Dalhousie Community Association

DALHOUSIE

OUT OF SCHOOL CARE & PRESCHOOL

PARENT HANDBOOK

(Valid August 31st, 2026, to August 31st, 2027)

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Dalhousie Community Association
5432 Dalhart Road N.W., Calgary, Alberta T3A 1V6
Telephone (403) 286-2555

Dear Parents,

Welcome to the Dalhousie Out of School Care Program (DOSC) and Preschool! The Dalhousie Community Association (DCA) is proud to offer a high quality Out of School Care and Traditional Preschool programming to the families of our community, and we are excited to share this experience with you.

Our Licensed programs can provide childcare services to approximately 225+ children who live or interact within the Dalhousie Community. We are committed to accepting continuous growth, re-evaluation, and improvements as we look forward to the upcoming school year. If you have any questions regarding the programs, please do not hesitate to contact us.

Thank you for choosing Dalhousie Out of School Care and Preschool as your childcare provider. We wish you and your child(ren) a very enjoyable year!

Sharon Evans-Borrice
DOSC Program Director
Dalhousie Out of School Care

Doug MacDonald
General Manager
Dalhousie Community Association

CONTACT INFORMATION

Dalhousie Community Centre
Administration Office: 403-286-2555

Dalhousie Out of School Care
Program Director
Sharon Evans-Borrice
Phone: 587-437-8218
Email: doscdirector@dalhousiecalgary.ca

Dalhousie Out of School Care
Assistant Director's
Shelley Springer or Saima Rizvi
Phone: 403-286-2555 Ext 109
Email: doscassistant@dalhousiecalgary.ca or doscfinance@dalhousiecalgary.ca

Dalhousie Community Association
General Manager
Doug MacDonald
Phone: **587-437-8217**
Email: gm@dalhousiecalgary.ca

PROGRAM LOCATIONS

DALHOUSIE COMMUNITY CENTRE
5432 Dalhart Road NW
Preschool/DCK Program Phone: **403-991-6416**
Kindergarten Program Phone: **403-818-5461**

DALHOUSIE ELEMENTARY (SPANISH) SCHOOL
4440 Dallyn Street NW
School Age (Main Line) Program Phone: **403-998-8943**
School Age Program (Secondary Line) Phone: **403-998-7748**

WEST DALHOUSIE ELEMENTARY
6502 58 Street NW
School Age (Gymnasium) Program phone: **587-437-8219**

Site Supervisor School Age Program Phone: **403-991-2649**

HOURS OF OPERATION

On regular school days, non-instructional days, and early dismissal days
our hours of operation are **7:00am – 6:00pm** for the Out of School Care Programs.
The Preschool Programs hours of operation are **9:00am – 12:00pm** on regular school days unless otherwise indicated.

The Dalhousie Out of School Care Program is **closed** weekends and on the following statutory holidays:

- Labor Day
- Truth and Reconciliation Day
- Thanksgiving Day
- Remembrance Day
- Christmas Day
- Boxing Day
- New Year's Day
- Teacher's Convention
- Family Day
- Good Friday
- Victoria Day
- Canada Day
- Heritage Day

Notes:

- The DOSC and Preschool Program follows the CBE calendar and are **closed at the schools** during the following breaks (i.e. Fall Break, Winter Break, Spring Break and Summer Break).

- Camps for DOSC and Preschool participants are generally offered during Fall, Winter, Spring, and Summer Break. Please contact the DOSC Office at 403-286-2555 Ext #109 for additional information regarding these camps.

- Fall Break and/or Winter Break Day Camps may not be offered: this is dependent on how the dates fall within the school calendars and at the discretion of Management.

OUR STAFF

The Dalhousie Out of School Care (DOSC) and Preschool programs are committed to maintaining the highest standards of professionalism, dedication, and qualification within our childcare team. Our Educators play a central role in the success of our programs, delivering compassionate, consistent, and developmentally appropriate care to children in both preschool and out-of-school care environments.

All Educators meet or exceed the requirements established by Alberta Child Care Licensing regulations. Specifically, this includes:

- Holding the appropriate level of Alberta Child Care Certification (Level 1, 2, or 3), reflecting a comprehensive understanding of child development and early learning principles
- Maintaining current First Aid certification with a focus on pediatric care and emergency response
- Successfully completing thorough background screening, including a valid Police Information Check with Vulnerable Sector Search, to ensure the safety and well-being of all children in our care

DOSC and our Preschool are dedicated to fostering a culture of continuous professional development. Educators are expected and supported to engage in ongoing training and reflective practice, ensuring alignment with current best practices and responsiveness to the evolving needs of children, families, and the broader community.

Beyond compliance with regulatory standards, our Educators exemplify the organization's core values of integrity, inclusion, and excellence in all aspects of their professional practice.

OUR PROGRAM

Our programs are thoughtfully designed to support the whole child through an emergent, play-based curriculum that reflects the interests, strengths, and developmental needs of the children in our care.

We believe that children learn best when they are actively engaged in experiences that are meaningful to them. Our Educators observe and listen closely to children, using their ideas and questions as the foundation for planning activities and projects. This emergent approach allows learning to unfold naturally, fostering curiosity, creativity, and critical thinking.

Our programming integrates a variety of enriching experiences, including:

- **Physical literacy**: Daily opportunities for movement and active play support gross motor development, coordination, and lifelong healthy habits.

- **Science-based projects**: Children explore the world around them through hands-on experiments and investigations that encourage observation, prediction, and discovery.

