

Are heroes born? Or are they made?

Inside every child is a hero waiting to be discovered. Children get involved in activities that help them realize they have the potential to reach further than ever imagined, because in the end, that's what makes a hero.

Parent Handbook

Welcome to The Adventures. We are a unique out of school program that recognizes the needs of school aged children, as well as the needs and concerns of parents. I operate within Andrew Sibbald, Lake Bonavista, McKenzie Towne, and Sam Livingston elementary schools.

My Name is Stephanie Scott and I have been operating Lake Bonavista and Sam Livingston since 2004 as well as McKenzie Towne and Andrew Sibbald since 2011. I recognize the need to help children enhance their social skills and self esteem so they feel confident in rising above challenges that the future will bring.

The program philosophies are based on what I have experienced and seen as a need to build child development. Ensuring that the children have a well-balanced program that is inviting, stimulating, and inclusive of all children's needs is our mandate.

We are a private organization which works closely with our parents, staff, and schools. This helps to ensure that children and parents needs are being met. Together we create an environment that is safe, fun, and educational for our children in an atmosphere that creates a strong sense of self.

Adventures Staff



Program Philosophy

It is well known that children thrive in a structured and supportive environment that recognizes and respects their unique personalities, and abilities to cope with the many obstacles that they inevitably encounter each day. There is well documented evidence that children lay the foundation for their growth and development through both structured and non-structured activities. By utilizing a wide variety of equipment, materials, and activities, supported by the guidance from qualified and nurturing staff, each child will solidify the coping skills they need in order to function effectively and efficiently in today's world.

The Adventures takes great pride in providing ample opportunity for each child to develop growth in the areas of: social, physical, intellectual, creative, and emotional development and encourage leadership roles within our programs.

We are an inclusive program that works extremely well with community agencies and families in order to enhance each child's learning experience. Themes are based on social, community, and world wide issues. When deemed appropriate, community and city wide field trips, as well as volunteer speakers and parents are used to enhance participant's personal and social experience.

Program Planning Policy

School Days

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

School Day Snack Periods

Andrew Sibbald:	Monday-Thursday	3pm-3:30pm
	Fridays	Lunch: 12:15pm-1:15pm and Snack 3pm-3:30pm
Lake Bonavista	Monday-Friday	2:45pm-3:15pm
McKenzie Towne	Monday-Thursday	3:15pm-3:45pm
	Fridays	Lunch: 12:15pm-1:15pm and Snack 3pm-3:30pm
Sam Livingston	Monday-Friday	2:40pm-3:15pm

At each location near the end of the month, children have a meeting with the staff team to discuss themes and ideas for program planning for the next month. During these meetings, the children have an opportunity to express what crafts, sports, games, or field trips they want to have. Staff encourage children to share ideas about what they are learning in school, have heard on the news, or general interests to gain more ideas for program planning. Physical fitness is incorporated on a daily basis with encouragement for children to participate.

Non-School Days

7am-9am	Children Arrive and have free time
9am-9:30am	Snack Time
9:30am-10:30am	Structured physical activities inside or outside
10:30-11:45am	Planned activities/crafts
11:45am-12pm	Clean up for lunch
12pm-1pm	Lunch time and quiet activities until everyone is done eating
1pm-2pm	Structured sports and physical activities
2pm-3pm	Children's choice of activities
3pm-3:30pm	Snack
3:30-6pm	Transition period where parents start picking up their children, this includes electronic time, movie, quiet activities such as cards, puzzles, coloring, boards games and bin toys.

Andrew Sibbald goes to Sam Livingston on Non-School Days

Summer Program

During the months of July and August we run a full-time program that is open from 7am-5:30pm at Lake Bonavista Recreation center located at 1401 Acadia Drive SE. Please be aware that this program operates under the Lake Bonavista Elementary Child Care license with new fire, health, and child care capacity inspection.

