



**Eagles Nest  
Out of School Care  
&  
Preschool**

***Parent Handbook***

***May 2020***

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## Philosophy

The fact that you are looking at reading this parent handbook means that you are either enrolling a child in one of our licensed program's or are considering this as an option for your family. Making a decision to where you will leave your child who is in the need of care is a very important decision but it is also a very individual and personal decision. The starting point with this program is our philosophy regarding how we believe children should be allowed as individuals who have rights and needs. Group care should focus on the overall good of the group, while recognizing the individual characteristics of everyone in our care. We believe in respecting and treating each child as a person with rights. By showing respect for children and expecting it in return, we are encouraging respect for others. We would like to help children become more independent and encourage growth and personal accomplishment.

Children learn through small accomplishments that are recognized with positive reinforcement and this leads the child to be confident and more independent. Children also learn through experience and by having the opportunity to play, we strive to set up secure, consistent environments that allow each child the opportunity to do this while still enjoying their day.

Most importantly, children need to feel cared for and secure in this environment. We care for children because we feel it is the absolute way of guaranteeing a better future for all of us in the community.

Meeting the physical, social, intellectual and emotional needs of the children is important to us. The following is a brief description as to how the program will meet those needs:

- 1) **Physical & Social:** Every day there will be a scheduled outdoor or gross motor activity time. This will be held either outside or in the gymnasium, depending on the weather that day. During this time, group games or sports will be introduced.
- 2) **Creative, Intellectual & Physical:** Every day, a craft activity will be offered. Many times, a "Junk Art" box will be at the disposal of the children to create whatever they want with the items within the box. Fine motor development will be challenged by different craft activities using various media.
- 3) **Social & Intellectual:** There will be a dramatic corner available for the children to explore different personas. Working together, the children can learn how to efficiently run a restaurant, a follower shop, a doctor's office, etc.

Additionally, there will be designated “special helpers” within the program that assist with different tasks. This teaches the children that when they work together as a team and share responsibilities, that they can achieve any goal they set forth.

- 4) Emotional:** The children are encouraged to face small problems on their own and learn different techniques in solving these problems on their own. Being able to deal with small problems (knowing there is assistance if needed) can be very reassuring to a child’s self worth.

## Programming:

**Policy** – Committed to providing children with an opportunity to further their personal development within a responsive and deliberately implemented program.

Planning is completed weekly for the program by staff members with prominent involvement with the children. Program plans are posted in plain sight on the bulletin board in the room. Children have the opportunity to experience both competitive and co-operative games as well as independent play within an outside or gym environment.

Programming will involve input from children in various ways as outlined in the child involvement policy. Planning is flexible enough to allow for spontaneous activity to develop. Accurate documentation of observations and weekly plans is kept to maintain consistency and allow for emergent interests to be identified.

Eagles Nest program makes deliberate effort to recognize individual differences and unique abilities. Programming ensures that children have the opportunity to express and share these qualities with their peer group.

As part of best practices, our program encourages leadership roles for our children. Developing leadership in children gives them self-confidence, organization skills and teaches them responsibility and mentoring skills.

Off-site excursions are an important part of our programming s they provide children with opportunity to take an active role in different areas of our community.

Opportunities are identified based upon the children’s interests, cultural content, community awareness, healthy and active living and learning and recreational value.

The room at Eagles Nest is arranged to meet the diverse needs of the children in the program while respecting the space that we share with other groups. Our indoor space is arranged so that a variety of quiet, messy, and noisy activities can occur simultaneously. A distinct quiet area is provided for children who need to take part in quiet activities. We provide sufficient portable materials and equipment for the children that are either available on shelves or provided by the staff.

The program will work to ensure the transitions between different components of the program are minimal in both time and disruption. The staff will allow those children who are ready to progress to the next activity to do so in a supervised small group.

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## ENROLLING YOUR CHILD

If you would like to enroll your child in our licensed program, you will need to provide information about yourself and your child to keep on file within the program. In order to register your child in this licensed child care program, you must comply with all required processes that are attached to the licensing requirements as we need to keep our license in good standing and we must follow these procedures as the ministry directs or we could lose our license to operate. Discuss with the Director any questions or concerns you may have.

All children must be fully, completely toilet trained and independent in the washroom prior to starting in the Preschool Program. For more details view the program plan or ask the Program Director.

**Out of School Care** - Registration can be completed at *any time during the year* as space is available. Registration packages are required to be completed before your child starts the program. The information requested includes very specific information on your child's health, habits and contact information. We also ask for information that will assist staff in understanding your child's needs.

**Preschool** – Registration is to be done twice a year, once before the beginning of school in September and once in December for new students and 3yr olds moving into the 4yr old program starting in January.. Registration packages are required to be completed before your child starts the program. The information requested includes

very specific information on your child's health, habits and contact information. We also ask for information that will assist staff in understanding your child's needs.

This parent handbook is provided to each family when they enroll their child. This handbook is provided so parents are aware of policies, procedures and obligations that enrolment in the program entails. Parents need to read through this document and sign off that this has been done. Please ask for clarification before signing the contract with the program. Once you have returned the top sheet signed, you are indicating that you have read and understand the policies and procedures and you agree to follow them as outlined. Emergency information sheets are necessary and must be kept up to date at all times. The information you provide to us is our only method of getting in touch with you in an emergency.