- **Community-based learning**: We build strong connections to our local community through projects, partnerships, and neighborhood exploration, helping children develop a sense of belonging and social responsibility.

We also enhance our programming with occasional field trips and special presentations from guest speakers and local organizations. These experiences broaden children's horizons and bring new perspectives into our learning environment.

Whether in our preschool or out-of-school care programs, our goal is to create a dynamic, inclusive, and engaging space where every child feels valued, supported, and inspired to learn.

OUR ORGANIZATION

The Dalhousie Community Association (DCA) is a licensed and registered non-profit organization dedicated to serving the needs of families in our community. As part of this commitment, the DCA operates both the Dalhousie Out of School Care (DOSC) and the Dalhousie Community Preschool Program. These programs are designed to provide high-quality, accessible childcare and early learning services to families who live in or engage with the Dalhousie community.

OUR MISSION

Our mission is to provide high-quality, inclusive, and affordable childcare that nurtures the whole child and supports families within our community. As a non-profit organization, we are dedicated to fostering a safe, engaging, and respectful environment where children can explore, grow, and thrive through play-based learning and compassionate care. We partner with families and the broader community to build strong foundations for lifelong learning, well-being, and belonging.

OUR PHILOSOPHY

At the Dalhousie Out of School Care (DOSC) and Preschool, we believe that every child deserves a safe, nurturing, and inclusive environment in which to grow, learn, and thrive. As a non-profit community association, our childcare services are rooted in a deep commitment to equity, community collaboration, and child-centered care.

We view early childhood as a foundational stage of life that shapes a child's future. Our programs are designed to support the holistic development of each child—socially, emotionally, physically, and intellectually—through play-based learning, meaningful relationships, and responsive caregiving.

We believe in the strength of community. Our approach is guided by strong partnerships with families, caregivers, educators, and the broader community. We strive to be accessible, affordable, and accountable, ensuring that all families, regardless of background or income, feel welcomed, respected, and supported.

Our non-profit model reflects our values: we prioritize children over profit, reinvesting all resources into improving programs, supporting staff, and enhancing the well-being of the families we serve.

INCLUSION AND DIVERSITY

The Dalhousie Out-of-School Care and Preschool program is committed to providing an inclusive and welcoming environment for all children and their families.
We encourage diversity and embrace people of all religions, cultures, ethnic origins and sexual orientations. We believe that children, parents, and staff members have the right to be treated equally, regardless of their disabilities or differences.

We believe this can be accomplished by:

- Inviting parents and children to share aspects of their culture with the program.
- Showing sensitivity to and respect for a range of family structures.
- Learning about other cultures and including special occasions and cultural events from around the world in our program planning.
- Encouraging staff development in the areas of inclusion and diversity.
- Promoting positive interactions among staff and children of all backgrounds and abilities.
- Programming that acknowledges and embraces children of all cultures and abilities within our program.

We welcome children with diverse needs and abilities into the program, where adequate facilities and resources can be made available to meet the specific needs of each child while maintaining the program's overall quality and level. We encourage families to initiate ways of sharing and presenting their culture for the benefit of the children in the program.

GOVERNING AUTHORITIES

Our program follows the regulations and guidance set by applicable governing bodies, including:

- Government of Alberta
- Alberta Health Services
- Child Care Licensing (Child and Family Services)
- Calgary Fire Department
- City of Calgary
- Calgary Board of Education (CBE), where applicable

LICENSING

The **Dalhousie Out of School Care (DOSC) and Preschool Program** is fully licensed under the **Government of Alberta** and operates in accordance with all applicable **Child Care Licensing Regulations**. These regulations are designed to ensure that licensed childcare programs provide a **safe, healthy, and developmentally appropriate environment** for children.

Licensing standards cover key areas of program operation, including:

- **Staff qualifications and training**
- **Child-to-staff ratios**
- **Health and safety practices**
- **Supervision of children**

- **Programming and activities**

Our program is **regularly monitored** through inspections by **Alberta Child Care Licensing** to ensure ongoing compliance with these standards.

To maintain **transparency**, information regarding licensing inspections and any reportable incidents is posted on the **Parent Information Board** at each location. Families are encouraged to review this information and speak with program staff or administration if they have questions.

At DOSC, we are committed not only to **meeting** these standards but to **maintaining high-quality care**, ensuring a **safe and supportive environment** for all children and families.

CHILD CARE SUBSIDY and AFFORDABILITY FUNDING

The **Government of Alberta Child Care Subsidy** and **Affordability Funding** are available to assist eligible families with the cost of monthly childcare fees.

Child Care Subsidy

- It is the **parent's responsibility** to apply for subsidy, ensure that their subsidy remains active, and pay any portion of fees not covered by subsidy.
- Families receiving subsidy must meet **minimum attendance requirements** to maintain their funding.
- When applying, you **must enter the specific program name and Program ID Number** for the site your child attends. This information will be provided during registration. **Incorrect information may result in significant delays** in funding.
- Additional resources and information are available on the **Government of Alberta Children and Youth Services website**: Childcare subsidy | Alberta.ca

Affordability Funding

- Affordability Funding is available for families with children **0–6 years old** enrolled in licensed programs offering Daycare, Preschool, Kindergarten, and/or Out of School Care.
- Families **do not need to apply**; eligibility is automatic for children registered for full-time or part-time care.
- If a child will be **away sick or on holiday for a month or more**, parents must contact **Saima Rizvi** at **403-286-2555 Ext. 109** or **doscfinance@dalhousiecalgary.ca**.
- Be aware that the government may **cancel Affordability Funding** for months your child is absent, and you will be required to pay the full fee amount.
- More information on Affordability Funding can be found here: Alberta Child Care Affordability Grant Funding Guide