Shared Space/ Lease Agreement / School Partnership Policy

The Adventures program is located in the school gymnasium during regular school days and PD days. On occasion The Adventures program will either be run out of the stage area, library, room # 2, hallway play space or a combination of those spaces. This is due to sharing the space with the school. Occasionally the school needs the space to host family and school events and activities. The Adventures staff ensure a positive working relationship with the school that consists of open communication, trust, and respect. The Adventures team is proactive and the

willingness to adapt to the changes in the environment which is why we are successful with partnering with the school. The shared space is always clean and tidy for easy transitions.

Fees

Fees are due no later than the 5th business day of each month. Payment will be accepted on a month to month basis by either post dated cheques (September – June), e transfer, cash, or money order. The NSF charge is \$25.00. If your payment does not process twice within the term, your family will be asked to pay with cash or money order for remaining payments. **Monthly fees will not be pro rated during the school year to accommodate absences, holidays, or closures. Please note, we do not offer drop in services.**

Post dated cheques are to be made out to **The Adventures**.

E transfer details: Recipient (Stephanie Scott) the-adventures@shaw.ca, password: **Adventures**

With regards to late fees, a \$30.00 charge will be added to your monthly fee after the 5th business day if payment has not been received. Post dated cheques during the month are accepted without penalty as long as they are received by the 5th business day of each month. If payment is not received on time, an email will be sent requesting payment. The first email is a reminder, a second email is final notice, and a third email is notice of termination from the program.

If you need to make alternate payment arrangements due to circumstances, please discuss with your Program Director. Parents who need assistance can apply to the Alberta Government Child Care Subsidy Program, <http://www.humanservices.alberta.ca/financial-support>.

Late Pick Up Policy

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

Same policy applies for the summer program which is operational from 7am-5:30pm where late payment will be required after 5:30pm.

Smoking

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

Child Involvement Policy

Every child is encouraged to engage in scheduled group or individual activities and participate to the best of his or her ability. Staff will always take into consideration the child's age, personality, ability, or knowledge of the activity and adjust accordingly to individual needs. As staff assess these factors they are able to lead by example, teach new skills, have patience and perseverance, and care for each child.

Family Involvement/ Volunteer Policy

The owner and staff at The Adventures strive to be open and understanding to the complexities of each family. We understand that busy work schedules and extra curricular activities tend to keep families on the go. The Adventures Program may have scheduled activities, crafts, events, that require parent involvement such as planning on staying for a few minutes upon pick up to complete an activity. We would like to welcome all parent into the program on any given day to interact with your child during these activities.

Potlucks may be held a few times during the year. All parents are welcome to stay and interact over some healthy snacks and activities that are planned for your children. This is a great opportunity to reconnect with some of the other parents and perhaps schedule play days.

If you are interested in volunteering in our program, we would love to have you do just that! There are many opportunities to volunteer such as creating the monthly calendar and newsletter, attending field trips, donating items to local charities (food bank, clothing, toy donation), or bring an item for potlucks. Please be sure to stay in contact with your program director and staff for other opportunities, or if you are interested on the above. Please remember that NO volunteers are allowed to work alone with children at any given time. Any volunteers will be required to fill out our annual volunteer form and may be required to submit an updated criminal record check, please discuss with your program director on receiving these documents. This is to ensure the safety and protection of the staff and children.

Programming Activities and Policy

The Adventures provides a variety of equipment, games, crafts, and activities for children to choose from. The children are also involved in each month's program planning. Activities incorporate social, physical, intellectual, creative, and emotional development.