### **Out of School Care:**

#### **WHAT HAPPENS WHEN A SPACE BECOMES AVAILABLE FOR YOUR CHILD**

Initially you will receive a phone call when space becomes available if you are on our waiting list for service. If you call and there happens to be space available in the program, we will book an appointment for you to come and see the program with your child.

During your visit you will be shown the space and will have an opportunity to ask any questions you might have as well as see the program in operation. Your child can take part in the program with the other children and staff and you can use this time to fill in the required paperwork. You will need to provide the following items:

1. Emergency Contact name and number: at least one and preferable local.
2. Completed registration form, including a \$25 enrolment fee/annually per family
3. \$140 security cheque (this will be used for any outstanding balances throughout the year, or the check will be returned to you at the end of the school year)
4. Sheet signed off stating whether your child's immunization records are up to date.
5. If you do not have a physician please include the name of the Clinic you go to and the phone number.
6. Fill in the schedule sheet of what days you will require care for your child.  
Keeping the Director up to date on your change of schedule on a bi-weekly basis will ensure your spot within the program. If your schedule is not submitted, you will be charged the same as your previous schedule with an extra day that your child attends.

7. You will also need to give written consent for providing or allowing health care to your child in terms of First Aid or calling 911 when necessary.

### Preschool:

#### WHAT HAPPENS NEXT FOR YOU and YOUR CHILD

During your initial visit you will be shown the space and will have an opportunity to ask any questions you might have as well as see the program in operation. Your child can take part in the program with the other children and staff and you can use this time to fill in the required paperwork if not already done. You will need to provide the following items:

1. Emergency Contact name and number: at least one and preferable local.
2. Completed registration form
3. \$140 security cheque (this will be used for any outstanding balances throughout the year, or the check will be returned to you at the end of the school year)
4. Sheet signed off stating whether or not your child's immunization records are up to date.
5. If you do not have a physician please include the name of the Clinic you go to and the phone number.
6. You will also need to give written consent for providing or allowing health care to your child in terms of First Aid or calling 911 when necessary.

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## **Costs of Program Care:**

### **OUT OF SCHOOL STUDENT FEES PER CHILD**

Full time cost - \$400/month

Morning or Afternoon - \$225/month

Kindergarten- \$225/month Sept – June

Full Day (Casual Care) - \$60/day

### **PRESCHOOL FEES PER CHILD**

3-4 Year (Half Day) - \$500/year

4 Year (Full Day) - \$700/year

### **NON-INSTRUCTIONAL FEES PER CHILD**

Full Day (Drop In) - \$30/day

- When you register for a spot in Out of School Care program you will be asked for your schedule of days that are required for care.
- If paying per month for Preschool, predated Chequers for the entire year are required in September before the child will be able to participate in the program.
- You will also be asked to submit a security cheque for \$300 to cover any outstanding balances through out the year for fundraising goals not met both Out of School Care and Playschool. If the cheque is not used, then it will be returned to you at the end of the school year. This payment guarantees that your child will have a spot within the program.
- Fee increases will be decided at the Annual Open board meeting and parents will be given 30 days notice of an increase

## **FEE POLICIES**

- Payments are required on the first program day of the month. Your child will not be able to commence in the program until the security cheque and the requirements from the registration package are met. These cheques are to be given to the Director when the registration package is filled out and handed in. The cheques are to be made payable to "Eagles Nest Out of School Care Society"
- Fees are to be paid in a timely manner and if families are having difficulty paying their daily/weekly/monthly fees, they should call and speak to the administrative staff right away to discuss the situation. If a family is having a problem with their financial obligation, don't ignore the situation. Be in contact with the Board to see if we can do anything to help.
- If a family leaves the out of school care without paying their fees and they do not return to make arrangements to pay the outstanding bill, their account will eventually be sent to collections. Once the account has been sent to collections the family will not be allowed to enrol their children again in our program.

## **FEE STATEMENTS**

- There will be a monthly fee statement given to each family showing the balance of your account at the end of each month upon request. A monthly receipt will be given at each payment.
- Any NSF payments during the calendar year will be obligated to pay cash or money order for a year, including NSF charge. If cash payments are late during this period then you may be asked to withdraw your child from our program. Final situations will be dealt confidentially and individually on a case by case basis



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## Program Hours of Operation:

**The Out of School Care program runs on instructional school days only**, as per the Buffalo Trail Public Schools Regional Division No. 28 Calendar released each year (available online at <http://www.btps.ca/Calendar.php>)

Parents are solely responsible for transporting children to and from the program. If another designated person is to pick up or drop off your child, you must make staff aware of this, especially if this person is not on the list of persons allowed to pick up your child. We do prefer written notification of the change of the pickup person whenever possible.

### The hours of operation for the program are:

**Mornings:** 6:30am to 8:35am

**Afternoons:** 3:30pm to 6:30pm

**The Preschool program runs on instructional school Tuesdays only** as per the Buffalo Trail Public Schools Regional Division No. 28 Calendar released each year (available online at <http://www.btps.ca/Calendar.php>).