PARENT'S RESPONSIBILITIES

Parents are encouraged to:

- Speak to the Educators briefly when picking up or dropping off their child
- Provide feedback to the program
- Find opportunities to assist and/or volunteer in the program
- Share aspects of their culture

Parents are required to:

- Inform us of any medical conditions, special needs, allergies, court orders, custodial arrangements or other situations affecting your child and/or the program.
- Call in advance to inform the program if your child will be absent or will be picked up from school by someone other than program staff.
- Ensure that your child is picked up by 6:00 p.m. each day.
- Provide your child with the following (weather permitting):
    - a nutritious lunch (if required) and snack(s) each day
    - reusable water bottle
    - warm clothing including a hat, mittens, jacket, snow/rain pants, and snow/rain boots
    - a hat, sunscreen, and insect repellant
    - a pair of indoor shoes to be left at the program site
- Bring your child to the program appropriately dressed.
- Keep registration information, credit card/banking information, program fees and subsidy renewals up to date.
- Provide 30 calendar days' written notice prior to withdrawing your child from the program.
- Abide by the policies and procedures set out by the program.

PARENT INVOLVEMENT

At the Dalhousie Community Association (DCA), we believe that families are a vital part of a child's learning and development. We actively encourage and value parent involvement in both our Dalhousie Out of School Care (DOSC) and Preschool programs.

We welcome parents to participate in a variety of ways, including:

- Sharing cultural traditions, languages, or family celebrations
- Volunteering for field trips or special events
- Contributing ideas or feedback to enhance programming
- Participating in program surveys or informal conversations with staff
- Joining program meetings or parent advisory opportunities (where applicable)

By working together, we strengthen the connection between home and program, build community, and support each child's growth in a meaningful and respectful way.

Your voice matters—and your involvement makes a difference.

COMMUNICATION

At the Dalhousie Out of School Care (DOSC) and Preschool, we believe that open, respectful, and consistent communication between Educators and families is essential to building strong, supportive relationships and ensuring the success of our programs. We are committed to fostering a welcoming environment where parents and guardians feel informed, heard, and valued.

1. Verbal Communication

Day-to-day communication between Educators and parents is an important part of building trust and ensuring the well-being of every child. Educators are available for brief check-ins during drop-off and pick-up times. For more in-depth conversations or to address specific concerns, we are happy to schedule a private meeting or phone call at a mutually convenient time.

We are committed to maintaining a professional, respectful tone in all interactions and expect the same from our parent community.

2. Written Communication

We use written communication to share important information about program updates, schedules, upcoming events, policy changes, and reminders. This may include:

- Emails
- Monthly newsletters
- Notices posted in program spaces or on our website
- Parent handbooks or memos

We encourage parents to regularly check their email and posted notices to stay informed about program activities and any changes that may affect their child's participation.

3. Parent Feedback

We value parent input and believe that feedback is an important part of continuously improving our programs. We welcome suggestions, questions, and concerns, and we strive to respond in a timely and thoughtful manner.

Feedback may be shared through:

- Informal conversations with staff
- Scheduled meetings
- Anonymous suggestion boxes or feedback forms
- Annual program surveys

All feedback is reviewed by our leadership team and considered as part of our ongoing evaluation and planning process.

CONFIDENTIALITY

The Dalhousie Out of School Care (DOSC) and Preschool are committed to protecting the privacy, dignity, and personal information of all children, families, and Educators involved in our programs.

We recognize the trust families place in us and uphold strict standards to maintain confidentiality in all aspects of our operations, in accordance with Alberta's privacy laws and Child Care Licensing Regulations.

1. Collection and Use of Personal Information

We collect only the personal information necessary to provide safe, responsive, and high-quality care and to meet licensing and regulatory requirements. This information may include:

- Child and family contact information
- Emergency and medical details
- Behavioral or developmental documentation
- Legal custody arrangements (if applicable)

All records are stored securely and accessed only by authorized personnel.

2. Sharing of Information

Personal information is never shared outside the organization without written consent, except:

- When required by law (e.g., in cases of suspected child abuse or a court order)
- During medical emergencies (information may be shared with healthcare professionals)

Within the program, personal details are shared only on a need-to-know basis to ensure the safety and well-being of the child.

3. Staff Responsibility and Oath of Confidentiality

All Educators are required to sign an Oath of Confidentiality as a condition of their employment or involvement. This oath affirms their commitment to:

- Respecting the privacy of all families and colleagues
- Not discussing personal or sensitive information outside the program
- Maintaining professionalism when handling documentation or speaking about children and families
- Reporting any breach of confidentiality immediately to the Program Director or DCA Executive

Staff receive training on confidentiality during onboarding and review these standards regularly as part of our policies and procedures.

4. Parent Rights and Access

Parents and guardians have the right to access their child's records at any time upon request. All personal information will be made available only to legal guardians unless written consent has been provided for alternate access.

CHANGE OF INFORMATION

It is mandatory that parents keep all information provided on their child's registration form current throughout the year. Any changes must be submitted in writing via email to the **DOSC Director** at **doscdirector@dalhousiecalgary.ca** or the **Assistant Director** at **doscassistant@dalhousiecalgary.ca**.