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

Home Toys and Technology Policy

At the Adventures, children have the privilege to bring their own toy or electronic device once a week. The day of the week may vary between programs. Electronic time is earned through reading and good behaviour throughout the week. During school days, children can have their electronic devices for 30 minutes during their program scheduled date. On non-school days (PD DAYS) children are allowed their electronic devices for 60 minutes. Children must sign in and out their electronic with the name of their game and understand that it will be monitored by a staff member. **Any toys or electronic devices brought to the program are the sole responsibility of the child. The Adventures is not responsible for any losses or damages. Children in grades 5-6 will have opportunities for additional electronic time for learning purposes or musical interest. Parents who do not want their child participating in electronic privileges need to discuss with their program director their wishes and plan an alternate activity for that child.**

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

Menu and Nutrition

Parents are responsible for ensuring their child has a snack for Adventures in accordance with the Canada food guide. **On occasion** when your child arrives without a snack, the program will have a supply of healthy snacks in accordance to the Canada food guide. Programs are not responsible for feeding children on a regular basis. Occasionally there will be special treat days and potlucks for the children. Adventures adheres to a strict **NO NUT POLICY** put in place by the CBE (Calgary Board of Education), as well as we are sensitive to other dietary restrictions a child may have.

PLEASE SEE SCHOOL DAY SNACK PERIODS UNDER PROGRAM PLANNING POLICY

Confidentiality

It is the policy that The Adventures keep all information on your child and family strictly confidential except where disclosure is required by law or judicial action. This ensures the safety and well being of your child. However, circumstance may arise where parents or children may need our help and support with an outside agency. In such circumstances, we require the following information in writing:

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

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

Separation and Custody Issues

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

Attendance, Absence, & Illness

Parents are required to notify staff of any absences from the program. Parents may contact us by text, phone, or email. Communication between staff and parents is essential to ensure the safety of each child. Please notify the program before program start times so staff are aware during sign in of any absences.

If the program has not been notified of any absence and your child is not present during sign in, a staff member will ask the school office on the child's whereabouts. If the school is unaware of the child's location, an Adventures staff will contact the parent immediately.

If the school and parent is unaware of the child's whereabouts, an Adventures employee will ask the parent to come in immediately and will also notify the parent that The Adventures will be contacting the Calgary Police Services.

In the event an Adventures employee follows the above procedure and the parent fails to notify the program that their child is going to be absent, a warning will be given to the parent in regards to giving proper notification time (before program start time). If a parent fails to notify the program more then three times in a school year on a child's absence, it will result in termination of care.

Any child that is too sick to attend school will be classified too sick to attend The Adventures as we follow the Child Care Licensing Regulations sickness policy. Should a child become ill while in the care of The Adventures Program, staff will assess the child using the following criteria:

- Vomiting
- Diarrhea
- New or unexplained rash or cough
- Having a fever

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

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

During the time frame between when contact is reached and the child is picked up, the child will be moved to a safe and comfortable place within the premise and be assigned a staff member. That staff member will continue to assess the child periodically, in order to ensure he or she is comfortable and not becoming overly distressed or anxious about illness. At this time, all pertinent information such as the name of the child, date the child became ill, staff member who identified the child as ill, time the parent was initially contacted, name of staff or person who contacted the parent, time child was removed from program, and the date the child is expected to return to the program will be documented on the child care facility illness incident log sheet.

Any child who has been removed from the program due to a lengthy illness (3 days or longer) will require a physician note stating that the child no longer poses a health risk to other individuals and is healthy enough to return to the program. For other minor illnesses, evidence that the child is symptom free for at least 24 hours will be accepted for return to The Adventures program. By initializing the Parent Handbook Acknowledgment Form (which will be located in an agreement file), parents acknowledge that they understand and are in agreement with this policy.

Inclusion and Diversity Policy

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

Discipline & Guidance Policy

At the Adventures, Maintaining the dignity of each person in all situations is crucial in managing behaviour. Effective discipline comes from the belief that teaching individuals to take responsibility for their behaviour is an effective quality in creating behavioural changes rather than teaching individuals to be obedient in order to avoid punishment.

At the Adventures, there is no acceptance for: inflicting or cause to inflict physical punishment; any form of physical or verbal degradation, or emotional deprivation. Staff must not deny or threaten to deny any basic necessity or permit the use of any form of physical restraint, confinement or isolation. Any child disciplinary action taken must be reasonable and relevant to the circumstances.

