual needs. As educators assess these factors, they can lead by example, teach new skills, have patience and perseverance, and care for each child. (educators will participate in the activities with children when capable). Social, physical, intellectual/cognitive, and emotional needs are nurtured and valued when programming daily interactions.















Family Involvement/Volunteer Policy

The owner and educators at Rec House strive to be open and understanding to the complexities of each family. We understand that busy work schedules and extra-curricular

activities tend to keep families on the go. The Rec House Program may have scheduled activities, crafts, or events that require parent involvement such as planning on staying for a few minutes upon pick up to complete an activity. We would like to welcome all parents into the program on any given day to interact with your child during these activities. Potlucks may be held a few times during the year. All parents are welcome to stay and interact over some healthy snacks and activities that are planned for your children. This is a great opportunity to reconnect with some of the other parents and perhaps schedule play days.



If you are interested in volunteering in our program, we would love to have you do just that! There are many opportunities to volunteer such as creating the monthly calendar and newsletter, attending field trips, donating items to local charities (food bank, clothing, toy donation), or bringing an item for potlucks. Please be sure to stay in contact with your program supervisor and educators for other opportunities, or if you are interested in the above. Please remember that NO volunteers are allowed to work alone with children at any given time. Any volunteers will be

required to fill out our annual volunteer form and may be required to submit an updated criminal record check, please discuss with your program supervisor on receiving these documents. This is to ensure the safety and protection of the educators and children.



Off-Site Field Trips

Field trips will include venues that promote social, physical, intellectual, creative, and emotional development. Field trips are planned by educators and children during the school year, based on interests and the weather.

Parents will be notified at least one week in

advance. Parents will be required to sign individual permission forms with each trip.

Permission forms will include:

- The date and location of the trip.
- Departure and return time.
- Items needed to pack

Permission forms need to be in on time. Portable records and first aid kit are with us. Educator:Child ratio is 1:15

- Which educators and volunteers will be in attendance.
- Mode of transportation that is provided.
- Safety/Supervision during field trip (Primary groups).

If your child becomes ill or hurt, you will be notified immediately to come pick up your child either from the field trip location or once Rec House has returned to its original location. In the case of an emergency, 9-1-1 will be contacted and an educator member will contact you regarding the situation and what hospital we are going to if required.

Home Toys and Technology Policy

At Rec House, children have the privilege to bring their own toy or electronic device on Pd Days, Teacher's convention, and spring break.

- 1. Children are responsible for their own belongings. Rec House is not responsible for any losses or damages.
- 2. I hour of electronic time once a month.
- 3. Children must sign out electronics and what they are playing as this activity is monitored for appropriate content usage.

Parents who do not want their child participating in electronic privileges need to discuss with their program supervisor as educators plan an engaging activity during this time.

Movies are played as a special event in the program. Each video offered is rated child appropriate (G Rated or previewed by educators if rated PG). Movie selection is based either on the theme of the month or chosen by the children during program planning.



Social Media Policy

Social media can be a great way to stay connected, however; it can also breach the privacy of others. Rec House families are asked to refrain from posting photos on any social media sites of children in our programs. This is designed to protect the safety and protection of everyone involved.

Community Organizations may post on social media if children's faces are not shown unless a release of photo is signed for that organization. Rec House does have a private Facebook group, please adhere to the conditions when signing in if you would like to join.

Email and texting can be a great alternative to traditional phone calls. Parents are welcome to text or email the educators at any time for communication purposes and educators may

do the same to stay connected with families. Please understand that during operating times, educators are interacting with your children and will attempt to respond to these methods as soon as they can.

Washroom Policy

It is the responsibility of the educators to ensure that all washrooms are safe for children to use. The following outlines the procedures for each center and public facilities.

Andrew Sibbald School

Children line up after school to wash up and go as a group with educators supervision. Children are permitted to use the washroom, one child at a time throughout the day and must sign out with an educator who is designated to monitor the washroom whiteboard.