Changes may include, but are not limited to:

- Phone numbers, addresses, or email addresses
- Changes to your child's doctor or health information
- Changes to your child's component of care
- Updates to emergency contact information
- Changes to individuals authorized to pick up your child

Additionally, please notify the program immediately of any changes to credit card information. Updates to credit card information may be sent to **doscfinance@dalhousiecalgary.ca**.

PAYMENT OF FEES

Childcare fees are due on the **first business day of each month**. All registrations and payments are processed through our **Amilia system**, which requires families to save a valid credit or debit card securely to their account. Monthly fees will automatically be charged to the card on file on the first of each month.

If a family cannot provide a credit or debit card, alternative payment arrangements must be made in person at the community centre. Please contact the **Assistant Director of Finance Saima** at **doscfinance@dalhousiecalgary.ca** with questions or to discuss payment options.

OUTSTANDING FEES

For missed payments:

- A **$10 late fee** will be applied via the DCA.
- Additional NSF fees may be charged by your bank.
- Missed payments must be made by the **10th of the month**. Failure to do so will result in an additional **$50 late fee**.

The finance department will notify you of charges and provide a verbal warning that all outstanding fees must be paid by the **15th of the month**. Failure to pay by this date will result in a **2-week suspension of childcare services**.

If fees and late charges remain unpaid by the **30th of the month**, childcare services will be **terminated**.

Important: In cases where parents are not co-habitational, the parent registering the child is solely responsible for payment. The DOSC/Preschool program will not pursue other parties regarding outstanding fees.

All fees must be paid directly to the **Dalhousie Community Association Administration Office**. Program sites **cannot accept payments** under any circumstances. Overpayments will be refunded by cheque at the earliest convenience.

PRORATION OF FEES

- Fees will be **pro-rated** for children who start mid-month.
- Fees will **not be pro-rated** for children currently enrolled or for partial months when withdrawing.
- Due to the Affordability Funding model, participants in **Kindergarten and Preschool programs are not eligible for pro-rated fees**.

KINDERGARTEN TRANSPORTATION

The Dalhousie Community Association (DCA) offers transportation support for kindergarten children attending the Dalhousie Out of School Care (DOSC) program. This policy ensures that transportation between the school and our program is carried out safely, reliably, and with proper supervision.

1. Supervised Transportation & Hand-to-Hand Delivery

- An Educator will accompany kindergarten children on the bus to and from school each day.
- Educators ensure hand-to-hand delivery, meaning children are personally signed over from school staff to our Educators and vice versa.
- Attendance is recorded at each transition point, and children are supervised at all times during transport.

2. Registration & Additional Fee

- All families utilizing this service must register through the DCA (Amilia System).
- An additional monthly fee will apply to help cover staffing and transportation costs.
- Final fees will be confirmed once total registration numbers are determined.

3. Communication

- Parents must notify the program in advance if their child will be absent or if there are any changes to their regular transportation routine.
- In the event of delays, missed buses, or emergencies, Educators will contact parents directly and ensure children are safely supervised until alternative arrangements are made.

4. Safety & Licensing Compliance

- All transportation practices comply with Alberta Child Care Licensing Regulations.
- Educators accompanying children are certified, trained in supervision and emergency protocols, and carry emergency contact information and first aid supplies as needed.

We are committed to providing safe, consistent, and child-focused transportation support that helps ease the transition between school and care for our youngest learners.

REGISTRATION/WITHDRAWAL FROM THE PROGRAM

Registration

- Upon registering for the **Dalhousie Out of School Care (DOSC)** and/or **Preschool Programs** for a new school year, families are required to pay a **one-time, non-refundable administrative fee**. This fee guarantees your child's space in the program and covers administrative costs.
- Families must also pay a **non-refundable Family Membership Fee**, valid from **September 1 to August 31**. This membership provides **insurance coverage** should your child or any immediate family members listed on the registration form sustain an injury while participating in our programs or on program property.
- Registration for the new school year begins in **January/February**. Current families receive **advanced notice** to re-register before the program is advertised to the public.

Withdrawal

- The program requires **30 days' written notice** prior to withdrawing your child. Written notice must be sent to the **DOSC Director** or **Assistant Director** in person at **5432 Dalhart Road NW** or via email at **doscdirector@dalhousiecalgary.ca** or **doscfinance@dalhousiecalgary.ca**.
- If notice is not received 30 days prior to the end of a month, the **next month's fees will be charged in full**.
- Families registered for the upcoming school year in **June** may withdraw **up to and including August 1** without penalty. Notices received after August 1 will result in fees owing for **September**.

ATTENDANCE

- Parents must **notify the program** if their child will be absent from school or picked up early. This ensures your child's **safety and whereabouts**.
- Notifications must be provided **directly to the Educators** at your child's program location. Program phone numbers are listed on page 4 of this handbook.
- **Schools do not notify our program** regarding absences; separate notification is required.
- If we have not received notification, program staff will attempt to contact you. If you cannot be reached, we will contact your **emergency contacts**.

- In the event that no contact can be made, **Calgary Police Services (CPS)** will be contacted to ensure your child's safety.

DROP OFF/PICK UP

- Parents must **drop off and pick up their children in person** each day.
- Children will **only be released to authorized individuals** listed on the registration form or confirmed in writing by a parent/guardian.
- Authorized individuals must be **16 years or older** and provide **photo identification** before the child is released.
- In cases of **sole custody**, a copy of the Court Order must be on file. These documents are **kept confidential** and used only to enforce custody arrangements.

LATE PICK UP

Hours of operation:

- **DOSC:** 7:00am – 6:00pm, Monday to Friday
- **Preschool:** 9:00am – 12:00pm, Monday to Friday

We are **not licensed to operate outside these hours**. Please ensure your child is picked up on time.

Late pick-up fees:

- **$55** for the first 10 minutes (or any portion thereof)
- **$2 per additional minute** after the first 10 minutes

Late charges will be added to the next month's fees. Repeated late pick-ups may result in **loss of childcare privileges** or **termination of services**.

If a child remains on the premises **20 minutes after program closure** without arrangements, **Alberta Child and Family Services** will be contacted.

PARENT FEEDBACK AND COMMUNICATION

Parent feedback plays an important role in the ongoing evaluation and improvement of our programs. We encourage families to reach out with any questions, comments, or concerns.

Please feel free to contact a member of our management team:

- **Director**: Sharon Evans-Borrice
  Phone: 587-437-8218
  Email: doscdirector@dalhousiecalgary.ca

- **Assistant Director**: Shelley Springer
  Phone: 403-286-2555 Ext. 109
  Email: doscassistant@dalhousiecalgary.ca

- **Assistant Director of Finance**: Saima Rizvi
  Phone: 403-286-2555 Ext. 109
  Email: doscfinance@dalhousiecalgary.ca

We value open communication and look forward to working in partnership with our families.

OUR PROTOCOLS AND PROCEDURES

PROGRAM RULES AND EXPECTATIONS

To ensure a safe, respectful, and positive environment for all children, families, and educators, the Dalhousie Out of School Care (DOSC) and Preschool has established the following expectations for all participants in our Out of School Care and Preschool programs.

We encourage families to review the following expectations with their child before coming to the program:

For Children:

We encourage children to:

- Demonstrate kindness, respect, and inclusion toward others
- Use safe bodies at all times (e.g., no hitting, pushing, or unsafe play)
- Listen to educators and follow directions
- Use respectful language and an appropriate tone of voice
- Care for toys, materials, and the program environment
- Express their feelings appropriately and seek help when needed
- Remain within designated program areas unless given permission

Positive behavior is fostered through proactive guidance, redirection, and clear, consistent expectations that reflect each child's age and stage of development.

For Parents/Guardians:

We ask families to:

- Ensure children arrive and are picked up on time in accordance with program hours
- Notify staff of absences, late arrivals, or any changes to pick-up arrangements
- Communicate respectfully and professionally with staff and other families
- Maintain up-to-date emergency contact and health information
- Support and reinforce program expectations and guidelines
- Work in partnership with staff to address questions or concerns
- Review and support expectations for children's behaviour

For Staff:

Our staff are committed to:

- Foster a warm, welcoming, and inclusive environment for all children and families
- Model respectful, positive behaviour and effective communication at all times
- Ensure the safety, well-being, and appropriate supervision of all children
- Communicate openly, respectfully, and professionally with families

- Support each child's social, emotional, and developmental growth
- Apply program expectations and guidelines in a fair and consistent manner

These expectations are in place to ensure the safety, well-being, and comfort of all children in the program. In cases of vandalism or intentional damage to program property or equipment, parents and/or guardians will be responsible for the cost of repair or replacement.

ABUSE AND RESPECTFUL PROTOCOL

The Dalhousie Out of School Care and Preschool programs are committed to providing a safe, respectful, and inclusive environment for all children, families, staff, and visitors.

The program operates in accordance with the Dalhousie Community Association's Respectful Workplace Policy. Dalhousie Community Association is dedicated to ensuring that all employees can complete their duties in a safe environment and that all employees are entitled to work free from and without fear of violence or harassment. In pursuit of this goal, Dalhousie Community Association does not condone or tolerate any instance of violence or harassment against or by an employee.

A copy of the Workplace Violence and Harassment Policy in its entirety is on our website for your reference.

In alignment with this policy, the program maintains a zero-tolerance approach to abuse in any form. This includes, but is not limited to, physical, emotional, verbal, or psychological abuse.

Any concerns related to inappropriate behaviour or potential abuse will be taken seriously and addressed promptly in accordance with established policies and procedures.

ANTI-BULLYING

The Dalhousie Out of School Care and Preschool programs are committed to fostering an environment where all children feel safe, included, valued, and respected. Bullying of any kind is not acceptable and will not be tolerated.

Any incidents of bullying behaviour will be addressed promptly and appropriately through the following steps:

- Staff will intervene immediately to stop the behaviour and ensure the safety of all children
- The incident will be documented in accordance with program procedures
- Parents/guardians of all children involved will be informed
- An action plan will be developed, including appropriate guidance strategies, consequences, and supports to promote respectful and positive interactions

SUPERVISON

The Dalhousie Out of School Care (DOSC) and Preschool programs are committed to ensuring the safety and well-being of all children in our care. Active and attentive supervision is maintained at

all times in both DOSC and Preschool programs, in accordance with Alberta Child Care Licensing Regulations.

Active Supervision Practices

Educators are responsible for continuously observing, listening to, and responding to the needs of children throughout the day. Active supervision includes:

- Maintaining required child-to-educator ratios in accordance with licensing regulations
- Positioning educators strategically to effectively monitor all program areas, both indoors and outdoors
- Conducting regular headcounts and attendance checks, particularly during transitions
- Ensuring children remain within sight and/or hearing at all times
- Responding promptly and appropriately to incidents, injuries, or unsafe behaviours

Drop-Off and Pick-Up

- Only individuals listed on a child's authorized pick-up list will be permitted to pick up a child
- Parents/guardians must notify the program of any changes to authorized pick-up arrangements (e.g., by email or text)
- Photo identification will be required to verify the identity of authorized individuals

Off-Site Activities

During field trips and off-site outings, enhanced supervision practices are implemented:

- Staff-to-child ratios may be increased to further support children's safety
- Emergency contact information and a first aid kit are carried at all times
- Attendance is taken before departure, throughout the outing, and upon return

Staff Training and Accountability

All staff receive training in supervision practices, emergency procedures, and positive behaviour guidance. Supervisors regularly monitor practices to ensure standards are maintained and any concerns are addressed promptly.

OUTSIDE ACTIVITIES

The Dalhousie Out of School Care (DOSC) and Preschool programs provide daily opportunities for outdoor play. Outdoor activities may be limited or cancelled when weather conditions are not suitable, including when temperatures (with wind chill) fall below:

- -15°C for Preschool (3-year-olds)
- -15°C for Preschool (4-year-olds)
- -20°C for School-Age children (Kindergarten to Grade 6)

Temperature guidelines are based on information provided by Environment Canada. Outdoor play may also be restricted when an air quality advisory is in effect.

BEHAVIOUR GUIDANCE

Positive Behaviour Guidance Strategies

The Dalhousie Out of School Care and Preschool programs are committed to supporting children's social and emotional development through proactive and positive guidance strategies. The following approaches are used to encourage appropriate behaviour and promote positive social interactions:

- Collaborating with children to establish clear and appropriate program expectations
- Teaching and supporting problem-solving and conflict resolution skills
- Encouraging children to take responsibility for their actions
- Reviewing behavioural expectations prior to activities and events
- Clearly communicating expectations and explaining why certain behaviours are not appropriate
- Providing consistent and developmentally appropriate consequences
- Using positive reinforcement to recognize and encourage appropriate behaviour

Our programs take a fair, consistent, and caring approach when responding to challenging behaviours. Educators support children in developing self-regulation and guide them in resolving conflicts in respectful and constructive ways.

The Dalhousie Out of School Care and Preschool programs do not permit any form of physical punishment, emotional or verbal abuse, isolation, or the denial of basic needs. When appropriate, families will be engaged as partners in supporting children's success.

Guidance Strategies for Challenging Behaviour

The following strategies may be used, depending on the situation and the needs of the child:

Discussion
Educators will speak with the child at their level, in a respectful and private manner when appropriate, to review the situation and support positive choices.

Redirection
If a child is experiencing difficulty, they may be redirected to a different activity or area. Educators will support engagement in the new activity and reinforce positive behaviour.

Cool Down
Children may be supported in taking a break from the situation to regain self-control. Educators will remain present and supportive. Once the child is ready, they will be guided back to the activity and supported in problem-solving.

Loss of Privilege
If challenging behaviour continues within a specific activity or area, the child may temporarily lose

access to that activity. Educators will review expectations and support the child in making positive choices moving forward.

Restorative Action
Children will be encouraged to repair relationships and make amends when harm has occurred.

Parent Communication
Families will be informed of serious or ongoing concerns. A Behavioural Incident Report may be completed and shared. Families will be invited to collaborate on strategies to support the child.

All guidance practices will be reasonable and appropriate to the situation.

Serious or recurring behaviours must be documented and reported to the Program Director or Assistant Director.

HEALTH, SAFETY, AND EMERGENCY PROCEDURES

ILLNESS REQUIREMENTS (Aligned with Alberta Health Services)

To reduce the spread of illness, children must remain at home and should not attend the program if they are experiencing any of the following symptoms:

Symptom/Condition	Keep your child home until
Fever (38°C or higher)	until fever-free for 24 hours without the use of medication
Vomiting	until symptom-free for 24 hours
Diarrhea	until symptom-free for 24 hours
New or unexplained rash	until assessed by a healthcare professional, if necessary
Severe or persistent cough	until well enough to participate in all program activities
Pink eye (conjunctivitis)	until treatment has been initiated, if required
Communicable diseases (e.g., strep throat, influenza, COVID-19)	Follow guidance from a healthcare professional and/or Alberta Health Services

Children must be well enough to participate fully in all aspects of the program, including outdoor play.

In accordance with Alberta Health Services recommendations, exclusion may also be required if a child:

- Requires care that exceeds what staff can reasonably provide

- Is unable to comfortably participate in daily activities
- Poses a risk of spreading illness to others

The program may request medical clearance for a child's return in certain circumstances, particularly in cases of communicable disease.

ADMINISTRATION OF MEDICATION

Parents/guardians who require the Dalhousie Out of School Care (DOSC) and/or Preschool program to administer medication to their child must complete a **Request to Administer Medication Form** prior to any medication being given.

All medication must:

- Be in the original container
- Be clearly labeled with the child's name
- Include the prescribing physician's name and dosage instructions

Only medications prescribed by a licensed physician will be administered. All medication will be stored securely and out of reach of children.

A qualified staff member (holding a minimum Level 2 or 3 Early Childhood Certification and valid First Aid/CPR certification) will administer the medication. The staff member will document and sign the medication form immediately following each dose.

Emergency Medication

For children requiring emergency medication for anaphylaxis (e.g., EpiPen or similar autoinjectors), parents/guardians are required to provide one (1) auto-injector to be kept with staff at all times (e.g., in the program emergency backpack).

Self-Administration

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

The only exception is asthma medication (puffers). Children may self-administer a puffer under staff supervision. Staff may assist younger children when necessary.

INCIDENTS, INJURIES, and SERIOUS ILLNESS

The Dalhousie Out of School Care (DOSC) and Preschool programs are committed to ensuring the health, safety, and well-being of all children. All staff are certified in First Aid/CPR and will respond promptly and appropriately to any incident, injury, or illness.

Response to Incidents and Injuries

In the event of an incident or injury, a staff member trained in First Aid/CPR will assess the child and provide appropriate care.

- **Minor incidents/injuries:**
  Will be treated by staff, documented, and shared with parents/guardians at pick-up. A completed Accident/Incident Report must be reviewed and signed.
- **Serious incidents/injuries or illness:**
  The Program Director or Assistant Director will be notified within 5 minutes, and parents/guardians will be contacted within 10 minutes and required to pick up their child immediately. All incidents will be documented, and parents/guardians must sign the Accident/Incident Report.
- **Medical emergencies:**
  Emergency services (911) and/or Health Link (811) will be contacted prior to notifying parents/guardians. If transportation to a medical facility is required, a staff member will accompany the child, and parents/guardians will be asked to meet them there.

If a parent/guardian cannot be reached, staff will proceed with necessary medical care in the best interest of the child.

Reporting of Serious Incidents

The following incidents are considered serious and must be reported to Alberta Child Care Licensing (Child Care Connect):

- Emergency evacuation
- Unexpected program closure
- An intruder on program premises
- Serious illness or injury requiring emergency medical care
- An error in medication administration resulting in medical attention
- The death of a child
- The unexpected absence of a child (e.g., lost child)
- A child removed by an unauthorized or non-custodial individual
- Any allegation of physical, emotional, or sexual abuse or neglect
- The commission of an offence by a child
- A child left on the premises outside program hours

Serious incidents will be reported immediately to Child Care Connect (1-844-644-5165 or jet.childcareconnect@gov.ab.ca). Incidents occurring before 8:15 a.m. or after 4:30 p.m. will be reported to the Social Services Response Team at 403-297-2995. A Licensing Incident Report will be completed and submitted within two (2) business days.

Documentation and Record Keeping

All incidents must be documented accurately and in a timely manner. Accident/Incident Reports must be completed and signed by staff and parents/guardians.

All records will be maintained on file for a minimum of two (2) years, in accordance with licensing requirements.

SUNSCREEN, INSECT REPELLENT, AND NON-MEDICATED LOTION

Dalhousie Out of School Care and Preschool program recognizes the importance of protecting children from sun exposure, insect bites, and skin irritation while participating in indoor and outdoor activities.

Parents/guardians are encouraged to apply sunscreen to their child prior to arriving at the program during the warmer months. If sunscreen, insect repellent, or a non-medicated lotion is required during program hours, the parent/guardian must provide the product in its original labelled container and complete a **Bug Spray/Sunscreen/Lotion Administration Form** before staff may assist with its application. The product must be clearly labelled with the child's name and may be stored in a sealed plastic bag for easy identification.

Program staff will remind children to apply sunscreen and/or insect repellent prior to outdoor activities, when developmentally appropriate. Where a completed authorization form has been received, qualified staff may assist with the application of sunscreen, insect repellent, or non-medicated lotion in accordance with the manufacturer's directions and any written instructions provided by the parent/guardian. Staff will only apply products that:

- Are supplied by the parent/guardian;
- Are in their original labelled container;
- Have not expired; and
- Have previously been used on the child without an adverse reaction, as confirmed by the parent/guardian.

All applications will be documented on the **Bug Spray/Sunscreen/Lotion Administration Form** and witnessed by a second staff member, in accordance with program procedures.

Parents/guardians who choose **not** to authorize staff to apply sunscreen, insect repellent, or non-medicated lotion are responsible for ensuring these products are applied prior to their child's arrival at the program or that their child is able to apply them independently, where appropriate. Staff will continue to encourage children to apply their own products when appropriate but will not provide physical assistance without written parental authorization.

HEALTH AND FIRE INSPECTIONS

To meet Alberta Child Care Licensing requirements, all program locations are inspected annually by Alberta Health Services and the Calgary Fire Department. These inspections help ensure that our environment remains safe, clean, and suitable for children.

Any concerns or recommendations identified during inspections are addressed promptly.

FIRE DRILLS AND EMERGENCY EVACUATIONS

The Dalhousie Out of School Care (DOSC) and Preschool programs conduct **monthly fire drills** so that children and staff are familiar with emergency procedures.

During a drill or an actual emergency:

- Staff will calmly guide children out of the building using the nearest safe exit
- Attendance will be taken to ensure all children are accounted for
- The group will proceed to the designated **muster point**

Children and staff will **not re-enter the building** until permission has been given by emergency personnel.

If it is not safe to return, children will be relocated to a designated **emergency evacuation site**, and parents/guardians will be contacted for immediate pick-up.

Emergency Evacuation Locations:

- Dalhousie Community Centre Program → H.D. Cartwright Junior High School
- Dalhousie Elementary (Spanish) Program → Dallyn Street Building
- West Dalhousie Elementary Program → H.D. Cartwright Junior High School

LOCKDOWN PROCEDURES

A lockdown is used to protect children and staff when there is a potential threat inside or outside the building (for example, a dangerous situation in the area or a severe environmental hazard).

The programs practice lockdown procedures periodically to ensure staff and children are prepared in a calm and age-appropriate manner.

In the event of a lockdown:

- Children will remain inside in a secure location
- Doors will be locked, and movement within the building will be limited
- Attendance will be taken to ensure all children are accounted for

Programs located within schools will follow **Calgary Board of Education (CBE)** procedures. Community-based programs will follow **Dalhousie Community Association (DCA)** emergency protocols.

PROGRAM CLOSURES

The programs may be required to close to ensure the health and safety of children and staff. This may occur under the following circumstances:

- **Loss of essential services (water, heat, or electricity)**

- **Damage to the building (fire, flooding, or structural concerns)**
- **Public health concerns, including communicable disease outbreaks**
- **Unsafe conditions due to weather or natural disasters**
- **Closure of the school or facility where the program operates**
- **Any situation where licensing or health requirements cannot be met**

If a closure occurs, families will be notified as soon as possible by **phone, email, or text message**. Parents/guardians are responsible for ensuring their contact information is up to date and for arranging timely pick-up if required.

EMERGENCY CLOSURES (Extended Closures)

If a closure is mandated by a governing authority (such as Alberta Health Services or Child Care Licensing) and extends beyond **ten (10) operational business days**, it will be considered an **Emergency Shutdown**.

In this situation:

- Program services will be temporarily suspended
- Accounts will be paused
- Any applicable fee adjustments or partial refunds will be issued beyond the initial 10-day period

Services will resume once it is safe and permitted to do so.

INCLEMENT WEATHER

In the event of severe or inclement weather, the safety of children and staff is our priority.

If a school or facility in which our program operates is **closed**, or if conditions make the site **unsafe or inaccessible for staff to safely arrive**, the Dalhousie Out of School Care (DOSC) and Preschool programs will be closed.

Families will be notified as soon as possible through phone, email, and/or text message. Parents/guardians are responsible for monitoring local school closures and ensuring they have backup care arrangements when needed.

NUT AWARENESS (Nut-Free Environment)

Some children have severe, life-threatening allergies to nuts. Exposure to nut products can cause **anaphylaxis**, a serious allergic reaction that requires immediate medical attention.

To ensure the safety of all children, all Dalhousie Out of School Care (DOSC) and Preschool program locations are **nut-free environments**. We have implemented a Nut Aware Policy to reduce risk and increase awareness within our community.

Families are required to **NOT send any foods containing nuts or nut products** to the program. This includes:

- Foods with nuts listed as an ingredient
- Foods labeled “may contain traces of nuts”
- Foods labeled “manufactured in a facility that processes nuts”

We appreciate your cooperation in helping us maintain a safe environment for all children.

TOILET LEARNING AND PULL-UP PROTOCOL (Preschool)

Dalhousie Out of School Care Preschool strives to support children as they develop independence with toileting. To participate in our preschool program, children are expected to be toilet trained and able to communicate their toileting needs to staff.

Children who are still wearing a pull-up may attend the program provided they:

- Recognize when they need to use the washroom and communicate this to staff.
- Are actively working toward independent toileting.
- Are able to participate in the program without requiring routine diaper changes.

Parents/guardians are asked to take their child to the washroom immediately before arriving at preschool each day to help set them up for success.

Program staff will provide reminders, encouragement, and supervision while children use the washroom. Staff will assist children with clothing fasteners, handwashing, and verbal guidance as needed; however, staff do not provide diapering or pull-up changes for bowel movements.

If a child has a bowel movement in their pull-up while attending the program, the parent/guardian (or authorized emergency contact if the parent/guardian is unavailable) will be contacted and required to come to the program as soon as possible to change their child.

If a child experiences repeated toileting accidents or is not yet developmentally ready to participate independently in the toileting routines of the preschool program, the Director or Assistant Director will meet with the family to develop a plan that supports the child's success. This may include temporarily postponing attendance until the child is developmentally ready to fully participate in the program.

Dalhousie Out of School Care is committed to treating all children with dignity, respect, and privacy during all toileting routines while working collaboratively with families to support each child's development.

PERSONAL BELONGINGS (Electronics and Valuables)

Children are discouraged from bringing electronics or valuable items to the program. If brought, these items must remain in the child’s backpack while in care.

The Dalhousie Out of School Care and Preschool programs are **not responsible for lost, stolen, or damaged items**, including electronic devices.

MEDIA (Videos and Movies)

Occasionally, videos or movies may be shown during early dismissal days or non-instructional days as part of a balanced program.

All media content will:

- Be **age-appropriate**
- Align with program themes or goals
- Be rated **G or PG**

Parents/guardians will be notified in advance of any planned viewing.

PHOTOGRAPHY and PRIVACY

To protect the privacy of all children:

- Parents/guardians are **not permitted to take photographs** of children while in the program

Program staff may take photos of children for:

- Classroom activities and displays
- Program newsletters

Photos used for public purposes (such as websites or community newsletters) will **only include children.**

FIELD TRIPS

Families will receive detailed information prior to any field trip, including location, transportation, and schedule.

A **signed consent form is required** for each child to participate.

Transportation may include:

- Chartered bus
- Calgary Transit
- Walking

Parents/guardians are welcome and encouraged to volunteer and participate in field trips where possible.

PROFESSIONAL BOUNDRIES and COMMUNICATION

To maintain professionalism, confidentiality, and the safety of all children, **personal contact information must not be exchanged** between staff, parents/guardians, and/or children.

This includes:

- Personal cell phone numbers
- Personal email addresses
- Social media accounts

All communication between families and staff must occur through **approved program communication channels**.

Exchanging personal contact information creates a **conflict of interest** and may compromise professional boundaries and child safety. Failure to follow this policy may result in further action in accordance with program policies.

If you have any questions, comments, or concerns about anything you have read, please feel free to reach out and contact us.