The child disciplinary policy will be communicated to parents, and children on the first day of enrollment. By initializing the Parent Handbook Acknowledgment Form, (which will be located in an agreement file), parents acknowledge that they understand and are in agreement with this policy.

Washroom Policy

It is the responsibility of the staff to ensure that all washrooms are safe for children to use. The following outlines the procedures for each centre, summer program and public facilities.

Andrew Sibbald School: Children line up after school to wash up. Children are permitted to use the washroom, one child at a time while on-site and must sign out with a staff member designated to monitor the washroom whiteboard.

McKenzie Towne School: During handwashing and washroom breaks, one staff member will monitor the washrooms and children – max 3 children at a time. If a group is outside, children need to have a buddy and a staff member to supervise.

Lake Bonavista School: Children line up after school to wash up. Children are permitted to use the washroom, one child at a time while on-site and must sign out with a staff member designated to monitor the washroom whiteboard.

Sam Livingston School: Children line up after school to wash up at designated doors. Staff member and Jr. Leaders monitor washroom movement (3-5 children at a time). Children are permitted to use the washroom, one child at a time while on-site and must sign out with a staff member designated to monitor the washroom whiteboard.

Summer Program: Staff are to do a washroom call out every 20-25min, asking children if they need to use the washroom. After all children are lined up, one or two staff will bring the children to the washroom, call in to see if anyone is in the washroom, and physically check to ensure they are empty or safe. Staff will wait at the entrance and call out periodically to ensure the children are okay. Once the children are finished the staff will ensure the children return to the gym safely. Staff are required to respond immediately if a child calls out for help.

Any Public Washroom: Staff will bring their group of children to the washroom. This staff member will wait outside the washroom door and call out periodically to ensure the children are safe. Staff are required to respond immediately if a child calls out for break.

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

Complaint policy

The Adventures takes pride in communication with parents, children, staff, and outside community agencies. If you have a concern you need to address, please follow the procedure listed below:

- Verbal or written concern
- If the issue is not resolved, discuss it with the program director. Please inform them if you have spoken with the staff already.
- Contact the Area Manager immediately at any time, if your concern is not addressed- Sharai – (403)-826-7851
- If your concern is still not resolved, you can call the owner - Stephanie- (403)869-2970
- If your concern is not resolved to a client satisfaction, please call our licensing officer at: Calgary & Area, Child and Family Services- (403)297-5857

Health & Safety Policy

Particulars of any health information about the child must be provided by the parents including immunization and allergies (if any). Children's records must show whether or not a child has been immunized. Any medication administered to a child by the program staff must be accompanied by a signed parental consent. The medication

must be in the original labeled container and be administered according to the labeled directions. All medication, with the exception of epi-pens and puffers, will be stored out of reach from children and in a medication bag. Medication is administered in private unless it is an emergency.

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

The Adventures require that all staff on the premise hold a current first aid & CPR certification.

By providing written consent (signing a first aid release form in children registration package). The Adventures staff will assess and administer basic first aid treatment should an accident occur. Parents will be informed if any such action either verbally (in the case of very minor accidents) or through a written accident report (for more major incidents). Parents will be notified immediately of a serious incident.

In the event of a severe emergency (allergic reaction, broken bones, etc.) 911 will be contacted as no staff, at anytime, are permitted to drive a child. Following this, the parent, or emergency contact, will be notified to meet the child at the hospital or clinic. A staff member will accompany the child who is transported until a parent or emergency contact arrive.

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

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

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

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

Off-Site Field Trips

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

Parents will be notified at least one week in advance. Parents will be required to sign individual permission forms with each trip. Permission forms will include:

- The date and location of the trip
- Departure and return time
- Items needed to pack
- Which staff will be in attendance (including volunteers)
- Mode of transportation that is provided

Be sure to submit the permission form on time so The Adventures knows you are attending and can accommodate your child. You may be asked to find alternate care for the day if permission forms are not received. All emergency contact cards are brought on all field trips or neighbourhood walks.