Andrew Sibbald Kindergarten

Children go to the washroom one at a time after asking an educator member for permission and changing their whereabouts on the child board. If children are not back in 2 minutes an educator will check on them, this is to encourage independence and the classroom is next to the washroom.

Lake Bonavista School

Children line up after school to wash up and go as a group with educators supervision. Children are permitted to use the washroom, one child at a time throughout the day and must sign out with an educators member designated to monitor the washroom whiteboard.

McKenzie Towne School

During handwashing and washroom breaks, one educator member will monitor the washrooms and children - max 3 children at a time per washroom. Children are permitted to use the washroom, one child at a time throughout the day and must sign out with an educators member designated to monitor the washroom whiteboard.

Sam Livingston School

Children line up after school to wash up at designated doors. Educators and Jr. Leaders monitor washroom movement (3 children at a time). Children are permitted to use the washroom, one child at a time while on-site and must sign out with an educators member designated to monitor the washroom whiteboard.

Sam Livingston Kindergarten

Children go to the washroom one at a time after asking an educator member for permission and changing their whereabouts on the child board. If children are not back in 2

minutes an educator member will check on them, this is to encourage independence and the classroom is next to the washroom.

Any Public Washroom

educators will bring their group of children to the washroom. An educator will wait outside the washroom door and call out periodically to ensure the children are safe. Educators are required to respond immediately if a child calls out for help.

PLEASE NOTE: It is against the law for cameras to be used in any washroom at any time.

Attendance, Absence, & Illness

Parents are required to notify educators of any absences from the program before program start time. Parents may contact us by text, phone, or email or place the absences on the kindertales. Communication between educators and parents is essential to ensure the safety of each child.

- 1. Please notify the program before program start times if your child will not be attending.
- 2. If the program has not been notified of any absence and your child is not present during sign in, an educators member will contact you on the whereabouts of your child.
- 3. If the parent indicates their child should be in attendance, the parent will need to come in immediately and Rec House will be contacting the Calgary Police Service. If the



- parent does not respond to Rec House efforts to contact them in regard to the whereabouts of their child **within 5 minutes**, the parent will be notified a second time via voicemail **and** text message that they are required to come in immediately and the Calgary Police Services will be contacted as this is now considered a missing child.
- 4. In the event a Rec House employee follows the above procedure, and the parent fails to notify the program that their child is going to be absent, a warning will be given to the parent regarding giving proper notification time (before the program start time).
- 5. Rec House and the school are separate entities which means by only notifying the school of your child's absence does not mean we are notified. The parent is responsible for contacting the program directly.

Any child that is too sick to attend school will be classified too sick to attend Rec House. Should a child become ill while in the care of the Rec House Program, educators will assess the child using the following criteria:

Vomiting

- Diarrhea
- New or unexplained rash or cough
- Having a fever
- Children requiring greater care and attention then can be provided without compromising the care of the other children.
- Having or displaying any other illness or symptom that requires medical attention or poses a health risk to persons on the program premises (pink eye, head lice, dizziness, eyesight distortion etc.)

Based on this criteria, the child's parent or emergency contact will be notified immediately and be required to arrange for immediate pick up of the child from the program.

During the time frame between when contact is reached and the child is picked up, your child will be made comfortable, and an educator will periodically monitor to ensure they are comfortable and not becoming overly distressed or anxious about illness. At this time, all pertinent information such as the name of the child, date the child became ill, symptoms the child is expressing, educators member who identified the child as ill, time the parent was initially contacted, name of educators or person who contacted the parent, time child was removed from the program, and the date the child is expected to return to the program will be documented on the child care facility illness incident log sheet.

For illnesses, evidence that the child is symptom free for at least 24 hours will be able to attend the Rec House program. By signing this Family Handbook, parents acknowledge that they understand and agree with this policy.



