OUR POLICIES AND PROCEDURES

PROGRAM RULES AND EXPECTATIONS

To ensure a safe, respectful, and positive environment for all children, families, and staff, the Dalhousie Community Association (DCA) outlines the following program rules and expectations for participants in our Dalhousie Out of School Care (DOSC) and Community Preschool programs.

We ask that you review the following expectations with your child prior to coming to the program:

For Children:

We encourage children to:

- Treat others with kindness, respect, and inclusion
- Use safe hands, feet, and bodies (no hitting, pushing, or unsafe play)
- Listen to staff and follow directions
- Use respectful language and voices
- Take care of toys, materials, and the program environment
- Ask for help when needed and express feelings appropriately
- Stay within designated program areas unless given permission

Positive behavior is supported through guidance, redirection, and consistent expectations appropriate to each child's age and development.

For Parents/Guardians:

We ask families to:

- Arrive and pick up children on time as per program hours
- Inform staff of absences, late arrivals, or changes in pick-up routines
- Communicate respectfully with staff and other families
- Keep emergency contact and health information up to date
- Support program policies and work collaboratively with staff to address any concerns
- Review and support expectations for child behavior

For Staff:

Our staff are committed to:

- Creating a warm, welcoming, and inclusive environment
- Modeling respectful behavior and communication
- Always ensuring the safety and supervision of all children

- Communicating openly and professionally with families
- Supporting each child's social, emotional, and developmental needs
- Enforcing program rules fairly and consistently

These basic expectations are in place to ensure the safety and comfort of all children in the program. In the case of vandalism or willful damage to program property or equipment the child's parents and/or guardians will be held responsible for the cost of repair or replacement.

ABUSE

The DOSC and Preschool program is committed to providing a safe and respectful environment for all children, parents, and employees. The program operates in accordance with the Dalhousie Community Association's **Respectful Workplace Policy**. All employees, parents and visitors to the program are therefore subject to the Respectful Workplace Policy. A copy of the association's Respectful Workplace Policy is attached to this document for your perusal. In accordance with this policy, we will not tolerate abuse in any form.

In the case of Emergency Medications for Anaphylaxis (e.g. Epi-Pens, Twin Auto Injectors), parents MUST provide one (1) injector for the staff backpack, to remain on site always.

ANTI-BULLYING

The DOSC and Preschool program believes that everyone has the right to feel safe, included, valued, and accepted. Therefore, bullying of any kind is unacceptable in our program and will not be tolerated.

Any incidences of bullying behavior will be dealt with in the following manner:

- Staff will take immediate action to stop the bullying behavior
- The incident will be documented
- Parents will be contacted
- An action plan will be established including appropriate consequences and strategies to promote respectful and positive interactions with others

SUPERVISION

At the Dalhousie Community Association (DCA), the safety and well-being of all children in our care is our top priority. We always maintain active and attentive supervision in both our Dalhousie Out of School Care (DOSC) and Preschool programs, in accordance with Alberta Child Care Licensing Regulations.

Active Supervision Practices

Our staff are responsible for continuously observing, listening, and responding to the needs of children throughout the day. Supervision includes:

- Maintaining appropriate child-to-staff ratios as required by licensing
- Positioning staff strategically to monitor all areas, including indoor and outdoor spaces

- Regular headcounts and attendance checks, especially during transitions
- Ensuring all children are within sight and/or hearing range at all times
- Promptly responding to any incidents, injuries, or unsafe behaviors

Drop-Off and Pick-Up

- Only individuals listed on the child's authorized pick-up list will be permitted to take a child from the program.
- Photo identification may be requested for verification.

Off-Site Activities

During field trips or off-site outings, staff maintain heightened supervision:

- Staff-to-child ratios may be increased to ensure safety.
- Emergency contact information and a first aid kit are carried at all times.
- Attendance is taken before departure, during the outing, and upon return.

Staff Training and Accountability

All staff are trained in supervision practices, emergency response, and behavior guidance. Supervisors regularly monitor staff to ensure expectations are being met, and concerns are addressed promptly.

OUTSIDE ACTIVITIES

The DOSC and Preschool program will provide opportunities for children to engage in outdoor activities daily except for days when the outside temperature, including wind chill factor, is -15 degrees Celsius (Preschool age 3-years-old), -18 degrees Celsius (Preschool age 4-years-old) and -20 degrees Celsius or colder (School Grades K to 6) as published by Environment Canada or when an air quality advisory is in effect.

BEHAVIOUR MANAGEMENT

Positive Behavior Strategies:

The Dalhousie Out of School Care and Preschool programs utilize the following **proactive measures** to encourage appropriate behaviors and support positive social interactions among children:

- Working together with children to establish appropriate program rules.
- Empowering children by teaching them problem solving and conflict resolution strategies.
- Encouraging children to take responsibility for their actions and to engage in problem solving strategies.
- Reviewing behavioral expectations prior to events and activities.
- Communicating unacceptable behaviors to children and explaining why such behaviors will not be tolerated.
- Stating consequences clearly.
- Utilizing positive reinforcement to support children’s efforts to behave appropriately.

The Dalhousie Out of School Care and Preschool programs take a fair, firm, and caring approach when dealing with challenging behaviors. Staff will guide children through problem solving strategies and help children learn to resolve disputes in positive ways. The Dalhousie Out of School and Preschool programs do not permit any form of physical punishment, verbal, or emotional abuse, isolating a child, or denying a child any physical necessity. When necessary, staff will request the help and support of parents in establishing more appropriate behaviors.

The Dalhousie Out of School Care and Preschool programs will use the following positive guidance strategies when dealing with challenging behaviors:

Discussion: Staff will discuss the incident with the child at the child's level in an area away from other children. Staff will encourage appropriate behaviors and support positive social interactions.

Re-direction: If a child is having difficulty using materials appropriately or interacting with others, the child may be re-directed to another area or activity. Staff will engage the child in the new activity while providing positive reinforcement and guidance.

Cool down: If a problem persists, cool down may be used as a means of helping a child regain control. Staff will direct the child away from the activity and the other children, so as not to provoke others, or be provoked. Once control is regained, staff will encourage the child to engage in problem solving strategies. The child will be encouraged to participate in the activities again. Staff will provide positive reinforcement to support the child's efforts to use problem-solving strategies to behave appropriately.

Loss of privilege: If a child continues to demonstrate challenging behaviors while in a specific play area or engaged in a specific activity the child may be asked to leave that play area and/or lose the privilege of engaging in that activity for a specified period. Staff will address the child at their level to seek insight into the cause of the behavior, review expectations and provide redirection.

Restorative Action: Children will be encouraged to make a genuine attempt to restore relationships and make amends after an incident of hurt or harm.

Parent contact: Parents will be informed of serious and/or persistent challenging behaviors. Information will be provided verbally, and parents will be asked to sign a Behavioral Incident report. Parents will be asked for input and suggestions regarding serious and/or recurring challenging behaviors.

All disciplinary actions must be reasonable under the circumstances.

All serious and/or recurring challenging behaviors must be documented and reported to the Program Director or Assistant Directors.

ILLNESS AND COMMUNICABLE DISEASES

To prevent the spread of illness among children and staff members, parents are asked, **NOT to bring children who are showing symptoms of illness to the program.**

Signs or symptoms of illness include:

- vomiting, registering a fever, diarrhea, or an unexplained rash or cough,
- any condition requiring greater care or attention than can be provided without compromising the care of the other children in the program, or

- having or displaying any illness or symptom the staff member knows or believes may pose a health risk to other persons on the program premises.

The program reserves the right to refuse service in situations where lifting, toileting and/or transportation of a child is necessary or where additional staff are required due to an illness or injury.

If a child becomes ill while in the care of our program, parents will be contacted and asked to arrange for the immediate removal of the child from the program premises. While in our care, we will attempt to isolate the child from others in the room and provide them with a comfortable place to rest. Your child may not return to the program until 24 hours have passed and they are symptom free. In the case of communicable diseases, parents are advised to speak with their doctor regarding their child's safe return to the program.

ADMINISTRATION OF MEDICATION

Parents who require the DOSC and/or Preschool program to administer medication to their child **must complete a Request to Administer Medication form**. The medication to be administered must be in the original container, labeled with the child's name, doctor's name, and instructions for administration. We will administer only medications which have been prescribed by a licensed physician. All medication will be kept in a secure location. The staff member administering the medication will complete and sign the medication form immediately after each dosage. Only staff members holding Level 2 or 3 in Childcare Certification and a Valid First Aid/CPR Certificate may administer medication to a child.

Children are not permitted to have medications, including any over-the-counter medications in their possession while attending the program.

***The only medication which may be self-administered is medication taken via a puffer for the treatment of asthma. In this case, the administration of the medication will be monitored by a staff member and the staff member may assist younger children if deemed necessary.

INCIDENTS, ACCIDENTS OR SERIOUS ILLNESSES

All DOSC and Preschool staff members have First Aid Certification. Minor incidents/accidents will be attended to by staff and parents/guardians will be notified upon pick up. Staff members will immediately contact parents/guardians for major incidents/accidents; however, in the absence of a parent/guardian, staff may deem it necessary to seek medical care for the child. The Site Supervisor or Program Lead will complete an incident/accident report which parents will be asked to sign at the time of pick up.

The following incidents are of a serious nature and must be reported to the Child and Family Services Authority:

- Emergency evacuation
- Unexpected program closure
- An intruder on the program premises
- A serious illness or injury to a child that requires emergency health care

- An error in the administration of medication that results in a child requiring medical attention
- The death of a child
- The unexpected absence of a child from the program (i.e. lost child)
- Child removed from the program by a non-custodial parent or guardian
- An allegation of physical, sexual, emotional abuse and or neglect
- The commission of an offence by a child
- A child left on the premises outside the program's hours of operation

The Dalhousie Out of School and Preschool Program will keep reports of any such incidents on file for two years.

HEALTH AND FIRE INSPECTIONS

Annual inspections are carried out by Calgary Health Services and by the Calgary Fire Department as a Licensing requirement at all our program locations. Any recommendations will be attended to promptly to maintain a safe and healthy environment.

FIRE DRILLS

The DOSC and Preschool program conducts monthly fire drills. During a drill, staff will lead the children out of the childcare facility and proceed to the specified muster point. In the event of an actual fire alarm sounding, staff and children will exit the childcare facility, proceed to the muster point, and will not re-enter the building until clearance has been given by the Fire Marshall. **If clearance has not been given, children and staff will proceed to their emergency sites and parents/guardians will be contacted for immediate pick up.**

LOCKDOWNS

What is a Lock Down?
A lockdown occurs when there is a severe natural disaster, storm, or threatening individual at or around the premises. The DOSC and Preschool program conducts mock lock down drills periodically. In the event of an actual lockdown, programs operating within schools will follow the CBE's protocols and other sites will follow the DCA's protocols.

EMERGENCY EVACUATION PROCEDURE

In case of an emergency which requires the evacuation of the premises our gathering place for each program location will be as follows:

- **Children who attend the Dalhousie Community Center will gather at HD Cartwright Junior High School**
- **Children who attend our Dalhousie Elementary (Spanish) Program will gather at the Dallyn Street Building**
- **Children who attend our West Dalhousie Elementary Program will gather at HD Cartwright Junior High School**

PROGRAM CLOSURES

The Dalhousie Out of School Care and Preschool program will be closed under, but not limited to, the following circumstances:

- There is no water supply to the program premises,
- There is no electricity at the program premises,
- Damage to the program premises because of a fire or flooding
- To prevent the spread of a communicable disease
- The program premise is not safe or accessible because of a natural disaster,
- The school building in which the program takes place is closed,
- Any circumstance in which we are unable to operate the program in accordance with Licensing and/or Health requirements.

In the event of a program closure, parents will be notified as quickly as possible via phone, email and/or text. A response is required.

In the sudden event of a **Mandated Program Closure by any Governing Body which extends for more than 10 Operational Business Days, that directly and/or indirectly affects the Dalhousie Out of School Care (DOSC) and/or Preschool Programs ability to offer childcare services, will be deemed and "EMERGENCY SHUT DOWN". As a direct result of the emergency shut down, any refund of fees shall be issued (in part) over and above the 10 Operational Business Day grace period. Services would cease and accounts would pause until further notice of when programming could resume.*

*****Governing Body:** *Government of Canada, Government of Alberta, City of Calgary, Alberta Health Services, Calgary Fire Department, Child Care Licensing – Child and Family Services, Calgary Board of Education (CBE).*

INCLEMENT WEATHER

If a school or facility housing any of our childcare programs are closed or inaccessible to staff, the DOSC and Preschool program will be closed.

NUT AWARENESS

For many children nuts cause an anaphylactic reaction which requires an immediate injection of adrenaline and emergency transfer to hospital. Anaphylaxis is a severe allergic reaction which is potentially life threatening.

In the interest of providing a safe environment for all children, **Dalhousie Out of School and Preschool program sites are nut-free zones.** The program has adopted a Nut Aware Policy which aims to increase community awareness and minimize risk to children with allergies to nut products. Our Nut Aware Policy applies to products with nuts specifically listed as an ingredient on the product label. **Please do not send any nuts or foods containing nuts to our program**. Foods which state

"may contain traces of nuts" or "manufactured in a facility containing nuts" on the label are also not acceptable!

ELECTRONICS OR OTHER ITEMS OF VALUE

We ask that your child refrain from bringing electronics or other valuable items to the DOSC program. If such items are brought to school, they **must remain in your child's backpack** while your child is in our care. Please note that the DOSC and Preschool program **will not be held responsible** for the breakage, loss or theft of any electronic items or other items of value.

MEDIA

A video and/or movie may be shown on early dismissal or non-instructional school days as part of a developmentally balanced program. The content of any movies shown will be age-appropriate and in keeping with the current program theme or goal. All videos and/or movies will be rated G or PG, and parents/guardians will be notified in advance of the movie selection.

PHOTOS

Parents are not permitted to take photographs of children participating in the program. Program staff take photos of children participating in various aspects of the program from time to time and may use such photos for craft projects, bulletin board displays or newsletter purposes. If photos are to be used for publication purposes (i.e. on the Dalhousie Community Association's website and/or in the Dalhousie Digest email), we will use only photos of children whose parents we have specifically contacted AND who have provided consent on their child's registration form.

FIELD TRIPS

Parents will be provided with detailed written information regarding field trips prior to the event and will be required to sign a consent form giving permission for their child to participate. Transportation to and from field trip sites may be via Chartered Bus, Calgary Transit or on foot. Parents are welcome and encouraged to participate in field trips.

SUNSCREEN AND INSECT REPELLANT

Parents are asked to apply sunscreen and/or insect repellant to their child prior to bringing them to the program during the warmer months. Children should also bring sunscreen and insect repellant to be kept in a Ziploc bag in their backpack so that they can re-apply as needed throughout the day.

Staff members will remind children to apply sunscreen and insect repellants prior to departing for outings and periodically throughout the day. The preschool staff will assist younger children and those who require help with the application of sunscreen and insect repellant. All children in

kindergarten to grade six will be supervised while applying the products. If help is required, staff will help by verbally directing the child and/or asking peers to help.