If your child becomes ill or hurt, you will be notified immediately to come pick up your child either from the field trip location or once The Adventures has returned to its original location.

All children's portable records will be taken on field trips in case of emergency. All field trips ratio is 1 staff to 10 children.

Bullying Policy

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

- Mission:** To ensure quality playtime and learning within a safe and caring environment.
- Goal:** To build a caring culture within The Adventures and community, where children, staff, and parents encourage, value, and support one another. To feel safe and know that abuse, bullying, and discrimination are unacceptable.
- Respect:** Treat others the way you want to be treated. Listen carefully and care for property.
- Responsibility:** Make wise choices, play safely, be courteous, and take responsibility for your actions.
- Safety:** Keeping hands, feet, and body to yourself. Keep play area clean and tidy.
- Praise:** Celebrating our own and other's successes.

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

- Physical Aggression:** Pushing, hitting, grabbing, pinching, spitting, tripping, etc. Using objects to cause physical injury or to enforce will on another.
- Verbal Aggression:** Mocking, put downs, offensive languages, yelling, or daring others to commit an act that could cause injury.
- Social Alienation:** Gossiping, embarrassing others, ethnic or gender slurs, excluding from groups.
- Intimidation:** Threats, forcing others do something against their will, trickery, weapon threats.
- Sexual Harassment:** Remarks, gestures, or actions of a sexual nature.

Social Media Policy

Social media can be a great way to stay connected, however; it can also breach privacy of others. The Adventures does not use social media outlets such as Facebook, Twitter, or Myspace. Families are asked to refrain from posting photos on any social media sites of children in our programs at all times. This is designed to protect the safety and protection of everyone involved.

Email and texting can be a great alternative to traditional phone calls. Parents are welcome to text or email the staff at any time for communication purposes and staff may do the same to stay connected with families.

Behavioural Procedures

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

For **minor infractions**, it is the responsibility of staff to intervene and assign consequences that may be warranted

from the list of minor consequences. The child[Ren] involved will then select the caring behaviour that will accompany the consequences. Parents are required to sign the infraction form upon child pick up.

Minor Infractions

- Name calling
- Ignoring group signals
- Going out of bounds
- Using facilities inappropriately
- Neglecting to clean up after oneself
- Forgetting to use good manners
- Disrespectful behaviour to other children or staff
- Bringing home toys, money etc., without permission

Consequences

- Verbal reminder
- Child removed from play area and given space to do a quiet activity (Drawing, cards etc.)
- Community service specific to the infraction
- Confiscation of property for the day
- Loss of privileges for the day

For **major infractions**, the owner, area manager, or director at the time will be involved. Parents will be required to sign an incident report. Each incident will be treated on its own merit.

Major Infractions

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

Consequences

- Sent to director/area manager
- Service project
- Loss of privileges
- Parents contacted to pick up their child immediately
- Suspension from program (1-5 days). A meeting is required with the owner
- Expulsion from the program

Note: During suspension, it is the parent's responsibility to find alternative care at their own expense. No refund will be issued if your child is expelled from The Adventures program.

Emergency Numbers (these are also posted on site)

Emergency	(fire, police, ambulance, hazardous materials spills)	9-1-1
Poison Control Centre	403-944-1414	
Child Abuse Hotline	1-800-387-5437	
Alberta Health Link:	(for any health region related questions)	811
Health link phone number	(24hrs)	1-866-408-5465
Communicable Disease	403-944-7075	
Environmental Health	403-943-8060 or 403-943-8030	
Non-Emergency Information including Bylaws		311
Fire:	403-287-4299	
Police:	403-266-1234	
Ambulance:	403-261-4000	
Hospitals		
Alberta Children’s Hospital	403-955-7211	
Peter Lougheed Hospital	403-291-8555	
Foothills Hospital	403-670-1110	
Rockyview Hospital	403-541-3000	
South Calgary Urgent Care	403-943-9300	