Inclusion and Diversity Policy

Rec House recognizes there is a need to protect and promote an environment that is considerate to human differences and that people have a right to make a choice about their lifestyle. Rec House will appreciate and respect the uniqueness of each child, will offer development for children regardless of color, race, sex, creed, and ability. Rec House will promote those differences and value each child, and families are actively encouraged to share their experiences with educators, care providers, and other families.

Shared Space/Lease Agreement / School Partnership Policy

During the school year, Rec House operates in four schools: Andrew Sibbald, Lake Bonavista, McKenzie Towne, and Sam Livingston. We are privileged to be able to utilize the gymnasium, libraries and in some cases, flex rooms. Operating out of a school also provides us with playground equipment for all ages and large fields in which to hold sports or other games.

Community outings often occur as well. Field trips to neighboring businesses i.e. Circle K, Library, or alternate playgrounds are planned, weather permitting and are often highlights of the day.

Occasionally the school needs the space to host family and school events and activities. Rec House educators ensure a positive working relationship with the school that consists of open communication, trust, and respect. The Rec House team is proactive and the willingness to adapt to the changes in the environment is why we are successful with partnering with the school. The shared space is always clean and tidy for easy transitions.

Withdrawal from Program

Written withdrawal from the program must be received no later than one calendar month before the next month's start date (excluding Saturdays, Sundays, Statutory Holidays and summer months). Withdrawals may be submitted via email to your school program or in person to a Program Supervisor. If withdrawal is given less than 30 days in advance, payment will be required for that calendar month.



Please note: if canceling care for September, notification must be received by June 1st or you will be charged for September's care.

Smoking

There is to be no smoking on or off the premises by anyone, at any time, where childcare is provided.

Guidance Policy

At Rec House, maintaining the dignity of each person in all situations is crucial in managing behavior. Effective guidance comes from the belief that teaching individuals to take responsibility for their behavior is an effective quality in creating behavioral changes rather than teaching individuals to be obedient to avoid punishment.

At Rec House, there is no acceptance for: inflicting or cause to inflict physical punishment; any form of physical or verbal degradation, or emotional deprivation. Educators must not deny or threaten to deny any necessity or permit the use of any form of physical restraint, confinement, or isolation. Any child guidance action taken must be reasonable and relevant to the circumstances. Educators are required to attend a minimum 6-hour workshop on a quarterly basis on Child Guidance practices.

The child guidance policy will be communicated to parents, and children on the first day of enrollment. By signing the Family Handbook parents acknowledge that they understand and agree with this policy.

Conflict Resolution Policy

In the event of a conflict between individuals, an educator will first encourage the children to solve the problem on their own with distant supervision so educators may hear what is being said. This supports children in learning to problem solve on their own. A educators member will:

- 1. Intervene if/when a conflict escalates and/or the children ask for help.
- 2. Offer ideas and suggestions so children may choose the best course of action.
- 3. Correct children in a more positive way to ensure children's opinions are respected.
- 4. Encourage children to problem solve in a respectful manner.



All educators ensure each child can explain their side to reassure children that they are being heard and respected in return. When a child problem is solved, educators recognize them for accomplishing a life skill and remind them of that fact. If a conflict has not been resolved or is a continuing occurrence, parents of the children will be notified of the situation. Parents are encouraged to offer suggestions or opinions on the matter to assist with the situation pertaining to their child only. We do ask that parents ensure they do not take matters into their own hands and discipline other children in the program. Please let an educator know if you have seen or heard something. If the situation continues then Rec House will follow the Behavioral Procedures.

In the event of a conflict between Rec House and a family or stakeholder occurs, all parties must address each other with respect so a solution can be found. Parents are asked to address their concern in the following manner:

- 1. Address your concern to either a recreational leader or program supervisor.
- 2. If you feel the concern has not been addressed, please contact the managers
- 3. If the concern has still not been addressed, please contact the owner.

When you have a complaint or concern, please follow the above steps. We also have a complaint form for families and stakeholders to access if they are uncomfortable addressing their concern in person. Please be advised, having all information is important to solving conflict, we ask families to please address their concerns to us directly if possible so we may resolve the issue in a timely manner.