### The hours of operation for the program are:

**Tuesday 3 yr old Halldays:** 9am to 11:30am

**Tuesday 4 yr old Fulldays:** 9am to 3:10pm

Parents are responsible for paying a \$1/per child/per minute fee for unannounced late pick ups. Proper communication for being late will be accepted if enough notice is given and time permitting by staff. If late parents will be asked to sign a late pick up form indicating the time of arrival. The form will also be signed by the staff on duty. On the third time that a family is charged the late pick up fee, the charges will be doubled. This fee is to be paid directly, in cash, to the staff on duty at the time.

When dropping off and picking up your children, please initial on the sign in/ out sheet that you have dropped off or picked up your children. This also gives you an opportunity to discuss any changes for the day with staff.

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## **Program Premises:**

This program will be running within the Edgerton Public School, utilizing a classroom, drama room and gymnasium, as well as access to the fenced playground. A map of the premises is included in the program plan.

Indoor Total Footage: 443.6 metres

Classroom: 68.9 metres

Gymnasium: 281 metres

Drama Room: 93.7 metres

The main room where the program will be running is on the 2<sup>nd</sup> floor of the building in room #68. There is a locked cabinet located inside the room to allow for storage of staff personal belongings. The staff may also use the school staff room located down the hall.

### **Indoor-**

- Room has dry erase boards as well as chalkboards to use
- The office area is located in the Northeast corner and is accessed only by staff
- There are lockers for coats, shoes/boots and bags located just west of the entry into the room.
- Public washrooms are located west of the room in well-marked locations.
- We have the use of the gym and its accessories located near the front doors of the school. It is a short walk from our program room down to the main level of the school.

### **Outdoor Play:**

- Portable records and sign-in/sign-out sheets will be accompanying staff outside
- Staff will perform a daily inspection checklist for the classroom, gym, and outdoor playground before use.
- We have use of the drama room and its accessories located on the second level of the school. It is a short walk from the program room downstairs to the drama room.

- located adjacent to the building within the fenced school yard that accommodates the children while in the care of the school and includes a walking/running track as well as a modern playground.

### **Playground Safety Policy**

Policy: Staff will establish best practices to protect children safety in the outdoor playground. Playground is located directly south of the south east doors of the school, by the Eagles Nest program room #68

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## Use of Community Resources & Parent Involvement

The program utilizes the public school (as designated in Program Premises) and will have access to other community resources for special trips such as:

- Edgerton Public Library
- Edgerton Museum
- Edgerton Arena
- A community park
- A local ice cream store (Herbies)

All community resources are within walking distance to the school (within a 3 block radius). PD days may include field trips as funding permits.

Additionally, parents, students and community members will be given opportunities to support the program through fundraising as volunteers. Parents who wish to volunteer in the program will be screened to the same standards of staff (see Administrative Policies).

A program newsletter will be sent home to parents every couple of months to keep parents updated on the program. Also, a parent board will be located just inside the classroom door where upcoming events and copies of the newsletter will be available for parents.

Staff will be available every day to answer any questions or address concerns that parents may have and can set up appointments if necessary to work out concerns more privately.

Parents are always welcome to visit the program – THIS IS NOT ALLOWED DURING COVID PRECAUTIONS TILL FURTHER NOTICE

### Volunteer Policy

**\*\*\*\*\*DUE TO COVID GUIDELINES NO VOLUNTEERS TILL FURTHER NOTICE\*\*\*\*\***

**Policy:** Our program welcomes volunteers to help and assist our staff and children. Volunteers at the program will not be left alone with the children or be unsupervised by program staff at any time. If at any time any of the policies and procedures are not being followed by the volunteer or they are abusive (verbally, physically, and

emotionally) to any staff or children they will be terminated according to the discretion of the director.

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## **Administrative Policies & Procedures**

### **Child Discipline Policy:**

Discipline involves responsibility, expectations, positive reinforcement and natural consequences. A child needs to know what the expectations are in their environment, and they need consistency from the people working with them to follow through in the same manner each and every time. The child needs to listen to the staff; therefore they will also need to be listened to.

The child discipline methods used in the program are communicated to parents, staff, and children, where developmentally appropriate which are found in the Discipline Policy which will be shared with parents in the Parent Handbook

Staff in this program are qualified Early Childhood Educators or have equivalent training, and they will use Behaviour Management techniques that work by reinforcing the positive or acceptable behaviours and guiding/redirecting negative or unacceptable behaviours. The staff will model appropriate behaviour and language for children at all times.

Any child disciplinary action taken will be reasonable in the circumstances.

Every child entering the program must be made aware that corporal punishment of any kind, is NOT permitted. Unacceptable types of discipline would be to deny any basic necessity, spanking, being physically rough, or yelling at children.

The Director, or any staff member/volunteer will not inflict or permit the use of any form of physical punishment, verbal or physical degradation, or emotional deprivation, physical restraint, confinement or isolation. If there is an incident that occurs, staff could be expected to document it with an incident report and, depending on the severity of the situation, it could be reported as a serious occurrence to the Ministry.

### **Off-Site Activity:**

When the program plan includes an off-site activity, the parents will be notified in writing a week before the activity – through a bulletin or newsletter, and will be provided a consent form to sign for participation. The consent form will explain how the child will be transported and supervised with respect to the activity.

### **Fire Safety & Emergency Evacuation:**

The program will use the documented policy (see appendix A) of the Edgerton Public school (EPS) as an Emergency Safety Policy.

Fire Drills will be conducted as required monthly. During a fire drill/evacuation drill the director or designate will have the staff and children meet at EPS's primary outside muster point, SE part of playground near the flagpole. If an evacuation off school property is warranted, children and staff will meet at the Edgerton Agricultural Hall that is east of the school. The director or designate will bring the parent sign in book and the portable Emergency binder that has all of the children's emergency contacts to all fire drills, evacuations, lockdowns or inside mustering events.

For Emergency Procedures outside of the school's hours the director or designate will issue an "all clear" based on the information provided by the RCMP, Edgerton Fire Department or Environment Canada.

All of the emergency numbers are posted by the telephone in the program, so they are readily available.

### **Accident or Serious Illness:**

COVID ALBERTA GUIDELINES:

[www.albertahealthservices.ca/assets/wf/eph/wf-eh-health-safety-guidlines-child-care-facilities.pdf](http://www.albertahealthservices.ca/assets/wf/eph/wf-eh-health-safety-guidlines-child-care-facilities.pdf)

The staff of the program will notify the child's parents immediately and will provide or allow health care to be provided to a child only if the child's parent has given written consent or the health care provided is in the nature of first aid.

If a child gets injured while attending the program, the staff person on duty will fill in an incident report form (found at – <http://www.humanservices.alberta.ca/family-community/child-care-forms-guides.html>) giving details on how the injury occurred and what first aid was given. Parents are asked to read and sign the form acknowledging that they know of the child's injury. The program director will store and track incidents. The board will review any incidents that took place before scheduled monthly board meetings. Board will implement any actions or recommendations found from incidents. At the annual board meeting in May, incidents will be analyzed and changes needed to program plan will be submitted to the Regional Child Care Office.

If a child is seriously ill or injured while attending the program, or if a child experiences any other incident that could seriously affect their health or safety, the program staff will ensure that the child received the appropriate level of medical attention as necessary. Further, the illness or injury will be reported to Licensing staff. An incident reporting form will be completed and submitted to Licensing staff within 2 days.

The following will be immediately reported to the regional child care office using the prescribed form:

- An emergency evacuation
- Unexpected program closure
- An intruder on program premises
- An illness or injury to a child that requires the program to request emergency health care and/or requires the child to remain in the hospital over night
- An error in administration of medication by a program staff or volunteer resulting in the child becoming seriously injured or ill and requiring first aid or the program requesting emergency health care and/or requires the child to remain in the hospital overnight
- The death of a child
- An unexpected absence of a child from the program (ie a lost child)
- A child removed from the program by a non-custodial parent or guardian
- An allegation of the physical, sexual, emotional abuse and/or neglect of a child by a program staff member or volunteer
- The commission of a child of an offense under the Act of Canada or Alberta
- Any child left on the premises outside the program's operating hours

### **Potential Health Risk**

Staff will be responsible to observe and note any symptoms of ill health of a child before they are signed into care for the morning/afternoon. If a staff person has reason to believe a child may be suffering from a communicable disease or is suffering from the below symptoms or signs of illness\*, then we will ensure that the child's parent removes the child from the program premise as quickly as reasonably possible.

If a child becomes ill during the program hours, the staff will make sure that the child is in a secluded area as is practicable from the other children while being directly supervised by primary staff, then the parents will be notified. The staff will record and document the child who is ill including the name of the child, date the child was



observed to be ill, name of the staff member who identified the child was ill, time the parent was initially contacted, name of staff person who contacted the parent, time the child was removed from the program and the date the child returned to the program.

Signs or symptoms of illness exhibited by a child include the child:

- vomiting, having a fever, diarrhea or a new or unexplained rash or cough,
- requiring greater care and attention than can be provided without compromising the care of the other children in the program, or
- having or displaying any other illness or symptom the staff member knows or believes may indicate that the child poses a health risk to persons on the program premises.

*\*Unless the child's parent provides written notice from a physician indicating the child does not pose a health risk to persons on the program premises.*

Children who become ill and/or are removed from the program because of illness may not return until the Director is satisfied that the child no longer poses a health risk to others on the program premises.

Staff will post a note at the main sign-in/out area for parents when there is any type of confirmed contagious illness that has been present in the program.

## **Administration of Medicine**

Staff members are permitted to give medications to a child with the parent's written permission, and for prescribed medications with a written prescription from the family doctor. Staff may not administer any medications that are NOT in the original labelled container. The medication must be administered according to the labeled container.

A medicine consent form will need to be filled out at the program by the parent giving the staff the go ahead to administer the medication. The form will specify the name of the medication, required time between administrations, the time of all administrations, the dosage, and the staff who administered the medication to sign off on it. The Director or designate will be the only person who administers the medication.

Parents should indicate whether or not they want the medicine refrigerated or not and the medicine MUST NOT be left in the child's bag. The prescription medication will be stored in a locked container that is not accessible to children. The Emergency medication will be stored in a place that is inaccessible to the children.

## Non-Smoking Facility

The program premises and attached yard are designated no smoking areas. No staff member shall smoke at anytime or place where childcare is being provided.

## Nutrition

**Preschool** – The parent/guardian is responsible for providing their child with a healthy snack each day they attend playschool, unless otherwise noted. "Snack-time" will be held during the middle of each playschool day. Children will be given, what the staff consider, a reasonable amount of time to finish their snack.

**Out of School care** - This program will not be offering snacks to children in care. There will be a set time for children to have a snack from their packed lunch both in the morning, and afternoon.

Staff in the program will have healthy snacks on hand for emergency purposes only. On the second time that a child needs a snack but does not have one, the family will be charged an extra cost for the snack.

Children will be required to sit at the designated table while eating/drinking their snacks. **The program premise is nut free (as per the school policy). No snacks with nuts will be permitted.**

## Children's Records

Records for each child will be kept up to date and within the program premises at all times. Records that must be completed for each child include:

1. A registration package for the program, completed with accurate numbers and addresses of family and emergency contacts
  - a. Child's name, date of birth, legal address
  - b. parent's name, home address and telephone number,
  - c. the name and legal address and telephone of a person who can be reach in an emergency

- d. particulars of any health care provided to the child, including consent by the child's parent and any other relevant health information such as allergies
    - i. Medication Administered form to be completed
- 2. Immunization update check off form
- 3. Written consent for Health Care provision

Parents will be reminded to provide the Director with any changes or updates to any information provided on any of the forms. All records will be accessible to the Director at all times and to parents at reasonable times.

## Administrative Records

Up to date administrative records will remain on program premises at all times. They will be available to the Director at all times, to parents at reasonable times, and will be retained for a minimum of two years.

The administration records will include the following:

1. Particulars of daily attendance of each child, including arrival and departure times
2. The child care certification of each staff member
3. A current first aid certificate
4. A criminal reference check for each staff member, including a vulnerable sector check updated every 3 years
5. Particulars of the daily attendance of each primary staff member including arrival and departure times and hours spent providing childcare.

## Portable Records

The program will maintain a portable record of emergency contact information that includes each child's completed registration form, which has the name, address, and telephone number of a person who can be contacted in case of an emergency. There will also be information for any relevant health information, allergies and immunizations. A list of the name, address and telephone numbers for local emergency response services, poison control centre and nearest hospital in case of emergency will also be a part of the portable record.

The portable records will be maintained with the following:

- Each child's name, date of birth & legal address
- The parents' name, home addresses and telephone numbers
- The name and legal address of an emergency contact with the written consent of the child's parent
- Any other health information provided by the child's parent, such as allergies & immunization status

## Supervision of Children

Parents are asked to phone and inform staff if a child will be absent or late. If a child is absent, a staff member will telephone the parent.

Our program requires the children to be under supervision that is effective in ensuring their safety, wellbeing and development at all times. Effective supervision reduces the risk of harm to children by preventing injuries and accidents and promotes positive, responsive, intentional learning environments for children. Our primary staff is involved and familiar with the children in our care. We assess our supervision practices on a regular basis to ensure that they continue to promote safety and meet the needs of the children in the program.

### Procedure

- Staff conduct regular safety checks on the program premises and outdoor equipment to remove hazards
- The position of the equipment and the arrangement of the environment allow staff to supervise the children's play, rest and toilet areas.
- The staff knows which individuals are authorized to pick up a child from the program in place of a parent. It is noted on the registration form or recorded in the staff log book for that particular day.
- The staff signs children in when they arrive and leave the program on the sign-in/sign-out sheets ensuring that both the arrival and departure times are accurate
- If a child does not come to our program when they are scheduled to, a courtesy call will be made to the parent; the school is responsible for them until they are signed into our program

## Child Guidance Policy

Policy: Our program is developmentally and behaviorally appropriate with clear expectations, predictable structure, and a consistent routine known to the child, Parent/Guardian and staff. We believe children need to have a clear picture of the expectations and rules set out before them and consequences go along with those rules. We want to set the children up for success.

The play materials and activities are interesting and invite active participation. If we feel the need, we will modify the environment enabling us to promote more appropriate behavior. We like to catch the destructive behavior before it escalates. The behavior management will be reasonable in the circumstances of the incident.

Positive reinforcement will be pursued whenever possible. Giving positive feedback during all activities and using words that encourage will help make this experience fun. We want to build self-esteem and a positive environment for the children.

Children shall not be subjected to verbal or physical degradation, emotional deprivation, denial of basic necessity, any form of physical punishment or use of physical restraint, confinement or isolation by staff.

We believe in natural, logical consequences that match the behavior. Behavior management is age appropriate where in some situations; the child may have input into the consequences of his/her behavior.

Staff will monitor the children's play and always be aware of where the children are, what they are doing, and their level of engagement. We will be able to recognize warning signals and intervene before the behavior escalates, redirecting the child.

Staff will model appropriate behavior in situations where there is a problem. Staff will assist children in problem solving and help carry out valued behavior. A child will learn what appropriate and acceptable social behaviors are through modeling from staff and rules laid out by the board.

We find it important to help a child find a friend, play with a friend, and be a friend. Staff will not only interact with the children but encourage interactions between children.

Procedure:

- Staff will address to the child any positive behavior even when managing poor behavior
- Staff makes opportunities for children to take part in activities that require helping, taking turns, talking to solve problems and group work.
- Children are encouraged to solve problems by identifying them, thinking about alternatives, expressing how they feel, empathy towards others and making decisions.
- Staff will be specific when directing a child using "I" statements (i.e. I need you to put the blocks away)
- Rules will be posted for the room, gym, and outside areas that promote safety, tolerance, conflict management and routine.
- When a child is not following the rules and limitations, a warning will be given to redirect the behavior (i.e. if you throw the toys in this area than you will have to go to a different area)
- After a warning is given, and the behavior still continues, a logical consequence will be determined by the staff and followed through or the child will be asked to leave the area.
- If inappropriate behaviors are consistent, the directors will communicate the problem to the parent/guardian and the board.
- Behavior that is physically, verbally or emotionally abusive to other children or staff, termination from the program whether temporary or permanent will be considered. A meeting with the parents and the director will determine the action taken.
- An incident report will be filled out by staff when the child has caused any physical, emotional or verbal abuse to another person or vandalism of any property of Eagles Nest or Buffalo Trail
- If any property of Buffalo Trail has been vandalized, a report will be made to the principal or vice-principal to notify them of the incident. Any punishments will be up to the board on the severity with input from Buffalo Trail spokesperson.
- If a child becomes escalated where another child, staff or they themselves may be harmed the child will be redirected to another area away from other children with a staff until they are ready to join the group.

## Violent Behavior Policy

**Policy** – Our program is a safe place for children to participate in activities and programming. If the safety of our children, staff or volunteers are compromised by a child's behavior then that child will no longer be allowed in our program unless the parent can ensure that is a one -on -one worker with the child.

### **Procedure:**

- Violent behavior is defined as: any intentional physical altercation that causes injury of any kind to another child, staff, or volunteer. (kicking, hitting, punching, throwing objects that may or may not hit another child, biting, pushing)
- An incident report will be written up and kept in the child's file
- The parent will be notified immediately of the behavior, and then director will notify the parent of the child's termination
- All fees must be paid before the child is let back into the program accompanied with a one-on-one worker.

## Community Concern Policy:

**Policy** – Parents/Guardians are requested to raise any concerns they may have regarding their child's care with the group leader in the first instance. This should be followed up by speaking to the Director if the concern has not been satisfactorily resolved. If parents/guardians have any suggestions we encourage them not to hesitate to contact the Director, so that appropriate action can be taken.

### **Procedure:**

All concerns will be dealt with in the following manner:

- With confidentiality.



- Meet with the staff members in the group (if appropriate) to discuss the issue.
- The Eagles Nest Society Board will be informed of the grievance and discuss with the director possible strategies to resolve the grievance.
- Meet with the parents to discuss the grievance, and document outcomes. Meetings will be conducted with two members of Eagles Nest Society Board and Director.
- Outside agencies or community resource programs may be accessed if families and the Eagles Nest Society Board require the support.
- The Eagle Nest Society Board insists that throughout the conflict resolution process their Code of Conduct must be adhered to.

### Social Media Policy:

#### **Procedure:**

1. Do not show unprofessional representation in personal life that would or could affect the professional standards and guidelines set by Eagles Nest.
2. Do not disclose confidential information about Eagles Nest and its clients (children and families) on any Social Media outlets. Disclosure of confidential information without prior authorization may result in immediate termination.
3. Eagles Nest employees will be held responsible for what they write or post about Eagles Nest on all social media outlets. Inflammatory comments, disparaging remarks, or negative / inappropriate language or posts may result in disciplinary action.
4. Eagles Nest members are directed not to engage in discussions regarding competitors' or legal issues in which the company is involved, or government issues related to the company and our industry without prior approval from management.
5. Respect copyrights. Don't post text, images or video created by someone else without proper attribution and/or authorization. If you have questions about copyright law and/or usage of certain media, contact management.
6. Social Media is not a substitute for inter-company communications. Valuable information should be transmitted within normal company communication channels, not through Social Media outlets.
7. Social Media is not a substitute for customer service.
8. If an Eagles Nest member discovers any group(s) that users have formed to discuss the company or its services, please bring them to the attention of management.

9. Relay prominent issues to management as soon as possible.
10. If you have questions about how to respond to a specific post or group, discuss the issue with management prior to posting.
11. Use good judgment when posting photos from company events. Notify any employees who are in posted photos so that they may approve the posting of those photos.
12. Always adopt a positive attitude when responding to comments on the company's pages or applications, or comments about the company in general.
13. Where an employee spends time maintaining their personal social network accounts during regular working hours, this activity shall not have a negative impact on productivity or efficiency. Please be advised that excessive use of internet/cell phones for personal reasons is a misappropriation of company time and resources, and may be subject to disciplinary action.
14. Posts (including but not limited to videos, photos or comments) involving the following will not be tolerated and will subject the individual to discipline:
  - a. Confidential company information;
  - b. Information regarding incidents at Eagles Nest;
  - c. Discriminatory statements or sexual innuendos regarding co-workers, management, customers/vendors, children and families; and
  - d. Defamatory statements regarding the company, its employees, children and families.
15. Employees are expected to conduct themselves professionally both on and off duty. Where an employee publicly associates him/herself with the company, all materials associated with his/her social network account may reflect on the company. Please be advised that inappropriate comments, photographs, links, etc. should be avoided.

## Technology Policy:

**Policy:** Children only watch age-appropriate rated movies and/or educational programs and only on planned occasions. Any video viewed is used as an education tool and is viewed previously by educators before being shown to the children. Cellphones and/or other electronic devices will not be used during program hours without the approval from the Director. They will be kept in a safe and secure location

that will be acceptable to the Director. If parents for any reason need to get ahold of their children can contact the Director or their designate.

## **CONCLUSION**

This Handbook is for reference only and is updated only as need to our program plan and all other procedures and policy's put into place by the board. The board reserves the right to change policy's and procedures as required.

We hope that the services being offered by our child care programs are of help to you and to your family. We strive to offer good quality care for children and if you have any questions or concerns about the program at any time, please feel free to contact the Director of the program – Amy Klassen (587) 568-2679

## Appendix A

### 1. Edgerton Public School Emergency Response Plan 2018-2019

# Edgerton Public School Emergency Response Plan 2018-2019

**BTPS has identified the following situations as potential emergencies:**

- ☐ Fire/explosion (2)
- ☐ Chemical/dangerous goods release (3,2)
- ☐ Severe weather (3)
- ☐ Intruder (1)
- ☐ Bomb threat (2)
- ☐ Weapons (1)
- ☐ Utility disruption (2)
- ☐ Abduction (1)
- ☐ Youth gatherings (civil disturbance) (4,1)
- ☐ Suspicious activity and/or individual (1)

The purpose of the Emergency Response Plan (ERP) is to ensure the safety of students, staff and visitors in the event of an emergency by responding with one of the following:

1. Lockdown
2. Evacuation
3. In-Place Sheltering
4. Room Clear

## **Safe Zones**

In the event of an emergency students and staff will gather at one of the following:

### **Primary Outside Muster Site**

- ☐ South east of the playground, near the flagpole
- ☐ To be used primarily for fire drills

### **Secondary Outside Muster Site**

- ☐ Edgerton Agricultural Hall
- ☐ The secondary muster site will be utilized in the event of a campus evacuation

### **In-Place Sheltering Muster Site**

- ☐ School gymnasium
- ☐ Used in the event of a chemical spill where leaving the building could prove risky
- ☐ Duct tape will be available in the gym office to seal all doors

### **Room Clear Muster Site**

- ☐ Elementary classes will gather in the Drama Room (lower) or Library (upper)
  - ☐ Junior & Senior High classes will gather in the Lunch Room
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☒ If the classroom teacher is required to remain in the class to deal with a situation, supervision of the evacuated class will be the responsibility of office staff or education assistants.

In any event that requires an evacuation (a drill or an event) all persons in the school will go to the proper muster site, follow attendance check procedures and remain at the site until told otherwise by the school principal or a qualified Emergency Services member (Fire, Police).

In the event of an evacuation to the secondary site all students must remain at the site until returned to the school, or picked up by a parent or legal guardian.

The parent or guardian may not remove the student(s) without first informing the student's teacher(s). The teacher will then inform the person in charge of whole school attendance of which students have been picked up.

#### **Attendance Procedures**

Once students, staff and visitors have reached the muster site, designated students will report to the person in charge of attendance with their class attendance figures.

These figures will then be compared with the master daily attendance and the Student Sign-Out form to ensure all students are accounted for.

#### **Staff Responsibilities**

In the case of an actual event, teachers and staff will follow the protocols for the specific event as posted in each classroom. All staff members are required to be familiar with each of these procedures and their own responsibilities in the event of an emergency. 4 BTPS OHS Emergency Preparedness/Response

## **LOCKDOWNS**

### ***School Administrators (Principal or Designate and Office Support):***

- ☑ Assess the situation and determine the need of a lockdown.
- ☑ **Sound lockdown alarm which is distinct from the fire alarm, and communicate and declare to occupants that the facility is in “LOCKDOWN”.**
- ☑ Inform staff of the situation, occurring **inside** or **outside** the facility.
- ☑ Call 9-1-1 and provide information as to the situation.
- ☑ Take the Emergency Response Kit to the designated safe room (Office).
- ☑ Contact applicable numbers on the Emergency Call List which is to be located in the Emergency Response Kit.
- ☑ Meet with Emergency Personnel, if safe to do so.
- ☑ Contact the Superintendent and inform of the situation.
- ☑ All media inquiries to be directed to Central Services.

### ***Teachers:***

- ☑ Remind students of lockdown procedures.
- ☑ Keep students away from doors and windows.
- ☑ Turn off classroom lights.
- ☑ Refer to the Emergency Response Classroom Chart.
- ☑ If situation is **outside** the facility, close window coverings on outside windows.
- ☑ If situation is **inside** the facility, keep classroom exterior windows open where possible and the interior classroom windows covered where possible.
- ☑ Be prepared to evacuate, if required, on short notice.
- ☑ Maintain calm and ensure the students that everything possible is being done to return the situation back to normal.
- ☑ Ensure absolute quietness.
- ☑ Do not open the door for anyone unless the **“ALL CLEAR”** is given.
- ☑ Keep students on the floor out of the line of sight from windows.
- ☑ If a gunshot or explosion is heard, ensure everyone remains on the floor.
- ☑ If there is an emergency in your room, contact the office immediately.
- ☑ Refer all media inquiries to administration.

### ***Custodians:***

- ☑ If safe, move to the office area, otherwise move to the closest safe room.
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## **EVACUATIONS** (example: Fire)

### **School Administrators (Principal or Designate and Office Support):**

☑ Assess the situation and determine the need to evacuate.

#### **☑ Sound the alarm.**

☑ The following items are to be brought to the assembly location:

- Emergency Response Kit,
- Student Sign-Out Sheet

☑ Contact applicable persons or services on the Emergency Call List, which is to be located in the Emergency Response Kit.

☑ Collect attendance sheets from the designated messenger from all classrooms and areas. Clarify who may be missing and provide information on missing individuals and/or individuals with compromised mobility to emergency personnel.

☑ Contact Emergency Services 9-1-1(if required).

☑ Meet with Emergency Personnel, if safe to do so.

☑ Contact the Superintendent and inform of the situation.

☑ Contact parent/guardian of students as directed by the principal.

☑ All media inquiries to be directed to Central Services.

### **Teachers:**

☑ Take the following items with you:

- Class list, paper and pen.
- Emergency Response Classroom Chart.

☑ Ensure the classroom is evacuated of all occupants.

☑ Close door.

☑ Ensure primary exit route is not blocked and is safe and clear.

☑ Immediately leave the building in a calm and orderly fashion, using the exit and directions indicated on the floor plan.

☑ Remain with the students at the assembly location, and do not allow them to leave.

☑ Take class attendance to ensure that all students are present or list the students that are absent. Ensure that any visitors or volunteers are accounted for.

☑ Assign a reliable attendance messenger to take a note to the principal or designate, informing them that all are accounted for or that there are certain individuals missing.

☑ Wait for further direction from the principal or designate.

☑ Refer all media inquiries to administration.

### **Custodians:**

☑ Report to the principal or designate. Provide support to principal or designate.

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**IN-PLACE SHELTERING** (example: Outside Chemical Spill)

**School Administrators (Principal or Designate and Office Support):**

- ☑ Assess the situation and determine need.
- ☑ Contact Emergency Services, if required.
- ☑ Communicate with occupants, using clear language, regarding further direction.
- ☑ Contact applicable numbers on the Emergency Call Card, located in the Emergency Response Kit.
- ☑ Secure cleared area(s), if required, until safe to re-enter.

**Teachers:**

- ☑ Take the following items with you:
  - Class list, pen and paper.
  - Emergency Response Classroom Chart
- ☑ Go immediately, in a calm orderly fashion to the gymnasium or alternate area inside the building designated by the principal or designate.
- ☑ Follow the route specified by the principal or designate.
- ☑ Account for all students and stay in designated area with the students until further instruction is given by the principal or designate.
- ☑ Implement the special provisions action plan for individuals with compromised mobility (this should be previously planned).
- ☑ Notify principal or designate if any concerns arise.

**Custodians:**

- ☑ Provide support to principal or designate.
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**ROOM CLEAR** *(example: serious altercation between students)*

**School Administrators (Principal or Designate and Office Support):**

- ☐ Assess the situation and determine need.
- ☐ Contact parents/guardians if required.
- ☐ Ensure alternate room/location is provided with supervision for uninvolved students.
- ☐ Determine when uninvolved students may return to room.
- ☐ Inform Superintendent.

**Teachers:**

- ☐ Assess situation and notify office immediately for support, including desired response.
  - ☐ Remain calm.
  - ☐ Send uninvolved students directly over to alternate room/location.
  - ☐ Unless personal safety is threatened, stay in the problem situation and work to resolve the crisis.
  - ☐ Take Emergency Response Classroom Chart if you leave the room.
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**EMERGENCY CALL NUMBERS****Emergency Services ..... 9-1-1**

(Ambulance, Police, Fire Department)

**DISTRICT CONTACT NUMBERS**

BTPS Central Services ..... 780-842-6144

Chubb Security ..... 1-800-661-0094

Principal's Cell Number ..... 780-806-1751

Superintendent's Cell Number (Bob Allen) ..... 780-806-9307

Director of Transportation (Chrysti Mannix) ..... 780-806-9313

Director of Facilities (Randy Huxley) ..... 780-806-0216

Alberta Emergency Management (24hr service) ..... 1-866-618-2362

Edgerton Village Office ..... 780-755-3933

**UTILITIES**

ATCO Gas (24hr) ..... 1-800-511-3447

Public Works (Village Office) ..... 780-755-3933