Bullying Policy

Rec House has a strict ZERO TOLERANCE for any bullying. This includes physical/verbal aggression, social alienation, intimidation, or acts of a sexual nature. All educators are constantly vigilant to act in protection of each child.



Mission: To ensure quality playtime and learning within a safe and caring environment.

Goal: To build a caring culture within Rec House and the community, where children, educators, and parents encourage, value, and support one another. To feel safe and know that abuse, bullying, and discrimination are unacceptable.

Respect: Treat others the way you want to be treated. Listen carefully and care for property.

Responsibility: Make wise choices, play safely, be courteous, and take responsibility for your actions.

Safety: Keeping hands, feet, and body to yourself. Keep the play area clean and tidy. Respecting boundaries and rules for the safety of all.

Praise: Celebrating our own and other's successes.

Unacceptable behaviors include all aspects of bullying, but not limited to the list below:

Physical Aggression: Pushing, hitting, grabbing, pinching, spitting, tripping, etc. Using objects to cause physical injury or to enforce will on another.

Verbal Aggression: Mocking, humiliating, offensive language, yelling, or daring others to commit an act that could cause injury.

Social Alienation: Gossiping, embarrassing others, ethnic or gender slurs, excluding from groups.

Intimidation: Threats, forcing others to do something against their will, trickery, weapon threats.

Sexual Harassment: Remarks, gestures, or actions of a sexual nature.

CONFLICT	RUDE	MEAN	BULLYING
Occasional	Occasional	Once or Twice	Is REPEATED
Not planned; in the heat of the moment	Spontaneous: unintentional	Intentional	Is planned and done on purpose
All parties are upset	Can cause hurt feelings; upset	Can hurt others deeply	The target of the bullying is upset
All parties want to work things out	Based in thoughtlessness, poor manners or narcissism	Based in anger; impulsive cruelty	The bully is trying to gain control over the target
All parties will accept responsibility	Rude person accepts responsibility	Behavior often regretted;	The bully blames the target
An effort is made by all parties to solve the problem			The target wants to stop the bully's behavior, the bully does not
Can be resolved through mediation	Social skill building could be of benefit	Needs to be addressed/ should NOT be ignored	CANNOT be resolved through mediation

Source: Jennifer Astles, DASA Newsletter, January 2014, TST BOCES

Behavioral Procedures

All incidents will be recorded and stored in the child files.

For minor infractions, it is the responsibility of educators to intervene and assign consequences that may be warranted from the list of minor consequences. The child(ren) involved will then select the caring behavior that will accompany the consequences. Parents are required to sign the infraction report upon child pick up to acknowledge that their child's behavior has been communicated with them and that we will work together to best support the child's needs.

Minor Infractions

- Name calling
- Ignoring Group Signals
- Going out of bounds
- Using facilities inappropriately
- Neglecting to clean up after oneself
- Disrespectful behavior to peers and staff

Consequences

- Verbal reminder
- Child removed from play area and given space to do another activity.
 - Loss of privileges for the day

For major infractions, the owner, managers, or program supervisor at the time will be involved. Parents will be required to sign an infraction report. Each incident will be treated on its own merit.

Major Infractions

- Fighting
- Anything that compromises the safety of other children and staff
- Vandalism
- Theft
- Swearing
- Bullying
- Fleeing
- Threats or threatening behavior (intimidation)
- Repetitive minor infractions

Consequences

- Sent to program supervisor or managers
- Service project
- Loss of privileges/ field trips
- Parents contacted to pick up their child immediately
- Suspension from program (1-5 days) Depending on the severity of the incident. A meeting is required with the DOP.
 - Expulsion from the program

Note: During suspension, it is the parent's responsibility to find alternative care at their own expense. No refund will be issued if your child is suspended or removed from the Rec House program.

Children who run away to regulate emotions is a huge safety risk. If at any time we lose sight of your child, we are required to call the Calgary Police Services as the child is no longer safe. If your child is known to run from the program, we ask families to complete an Individual Education Plan to support your child and we may ask for

written permission to physically pick up your child before they get too far in a safe manner. If your child runs away multiple times, we may no longer be able to offer child care for your child.

Complaint Policy

Rec House takes pride in communication with parents, children, educators, and outside community agencies. If you have a concern you need to address, please follow the 4-step procedure listed below:

- 1. Verbal or written concern (Request a form from a educators member)
- 2. If the issue is not resolved, discuss it with the program supervisor. Please inform them if you have spoken with an educator already.
- 3. Contact the Manager immediately, if your concern is still not being addressed: Ashtin & Sharai: manager@rechouse.ca.
- If your concern is not resolved to a client satisfaction, please call our licensing officer at: Calgary & Area, Child, and Family Services: 403-297-5857



Communication Policy

Rec House takes great pride in their communication policy. Parents and educators can communicate through face to face, email, phone calls, and text messages. Whatever works for each individual family best, we will accommodate. If you are issuing a complaint, please follow the complaint policy as outlined above.

We do ask that if ever a child is not going to be attending our program due to vacations, illness, or any absence that the program is notified by email or text message so it can be documented accordingly.

Emails will be sent out immediately if ever there is a change to the program that affects you and your children such as field trips, change of space, emergency etc. A mass email will also be made if we are removed from location due to an emergency. Posters, newsletters, calendars are also available to communicate with families any events and activities happening in the program.

Confidentiality

It is the policy that Rec House keeps all information on your child and family strictly confidential except where disclosure is required by law or judicial action. This ensures the

safety and wellbeing of your child. However, circumstances may arise where parents or children may need our help and support with an outside agency. In such circumstances, we require the following information in writing:

- Name of agency, person, and or organization with which the information may be discussed.
- Written consent for the specific information to be given.
- When the release of the information commences and terminates.
- The purpose for which the information is to be given.
- Signature of the parent/guardian and date.

A record of this and the information released by Rec House will be placed in your child's file. All children's records (registration form, portable emergency cards) must be up to date and on the program premises.

PLAY DATES If you are interested in families having your contact information for play dates etc. please fill out the Parent Contact Exchange form and return to your supervisor.

Release of Photo Policy

We follow our confidentiality policy closely and will not release your children's photos to other agencies or communities without your written consent. However, your child's photo will be used for programming purposes only. Such as newsletters, program handbooks, calendars, posters onsite, slide shows, and Kindertales (attendance) where the pictures are shared with registered families and program educators. Any duplication of said documents outside of Rec House from educators or parents will be in breach of policy. No pictures shall be posted on social media from educators or parents unless it is your own child, and no other children are exposed. If a community organization takes photos during programming with your child, it may be posted to social media, but no child face will be seen. By signing this family handbook, you understand and agree to this policy.

Separation and Custody Issues

In the case of a separation when one parent wants the program to withhold their child from the other parent, that parent should seek legal counsel. The program cannot assume responsibility for withholding the child from either natural parent without a copy of a court order. In the case where one parent has legal custody, the educators will release the child only to people authorized by that parent. A copy of the custody agreement must be given to the program supervisor. Our program takes child safety very seriously; your child will only be released to the persons listed on the registration form unless otherwise advised in writing. It is the parent's responsibility to keep educators informed so all information is accurate.

Health & Safety Policy

Any health information about the child must be provided by the parents:

- 1. Immunizations
- 2. Allergies if any
- 3. Medications and form signed on Kindertales.
- 4. Medications that are prescribed by a doctor must have the pharmacy label.
- 5. Medications must be up to date
- 6. Medications must be in original container with label (pharmacy label)
- 7. Diagnosis of Special Needs or additional support. (OT, PT, SPEECH, BEHAVIOUR)



Children with epi-pens and puffers must have them on site at all times or you will receive a phone call to either drop off your child's medication or pick up your child.

Emergency evacuation procedures are made known to all educators and children. Fire drills are held once a month to ensure that all children are familiar with the protocols.

Lock down and natural disaster drills are done twice a year.

Rec House requires that all educators on the premises hold a current first aid & CPR certification.

By signing the family handbook, you are signing off that Rec House educators can administer first aid to your child. The Rec House educators will assess and administer basic first aid treatment should an accident occur. Parents will be informed of any such action either verbally (in the case of very minor accidents) or through a written accident report (for more major incidents). Parents will be notified immediately of a serious incident.

In the event of a severe emergency (allergic reaction, head injuries, contusions, broken bones, etc.) 911 will be contacted as no educators, at any time, are permitted to drive a child. Following this, the parent or emergency contact will be notified to meet the child at the hospital or clinic. An educator will accompany the child who is transported until a parent or emergency contact arrives. Parents are responsible for the cost of the ambulance.

Daily inspection of the program area takes place to ensure that all play areas are safe from any potential hazards that may cause tripping or slipping. All play equipment is inspected and cleaned on a regular basis. Areas of inspection include:



- Indoor play and food areas
- Washrooms
- Outdoor play areas and structures
- Toys, games and play equipment

Any damaged toys or equipment is discarded and then replenished with new items.

All children, educators, and parents must follow the health and safety guidelines that are posted at each center. This includes wearing proper footwear and regular handwashing.

All children's portable records will be taken on field trips in case of emergency. All field trips ratio is 1 educator to 15 children.

Walk Home Alone

A walk home alone form is required to be completed upon registration if your child has permission to walk home from Rec House.

If it is below -18 with windchill, we will not allow your child to walk home. We will be using: weather.gc.ca.

For us to release your child to walk home:

- 1. A walk home alone form needs to be signed in advance.
- 2. A phone call, text, or email needs to be sent **BEFORE** program start time.
- 3. Please text or call when your child can get ready to leave the program, an educator will text you when the child has left and you are required to text us back or call us when your child arrives home. Transfer of care has been completed when we text you stating your child has left.

Bussing

If your child takes the bus home, we require a monthly calendar of the schedule. If your child is scheduled to be in the Program, we will follow our attendance/absence policy. Please make yourself aware of that policy. Your child's safety and whereabouts are our main priority. If your monthly calendar changes you must notify us prior to program start time if your child will be attending or not attending.





WELCOME

O REC HOUSE!



Emergency Numbers (these are also posted on site)

Emergency Numbers (these are also posted on site)

Emergency (fire, police, ambulance, hazardous materials spills) 9-1-1

Bullying Helpline 1-888-456-2323

Child Abuse Hotline 1-800-387-5437

Family Violence Info Line 310-1818

Income Support Contact Center 1-866-644-5135

Kids Help Phone 1-800-668-6868

Mental Health Helpline 1-877-303-2642

Poison Control Centre Toll Free 1-800-332-1414

Alberta Health Link: (for any health region related

questions) 811 Health link phone number (24hrs) 1-866-943-5465

Communicable Disease 403-944-7075

Environmental Health 403-943-8060 or 403-943-8030 Non-Emergency

Information including Bylaws 311

Fire: 403-287-4299

Police: 403-266-1234

Ambulance: 403-261-4000

Hospitals:

Alberta Children's Hospital 403-955-7211.

Peter Lougheed Hospital 403-291-8555.

Foothills Hospital 403-670-1110

Rocky View Hospital 403-541-3000.

South Calgary Urgent Care 403-943-9300.

South Health Campus 403-956-1111

Licensing:

License Office: 403-297-6100

Child Care Connect: 1-844-644-5165

Please sign that you have read and understand the policies and procedures listed
above for Rec House. Please contact your program supervisor or managers if you
require any clarification on the policies and procedures.
Child's Name:
Parent/Guardian Name (Printed):
Parent/Guardian Signature:
Date: