



2020 / 2021

Program Location: \_\_\_\_\_

Program Phone #: \_\_\_\_\_

Program Hours: \_\_\_\_\_

Program Email: \_\_\_\_\_

Evacuation Site: \_\_\_\_\_

Program Director: \_\_\_\_\_

Program Director Contact: \_\_\_\_\_





# TABLE OF CONTENTS

INTRODUCTION	3
VISION	4
THE 1st CLASS PROGRAM	5
AGE GROUPINGS	5
OUR DAILY ACTIVITIES	6
EXTRACURRICULAR RECREATION PROGRAMS (WHERE APPLICABLE)	7
SAMPLE PRESCHOOL SCHEDULE/PROGRAMMING	8
BEGINNING YOUR JOURNEY AT 1st Class	9
ORIENTATION/TRANSITION - FIRST DAY: WHAT TO BRING	9
SOCIAL AND BEHAVIOURAL DEVELOPMENT	9
COMMUNICATION DURING THE FIRST WEEK	9
CHILD GUIDANCE POLICY	10
OUT-OF-SCHOOL PROGRAM - CHILD GUIDANCE	11
PROGRAMMING POLICY	12
CHILD INVOLVEMENT POLICY	13
PARENTAL INVOLVEMENT POLICY	13
COMMUNITY INVOLVEMENT	14
COMMUNITY RELATIONSHIPS	14
1st CLASS-AFTER CLASS STAFF	15
SELF-REGULATION AND POSITIVE BEHAVIOUR	15
CODE OF ETHICS - FOR CHILD CARE PRACTITIONERS	16
INCLUSION & ANTI-BIAS POLICY	16
COMMUNICATION - KEY CONTACTS	17
PARENT/GUARDIAN COMMUNICATION, FEEDBACK AND INPUT	18
CANADIAN ANTI-SPAM LEGISLATION (CASL) & OPTING OUT OF ELECTRONIC MESSAGES	19
UPDATING YOUR CONTACT INFORMATION	19
ENROLLMENT POLICIES	20
TUITION, ASSOCIATED FEES & PAYMENT TERMS	21
HEALTH & WELLNESS - MEALS AND SNACKS - HEALTH AND SAFETY - ILLNESS - COMMON ILLNESSES	22
PANDEMIC POLICY	23
ADMINISTRATION OF MEDICINE - INCIDENT/ACCIDENT REPORTING	24
KEY POLICIES - ARRIVAL & DEPARTURE	25
INDOOR & OUTDOOR ACTIVITIES	26
TRANSPORTATION	27
GENERAL CORPORATE POLICIES	28-30
EMERGENCY POLICIES - WEATHER, NATURAL DISASTERS, MEDICAL/BUILDING EMERGENCIES & LOCKDOWN	31
EVACUATION	31
SECURITY THREATS AND LOCKDOWNS	31
MEDICAL EMERGENCY PROCEDURES - COMMUNICATION DURING EMERGENCIES	32
LICENSING AND ACCREDITATION - 1st CLASS'S CORPORATE STANDARD	33
PROVINCIAL LICENSING REQUIREMENTS	33
LICENSING RATIOS AND MAXIMUM GROUP SIZES BY PROVINCE	33
LEGAL REQUIREMENTS	34
ALLEGED INTOXIFICATION / UNDER THE INFLUENCE OF DRUGS OR ALCOHOL /	
SUSPECTED MEDICAL / CONDITION AUTHORIZED PICK-UP	
SMOKE-FREE, DRUG-FREE AND ALCOHOL-FREE ENVIRONMENT	
CONFIDENTIALITY OF INFORMATION - CUSTODY ARRANGEMENTS	
MANDATED REPORTING OF SUSPECTED CHILD ABUSE OR NEGLECT	
TERMINATION OF CARE	

# INTRODUCTION

**Dear Parents/Guardians,**

**Welcome to 1<sup>st</sup> Class!**

There is no greater trust one can give another than to care for their children. Every decision, plan and our entire program is based on building and keeping this trust with our families. It takes a village to raise a child and we want to be an integral part of the village and the community of our schools and families.

## **Our Vision**

To create a fun, innovative, creative and safe environment to develop the “whole child”, intellectually, socially, cognitively and physically. We will engage children to learn through play, exploring, experimenting and one another. Providing them with a sense of security, belonging and self, while being a part of a classroom of caring and respecting others.

## **Purpose**

We are a licensed child care provider, as we strive to not only meet but exceed all guidelines for the child-care industry. We are not the closest proximity provider to many of our families but have been the provider of choice for most families in the area. We offer the highest level of care by the most qualified and experienced staff at the most affordable price in the community. We are driven by pride in our program and not profit which has created the loyalty and trust we are so grateful to have within the communities we have programs.

Each year, 1<sup>st</sup> Class reviews and revises the guidelines and policies outlined in this handbook to ensure our childcare standards continue to meet or exceed the requirements set up by our licensing bodies.

Our team at 1<sup>st</sup> Class endeavors to achieve the highest quality care for your child. Please feel free to contact your Program Director on any matter regarding your child or the Program. If you would like further information about your Program or 1<sup>st</sup> Class, please do not hesitate to contact our Director of Operations, Tara Sawatzky or Owner, Anita Barron at [info@1stclassafterclass.com](mailto:info@1stclassafterclass.com) or 403-836-6090.

We look forward to sharing your child’s early years with you and your family.

Sincerely,



Anita Barron

# VISION

To create a fun, innovative, creative and safe environment to develop the “whole child”, intellectually, socially, cognitively and physically. We will engage children to learn through play, exploring, experimenting and investigating the world around them. Providing them with a sense of security, belonging and self, while being a part of a community of caring and respecting others. Your child will benefit from our age appropriate, professional and well thought out curriculums, designed to establish a strong skill base and love of learning.

Our learning environment is play -based, which supports our children to discover new concepts, uncover hidden mysteries and imagine new possibilities, all while allowing them to learn at their own pace. Early learning enables children to develop the confidence to tackle problems, overcome obstacles and succeed. We understand the impact quality education can have on young children and are committed to fulfilling a high level of excellence within our Programs. The core of that excellence begins with our educators who are trained and qualified to provide a superior level of instruction and teaching.

## Physical Activity

Activity, fitness and play are all key elements to our program. With regular outdoor time and planned indoor activities, our children experience a world of movement, dance and recreation.

## Inspire the Soul

The 1<sup>st</sup> Class environment encourages a child’s individuality, creativity and exploration. We help develop children’s social, emotional and physical needs as they grow, develop and mature throughout their journey. We promote freedom and independence while emphasizing the importance of team work and social skills.

We celebrate differences and emphasize inclusion, while maintaining a strong sense of connection within the communities we serve. 1<sup>st</sup> Class demonstrates and practices respect in our Programs and classrooms, for each other and our families, while always representing a commitment to our values.



# THE 1<sup>st</sup> CLASS PROGRAM

1<sup>st</sup> Class offers a wide variety of developmentally appropriate programs for children with a blended approach combining a learn through play philosophy, lots of physical activity and an introduction to new experiences and curriculum supporting materials and activities.

## AGE GROUPINGS

Program spaces may be divided into the following groups OR children may be in combined age groupings:

- Young Preschoolers
- Older Preschoolers
- Kindergartens
- Out of School Care

Each educator brings individual skills and experiences that enhance their unique teaching style, therefore variations within rooms will occur. The center has a clear set of goals based on current early childhood education theories, practices, and curriculum, which form the basis of each classroom's program. Your child's educator is available to discuss our program and your child's progress with you.

## OUR DAILY ACTIVITIES

**Books and Literacy:** Books allow children to enter a world of "make believe", learn about new and exciting things, and gain an understanding of the function and purpose of the written language. A wide selection of books and a quiet place for reading fosters a love of literature.

**Puzzles & Manipulates:** Small muscles in the hand are developed while handling and positioning puzzle pieces. The recognition of shape and pattern needed to complete puzzles are an important pre-reading and pre-writing skill.

**Blocks and Floor Toys:** Manipulation of blocks (stacking, balancing, arranging and lifting) helps children develop gross motor and fine motor skills needed to develop the pincer grip. Blocks provide opportunities for expressing creativity, developing problem solving skills and familiarity with size, weight and shape.

**Group Time:** Group time is an important part of the classroom's routine. It is a time for story and language development, music and movement activities, and other varied learning experiences. Children learn to respond to the needs of others while in some group situations.



# THE 1<sup>st</sup> CLASS PROGRAM

**Dramatic Play:** Our programs all have a pretend and learn area devoted to developing a child's sense of "make believe". Dramatic play and social interactions begin here but are not confined to this space. Dramatic play grows from the experiences of the children and is a meaningful way for children to share both experiences and knowledge of the world.

**Sensory Play:** Sensory activities allow children to play and explore materials with all their senses. Children develop in all learning domain as they explore, create, and play with these materials. Some materials you might find at the sensory tables include: sand, water, playdough or cornstarch goop.

**Music & Movement:** Music time is an important and fun part of the children's day. As children move and sing they breathe more deeply delivering more oxygen to the brain. Music enhances mood, memory and attention, our educators incorporate various activities including movement and sing along to the program. Research believes that music rhythms, patterns, contrast and varying tonalities are a powerful way to present information to children. The inter-curricular program offers a dedicated time each month with a professional music instructor introducing various genres of music.

**Creativity:** Children are free to explore various art and collage materials in this area. The children are encouraged to express themselves through different mediums with the focus on the process rather than the product.

**Outdoor Play:** Outdoor play develops gross motor skills such as climbing, running, jumping and throwing. Children cannot develop the fine motor skills required for writing before the large muscles of the arms are developed. Outdoor activities develop spatial and body awareness. Children experience what it is like to fly through air when they jump, what it means to go under, around, through and over. A full knowledge of where they are in relation to the other objects and what they can do is essential before children can begin to be in full control of their body. Ball games teach children to throw, kick, roll or bat at targets. Hand-eye coordination is essential skill developed through these activities.



# THE 1<sup>ST</sup> CLASS PROGRAM

**Cultural Activities:** Our program at 1<sup>st</sup> Class is planned to encourage the children's understanding of and involvement in the broader community. The program includes various ethnic and cultural activities. Cultural pictures, manipulative toys, books, dolls, dress up clothes and music are incorporated to develop an awareness of the variety of cultures which exist in our society.

**Loose Parts:** Loose parts are open-ended materials that can be arranged, re-arranged and combined in many ways. The loose parts can include items from nature such as cardboard boxes, sticks, rocks and seashells or synthetic items. Children are free to choose and create with any combination of materials. Loose parts allow for creative expression, imagination, risk taking, an understanding of cause and effect and problem solving.

**Inter-Curricular Programs:** Music and fitness (dance, yoga) programs are provided once a month at the center. These are inclusive programs facilitated through the activity fee. The programs are taught by professional instructors that have been trained in the various disciplines.

**Science and Nature:** A nature and science center is an integral part of the classroom and offers hands-on learning. The nature and science learning centers include a variety of science tools, materials, and collections for children to explore and investigate. The materials in the classroom are chosen to support science concepts being explored based on children's interest and concern for our environment.

## EXTRACURRICULAR RECREATION PROGRAMS (WHERE APPLICABLE)

1<sup>st</sup> Class offers a variety of active activities in programs that have a dedicated gym. These options range from dance, gymnastics and multi-sports classes. These programs are offered to engage your child's mind and body during their day, providing an opportunity for them to meet children with similar interests, while freeing up valuable time in the evening and on weekends to spend with family.



# SAMPLE PRESCHOOL SCHEDULE/PROGRAMMING

Daily schedules for both the 3 and 4-year-old program will follow basically the same schedule, but topics, skills and materials are adjusted to be age and developmentally appropriate for the class.

Time Allotted Activity Developmental Skills	Activity	Developmental Skills
45-50 min	<b>PLAY AND CRAFT</b> We use developmentally appropriate toys, tools and materials to incorporate learning experienthrough play	Social skills, language skills, fine motor skills, early literacy, math and science
25-30 min	<b>STORY AND SHARING TIME</b>	Cooperation, listening, respecting others, sharing, speaking in a group setting, gaining confidence by enforcing the ideas that children's thoughts and opinions
10-15 min	<b>SNACK</b>	Sharing, trying new things and being introduced to the favourite snacks and foods of other children
15-20 min	<b>GYM TIME/PHYSICAL ACTIVITY</b>	Gross Motor development, coordination, cooperation and sharing

## Preschool Parent Involvement (Special Helper)

Each child will take a turn being the Special Helper for the day once per cycle, once every child has had their turn, the cycle will begin again. Parents are invited but not required to stay on their child's Special Helper day. Parents are required to provide a small snack for the class on their child's day, this will allow children to share their favourite foods and be introduced to the favorites of their friends.

## Birthdays (Preschool)

You are welcome to send a special treat on your child's birthday. We do request that they are small portions and that they are peanut free. June and summer birthdays are combined and celebrated before school ends in June.

# BEGINNING YOUR JOURNEY AT 1st Class

## ORIENTATION/TRANSITION

The Program will provide opportunities for transition into the program to allow children to be gradually introduced to, become familiar with the classroom routines, activities, program personnel and their peers. This experience is an essential part of ensuring that your child is comfortable during their first week of care. Orientation sessions are held based on availability, with parents pre-booking prior to Registration. Parents are required to stay on site as the child is not yet registered to the program.

### FIRST DAY: WHAT TO BRING

- ✓ Indoor shoes
- ✓ Spare clothing
- ✓ Weather appropriate clothing
- ✓ Hat and sunscreen in the spring, summer and fall
- ✓ Medication/Medication form (if required)

### Do NOT Bring

- ✗ Toys from home
- ✗ Cell Phones and Electronic Devices



## SOCIAL AND BEHAVIOURAL DEVELOPMENT

1<sup>st</sup> Class wants to help you provide the best start to your child's transition into our programs. Children are individuals. This means that their skills and behaviours vary from one child to another, and according to age. After Registration, we ask that you complete the 1<sup>st</sup> Class Social and behavioral questionnaire attached on this last page of this handbook, this is to help us understand your child's skills and development, this allows our educators create an environment that supports their skills and developmental needs.

When you receive the handbook, we ask that you complete the questions and return to the Program within ten days. The questionnaire will include question about your child's ability to establish rewarding relationships with others, , development of proactive behaviours and additional information section of your child's strengths and interests.

Once we get back your questionnaire, the staff will use this information in identifying your child's strengths and if there are any areas of concern where extra support is needed. If the questionnaire shows that you have no concerns, we will provide some activities designed to encourage and support your child's development and skills. If the questionnaire shows that you have possible concerns, we will contact you and set up a meeting to review further plans for follow up and community resources/services that may be useful.

## COMMUNICATION DURING THE FIRST WEEK

Our child care educators understand that it is difficult for parents/guardians to leave their child for the first time and encourage parents/guardians to call throughout the day to check on their child's progress. The Program will provide parents/guardians updates detailing their children's daily activities other notes as applicable.

# CHILD GUIDANCE POLICY

1<sup>st</sup> CLASS encourages a child guidance policy in which each child is responsible for his/her own behavior. Our goal is to ensure that everyone feels safe and welcome while in the care of the program. These guidelines are simply to keep our goals in order and to ensure that rules are followed, and that each child remains respected and respectful to each other and to the leaders of the program at all times. Our child guidance procedures include:

1. Reminding Children what behavior is appropriate/inappropriate.
2. Discussing with the Children the potential implications of inappropriate behaviors (i.e. safety concerns, respecting the rights and feelings of others, hurting others, etc.).
3. "Time to think" not to exceed 5 minutes to allow the Child quiet time to consider their behavior or situation. The child will be encouraged to express his/her thoughts verbally or on paper and discuss it with the program staff, who will help talk them through the situation.
4. If repeated inappropriate behavior occur, parents will be notified to discuss what may be causing the issues and goals will be made to assist the student and prevent future misbehaviors or incidents.

All incidents will be recorded and kept in the child's file on the premises. Parents are welcome to view their child's file at any time during program hours. Minor infractions will be dealt with by the Staff in charge. It is the Staff's responsibility to intervene and assign consequences that may be warranted from the list above. For major infractions the Director will be involved, and parents will be required to sign an incidence report form.

Any child disciplinary action taken will be reasonable in circumstance. Physical punishment, verbal or physical degradation or emotional deprivation will not be allowed nor tolerated. The program will not deny or threaten to deny any basic necessity, i.e. snack. The program will not use or permit the use of any form of physical restraint, confinement or isolation at any time.

The child, as well as the parents/guardians, will have input into the consequences for behavior. The child guidance policy is signed by each parent/guardian and educator that is responsible for the care of the children. For more details about our child guidance policies and procedures, please contact your Program Director.



## OUT-OF-SCHOOL PROGRAM – CHILD GUIDANCE

When undesirable behaviors occur, and a child needs to be stopped or redirected, the following intervention methods may be used:

- The child will be offered a choice of appropriate alternate activities. The adult will encourage the child to become interested and settled in the new experience. The children will be encouraged to use self-discipline, self-control and problem-solving skills. The educators will calmly discuss with the child how they feel and what would be the appropriate behavior expected.
- Discipline procedures will first be handled by the educator on hand. If assistance is required, the Program Director will be consulted. If the educator believes the situation to be of a reoccurring nature, the parent/guardians will be notified of their child's behavior.
- Should a child continue behavior to the point where a child is the physically, emotionally or verbally abusive to other children and educators, strategies to help behavior and possible dismissal if behavior continues will be discussed with the parent/guardian and the Program Director.
- Discipline will not result in the mistreatment of children such as physical or mental punishment. All disciplinary action will be age appropriate. The goal of the discipline policy is to encourage self-esteem and self-control. We encourage school-age children and parent/guardians to develop consequences for behavior.
- Each September, a group meeting is held with all the children in the program to go over the rules of the program. If problems do arise within the group, the educator will sit down and discuss the problem with the children and how they can resolve it. If the problem is more specific and involves only one of two children, then they will be reminded of the guidance policy and talked to about the consequences of their behavior.
- Whenever guidelines and rules are broken an incident report is filled out and must be signed by the parent/guardian. If problems persist then it may be necessary to setup a contract with the child, educator and parent/guardians stating procedures and consequences.



# PROGRAMMING POLICY

Each day at 1<sup>st</sup> Class, we plan a variety of activities and the children have the options to choose what interests them. These activities include but are not limited to: crafts, science experiments, dramatic play, floor toys, library center, baking, cooperative games, competitive games, recreational activities, a variety of prop boxes, etc. The daily schedule reflects a variety of planned and spontaneous activities (down time/ quiet games). Opportunities are provided that allow children to use their individual abilities and skills. Our written program which includes different daily activities is established to respond to the individual needs and interests of the children, is appropriate to each child's age and level of development and is sensitive to each child's cultural heritage.

1. 1<sup>st</sup> Class shall provide a predictable daily routine to instill a sense of security, while remaining flexible enough to allow for individual preferences and independent choices. Time shall be allowed for:
  - Indoor play
  - Outdoor play except in inclement weather
  - Toilet and washroom routines according to individual needs
  - Meals and snacks
  - Rest or quiet play, depending on the age and needs of the child
2. The daily program shall include opportunities for a balance of:
  - Intellectual and social development using a variety of games, toys, books, crafts, puzzles, natural materials, blocks and other activities and materials.
  - Activities and experiences to stimulate language development and encourage communication.
  - Periods of free play in an environment which can provide a wide variety of experiences and sufficient materials to allow the child opportunities to develop creative expression and appropriate social skills.
  - Physical activities which promote large muscle development and physical competence such as running and climbing.
  - Activities that promote small muscle development and eye-hand coordination.
  - Active and quiet activities.
  - Individual activities and activities which promote physical wellbeing, independence and self-esteem.
  - Small and large group activities which provide for social and emotional development.
  - Activities that promote creative expression through the fine arts of music and drama.
  - Individual interaction between children and adults.
  - Activities which promote cultural awareness, social responsibilities and community involvement.
  - Activities that promote respect and care of the natural environment.
3. Television would be used sparingly and with adult supervision and interaction.
4. Children are not to be left at any time without supervision.
5. With permission from their parent or guardian, school age children may attend off premises activities as field trips.
6. Specific training courses in Early Childhood Development and workshops developed to assist in program development are necessary for staff to give them the tools to work with young children.

## CHILD INVOLVEMENT POLICY

At 1<sup>st</sup> Class, we understand that children feel a greater sense of pride and ownership when they can contribute to the decision-making process, that is why our staff plan activities with input from the children. We keep children involved through co-operative and competitive games and through special activities and learning experiences related to chosen topics. Staff use different observation techniques and discussions to guide children so that every child is included and feels involved, some of those discussions include what types of activities we should include, where we should go for fieldtrips, new toys they would like to see, daily program flow, room rules & consequences; just to name a few. Our staff plan and encourage group participation and co-operation to help build the children's sense of community within the program.

## PARENTAL INVOLVEMENT POLICY

1<sup>st</sup> Class has a 'Open Door' philosophy that encourages the participation of parents/guardians, extended families and members of the community to enrich the programs and care provided to children. Families are encouraged to visit their child's program during operating hours to experience first-hand, the educational programs offered to children. These visits allow parents/guardians to gain a more thorough understanding of their child's development progress.

Parents can be involved in many ways:

- By discussing and sharing information about their child's general progress and development.
- By filling out parent surveys to share feedback and ideas.
- By attending special events or information nights.
- Helping on field trips.

We strive to respond to the diverse interests and needs of 1<sup>st</sup> Class children and families. On occasion, a family may be asked to come into the program to help the children celebrate the diverse cultures we have within our community and other events such as career days. The context of the visit will be explained in the invitation to the family being asked to be a special guest. 1<sup>st</sup> Class values parents as partners because parent participation is paramount to children's success.



## COMMUNITY INVOLVEMENT

As learning and development takes place in a social context, children's ever-evolving learning occurs not just in the family but also in community and society. 1<sup>st</sup> Class believes that one of the key elements of community involvement is the importance of making connections with services and organisations that serves the local community and that it is important to establish ourselves as part of the community we serve. How we connect with our community:

- Our programs hold current information on relevant community resources and makes these available to families.
- Liaison with other children's services, local businesses, school, health services and organisations working with families and children in the local area
- Participation in community events
- Inviting local community members to participate in social events held at program.
- Inviting Visitors into the programs as part of the children's learning and leisure i.e.
  - members of the Fire Brigade, Police Department, medical or nursing profession may be invited to share aspects of their work that are of interest to children.
  - community people with a skill, art or experience from which the children will gain experience or enjoyment.
- Partnerships with families.
- Community Board/Wall.

## COMMUNITY RELATIONSHIPS

As a company, 1<sup>st</sup> Class partners with a lot of organisations which provides support and services to families.

- 1<sup>st</sup> class organises a yearly jacket exchange event at the New Brighton community centre where our families bring in their unwanted or outgrown jackets in good and clean condition to swap. The leftovers from these events is donated to 1<sup>st</sup> Class Charity of choice which is the Sheriff King Home.
- We partner with the local Community centres to assist in programs and initiatives such as food bank donations.
- Supporting Schools in our communities by
  - Providing free child care on recommendation by the school to help families.
  - Donations to school auctions.
  - Participating in events organised by the schools and so much more.
- Partnering with local family support services such as I'm 4 kids, Kids Developmental services, Providence etc. to provide services for the children in our programs that need extra support.
- Partnerships with universities, colleges, high schools and community agencies to provide rich opportunities related to practicum support, volunteer opportunities, professional development and support services.

## 1ST CLASS CHILDCARE STAFF

1<sup>st</sup> Class Early Childhood Educators come with a wide background of education and experience. Our staff must go through a screening process that includes demonstrating their values and skills, providing a police reference check that is renewed every 3 years, and holding a valid Standard First Aid and CPR certification. Once selected, new 1<sup>st</sup> Class staff participate in orientation and training on 1<sup>st</sup> Class policies and procedures, Licensing Standards, and 1<sup>st</sup> Class curriculum. Our Early Childhood Educators are trained to:

- Communicate regularly to families about their child's progress.
- Plan classroom activities based on their knowledge of early childhood development.
- Practice the 1<sup>st</sup> Class high standards of child safety and protection, At the 1<sup>st</sup> Class, we recognize the importance of continued professional learning and we support our Early Childhood Educators with paid training and workshop to gain a deeper understanding of child development, play, play partnership, program planning, extension of play and scaffolding of learning, effective communication, and providing positive learning environments.

## SELF-REGULATION AND POSITIVE BEHAVIOUR

1<sup>st</sup> Class believes that it is the role of the adult in a child's life to support them to learn how to interact successfully with the world around them including other children, adults and the environment. Self-regulation is a skill child develops over time and involves learning how to respond efficiently and effectively to one's bodily functions, impulses, emotions, and to maintain focus or attention so they can learn. Calm, caring, and consistent 1<sup>st</sup> Class Early Childhood Educators and a child's family provide external supports that serve as the basis for a child developing self-regulation. Early Childhood Educators set the stage for positive behavior by implementing the following approaches:

- Building dependable, positive and nurturing relationships with children and their families  
Fostering healthy social connections with other children.
- Responding to each child's individual developmental needs through observation and reaction to cues.
- Providing small group experiences which allow for more individualized adult attention.
- Role modelling inclusive, respectful and collaborative interactions with children and other adults.
- Ensuring the learning environment is flexible and materials are plentiful and available to children at all times.
- Providing children with the freedom to make choices.
- Engaging as a play partner with children, to demonstrate pro-social skills including promoting discussion, problem solving when conflict arises and understanding how our actions affect others.
- Attending trainings that address developing self-regulation and resilience in children.

# CODE OF ETHICS – FOR CHILD CARE PRACTITIONERS

1. Work in partnership with parents, recognizing that parents have primary responsibility for the care of their children, valuing their commitment to the children and supporting them in meeting their responsibilities to their children.
2. Demonstrate high level of care for all children in all aspects of their practice.
3. Work in ways that enhance human dignity in trusting, caring and co-operative relationships that respect the worth and uniqueness of the individual.
4. Promote the health and well-being of all children.
5. Pursue, on an ongoing basis, the knowledge, skills and self-awareness needed to be professionally competent.
6. Enable children to participate to their fullest potential in environments carefully planned to serve individual needs and to facilitate the child's progress in the social, emotional, physical and cognitive areas of development.
7. Work in partnership with colleagues and other service providers in the community to support the well-being of children and their families.
8. Demonstrate integrity in all professional relationships.

## INCLUSION & ANTI-BIAS POLICY

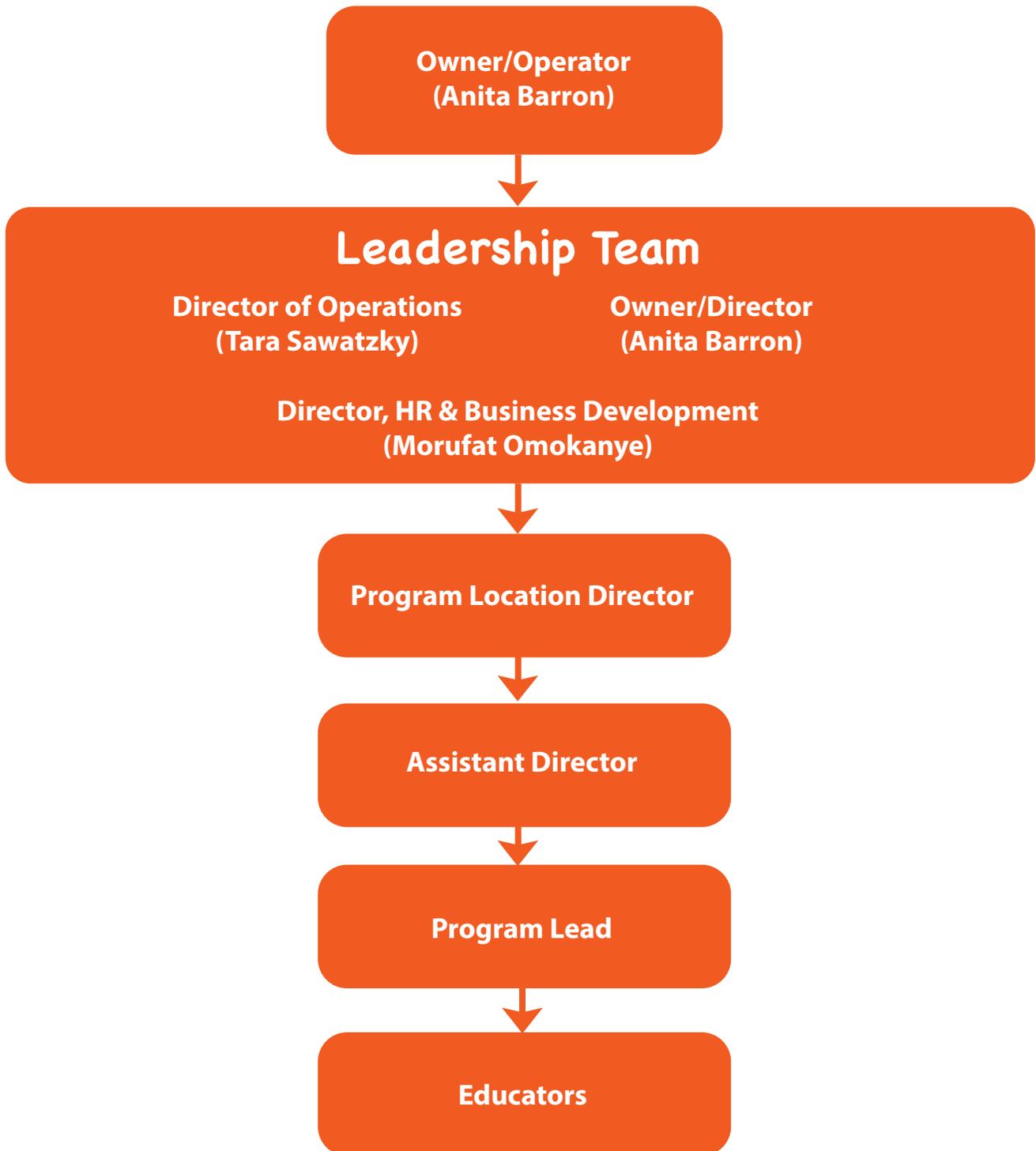
High quality childcare programs are important for all children and childcare inclusion simply means that all children can attend and benefit from the same childcare programs. The principle of inclusion goes beyond the notion of physical integration and fully incorporates basic values that promote and advance participation, friendship and a celebration of diversity. 1<sup>st</sup> Class focuses on policies and practices that promote positive developmental outcomes for children. The Program places a strong importance on adult – child ratios, group size, learning environments and adult – child interactions in order to deliver high quality childcare. To assure full participation for children with special needs (children characterized as having disabilities, delays or disorders in the areas of physical, social, intellectual, communicative, emotional, and/or behavioral development), the Program's principles of inclusive childcare are:

- **Zero reject:** no child will ever be excluded for reasons of level or type of disability.
- **Same range of options:** children with special needs will not be limited to shorter care days.
- **Full participation:** necessary supports will be provided so that all children can participate, in some way, in all activities.
- **Advocacy:** staff and parents promote “inclusive, accessible, affordable, quality child care” for all at the Program, in the community, and as public policy.

At 1<sup>st</sup> Class, we believe that children with all levels and types of disability benefit from social and developmental experiences with their typically developing peers. Typical children also benefit from inclusive experiences. However, where the Program is unable to meet a child's individual requirements, we will support parents and provide them with resources they need.

# COMMUNICATION KEY CONTACTS

For any questions/concerns regarding the daily operations of the Program, please use this hierarchy whenever possible: [Phone Number: 403-836-6090](tel:403-836-6090) [General Email: info@1stclasspreschool.com](mailto:info@1stclasspreschool.com)



## PARENT/GUARDIAN COMMUNICATION, FEEDBACK AND INPUT

The Program actively encourages effective communication between parents/guardians and Program. Your feedback and active involvement help us ensure that you and your child have the best experience with 1<sup>st</sup> Class. The following strategies are in place at each program to ensure effective communication:

- Daily two-way communication between parents/guardians and Program personnel which is open and honest is an effective technique to share children's experiences, goals and expectations.
- Once a year, parents/guardians will be invited to participate in a survey to provide feedback regarding the program, personnel interaction, activities and suggestions for the future.
- Program Staff will provide families with information about the child's day in care including the following : activities that the child participated in and general disposition.
- If requested, we will arrange a mutually convenient time to conduct a Parent-Educator meeting to discuss the individual child.
- All Program's methods of communication (i.e. Emails, Texts) will be discussed with the parent upon their Program orientation. We want to ensure parents/guardians are aware of all methods of communication available in the Program.
- Parents/guardians are encouraged to evaluate the Program and provide feedback accordingly. Constructive criticism is an effective tool to improve the service delivery provided by the Program to children and families. Parents are encouraged to submit their feedback to us at [info@1stclassafterclass.com](mailto:info@1stclassafterclass.com).
- We encourage all families to provide current email addresses to ensure all correspondence can be communicated in a timely manner. Failure to provide email addresses or opting out can result in missed information that is important such as closures, Calendars, emergency evacuations etc. The Program cannot be responsible for lack of communication if email information has not been provided or is not up-to-date.

**1<sup>st</sup> Class expects that while communicating with our employees about their child's participation in the program, parents refrain from comments or behaviors which are disrespectful, offensive, abusive, racist or sexist. Such incidents will be referred to the Management and are grounds for immediate termination of care.**



# CANADIAN ANTI-SPAM LEGISLATION (CASL)

## CANADIAN ANTI-SPAM LEGISLATION (CASL) & OPTING OUT OF ELECTRONIC MESSAGES

Canada implemented the anti-spam law in 2014, which requires express, versus implied, consent to send commercial electronic messages, including messages to email addresses and social networking accounts, and text messages sent to a cell phone. Please be advised that should you opt out of electronic messages, in cases of mass communication for an emergency or other timely information, you will not receive these. Where there is a need to communicate in such a case, Programs may not have time or ability to contact all affected parents by telephone. 1<sup>st</sup> Class may resort to use of social media (such as posting to Facebook pages managed by the company) to further ensure as many outlets to communicate are available to parents/guardians.

## UPDATING YOUR CONTACT INFORMATION

1<sup>st</sup> Class is required by provincial licensing to request all parents/guardians update their contact information with the Program. It is the responsibility of the parent/guardian to ensure the Program has correct contact information on file. Please consider updating us with changes to emergency contacts, mailing addresses (even if you leave 1<sup>st</sup> Class, specifically for your tax receipts), any changes regarding custody or access to the child(ren), etc. 1<sup>st</sup> Class cannot be responsible for lack of communication if contact details or vital information has not been provided or is not up-to-date.

The screenshot shows a web form for updating contact information. It is divided into three main sections: Family Name, Mother (or Guardian), and Father (or Guardian). The Mother (or Guardian) section is currently active and contains the following fields:

- Family Name:** A text input field with a "Required" label and a user icon.
- Relation to Child:** A dropdown menu with "Mother" selected.
- First Name:** A text input field with a "Required" label.
- Last Name:** A text input field with a "Required" label.
- Home Phone:** A text input field with a "Required - ###-###-####" label.
- Cell Phone:** A text input field with a "Required - ###-###-####" label.
- Address:** A text input field with a "Required" label.
- City:** A text input field with "Calgary" entered.
- Province:** A dropdown menu with "AB" selected.
- Postal Code:** A text input field with a "Required - Postal Code" label.
- Work:** A text input field.
- Work Phone:** A text input field with a "###-###-####" label.
- Work Address:** A text input field.
- School:** A text input field.
- School Phone:** A text input field with a "###-###-####" label.
- School Address:** A text input field.
- Email Address:** A text input field with a "Required" label.

The Father (or Guardian) section is partially visible and contains:

- Relation to Child:** A dropdown menu with "Father" selected.
- First Name:** A text input field with a "Required" label.
- Last Name:** A text input field with a "Required" label.

# ENROLLMENT POLICIES

**Registration Forms:** Registration forms must be filled out on our website on or before your child's first day. The information you provide to us is extremely important and will remain confidential at all times.

**Change of Schedule:** If you need to make any changes to your child's schedule written notice must be provided in a month in advance prior to requested change. This can include which days a week you require care, or full to part time, and vice versa. If your child needs additional days prior to the change you will be charged the daily drop-in rate for these days. **Changes and additional days are subject to availability.**

**Eligibility for the Out of School and Kindergarten Program:** Every Out of School and Kindergarten Program has a maximum licensed capacity. For us to maintain this capacity it is necessary for us to implement a policy that limits the number of children enrolled in our program. In doing so, the following considerations will be made for children to be enrolled into the Out of School and Kindergarten program: age of children, schools they currently attend, children with siblings in the program.

Once your spot is confirmed a non-refundable deposit is required by August 1st of each year. This deposit will be put towards your September fees. If this deposit is not received, 1st Class cannot guarantee a spot for your child in the fall. Please contact the Director of Operations for more information.

**Part Time Enrollment:** Part time care is offered based on availability. Part time refers to full days, but not full week.

**Make Up Days (Part Time):** Part time children who attend days more than their scheduled days will be charged based on our drop-in fees up to but not exceeding full monthly fees. Payment authorization form must be on file.

**Withdrawal from Program:** Written notice must be provided at least one month in advance.



# TUITION, ASSOCIATED FEES & PAYMENT TERMS

**Registration Fee:** A Registration fee of \$75.00 dollars is charged per family upon registration.

**Increase in Fees:** The Program reserves the right to adjust childcare fees. Families will be provided with at least 1 month written notice to change in childcare fees.

**Payment of Fees:** Full payment of child care fees are due on or before the first day of your child attending. Each month after, fees are due by the 1<sup>st</sup> of the month by Pre-Authorized Electronic Funds Transfers (EFT). A Pre-Authorized Electronic Funds Transfer form will be provided at your time of enrollment and is to be completed and provided to the Program.

**Late Payment:** Fees are processed on the 1<sup>st</sup> of each month, **there will be a late fee processing charge of \$7.50 for payments that are made after this date. For Returned EFT payments (NSF), you will be charged \$42.50 plus your monthly fee. If we have not received your fees including the late processing fee by the 7<sup>th</sup> of the month, your child will not be allowed to attend the program until payment is received.**

**Subsidy:** All our programs are approved for families to participate in provincially based subsidy programs. Please note that subsidy approval is a parent/guardian responsibility and is to be applied for prior to commencing at the Program. Subsidy approval must be provided to the Program upon your child's enrollment. Parents are required to pay any fees not covered by the Governments Subsidy Program on the 1<sup>st</sup> of the month. If the request for subsidy is denied, parents/guardians are responsible for paying the full cost of childcare fees prior to going forward. Parents/guardians are responsible for renewing their subsidy within 30 days of receiving their notice from the Government and providing this information to the Program. Failure to do so will result in responsibility of paying all childcare fees not covered while subsidy is expired.

**Drop-In & Associated Fees:** 1<sup>st</sup> Class offers drop-in care at some of our locations. You may arrange set days you require drop in with the Program Director or contact us as soon as you know you require care. Drop-in care is not guaranteed and is based on sufficient staff to maintain ratios and licensed space availability.

Drop-in fees must be paid on or before drop in day. Payment authorization form must be on file.

**Vacations/Illness: Full monthly fees are required irrespective of days missed for vacations, illness or statutory holidays.** The monthly fee covers both actual care and the guaranteed space. Credit will not be given for any missed days.

**Late Pick up Fees:** Late Pick up fees: Our School programs close 6pm and our childcare centers at 7.30pm. We ask that you make every effort to pick up your child before program close time. We understand that certain situations or emergencies might arise, please contact program/center Director as soon as you can. **A late pick up fee of \$1 per minute will apply every minute after one hour (maximum charge of \$60) for the time. Late fees for second and subsequent times will be \$2 per minute after the first one hour (maximum charge of \$120). This fee is due immediately via EFT and to maintain records, parents are required to sign a late pick up slip. If we are unable to contact you during this time, emergency contacts listed on your registration will be used to arrange a pick-up for child/children prior to contacting social services.**

## HEALTH & WELLNESS

### MEALS AND SNACKS

1<sup>st</sup> Class does not provide meals or snacks. In the event that we have a special event or celebration where we provide food to the children, families will be notified in advance of the type of food that will be provided. We will try to find alternatives for children with specific diet restrictions and if we are unable to do so, we will notify families and they can send their child/children with their own meal or snack. We are a Peanut/Nut free facility.

### HEALTH AND SAFETY

- Healthy practices will be practiced at all times with children e.g. Children are encouraged to wash and dry their hands before and after meals, after using the toilet and after messy activities.
- Staff will inspect the room before the children arrive to ensure that it is safe and clean.
- All toys and equipment will be disinfected at least once a week or when toys are rotated.
- Cleaning products will be locked up and away from the children at all times.
- Electrical outlets will be covered.
- Cords will be tied up out of reach of the children.

### ILLNESS

If your child is sick or displaying symptoms of illness, please keep them home. Children should not be at school if: Child is vomiting, has a fever, diarrhea or a new unexplained rash or cough. Child requires greater attention than can be provided without compromising the care of the other children in the class. Child displays any other illness or symptoms that may indicate they pose a health risk to the other children and the teacher.

If your child requires an ambulance any expenses are the responsibility of the parent/guardian and not that of the school. If your child becomes ill at our program, you will be contacted to pick up your child immediately. If your child requires first aid, it will be provided by program staff, if the situation is deemed an emergency by staff and 911 is called, parents are responsible for the associated costs as per our illness policy.

### COMMON ILLNESSES

Outbreak of Illness/Communicable Disease: An outbreak is defined as a sudden rise or incidence of a disease. Alberta Services requires child care programs to report an outbreak if there are 2 or more incidences of one specific disease in a program.

In the case of an outbreak at the Program we will inform all families and provide information relating to the disease. Thorough sanitization practices will take place daily during the time of the outbreak. Children will be excluded from the program until symptom free (24 to 48 hours as instructed by Health) or advised by the family physician.

# HEALTH & WELLNESS

## COMMON ILLNESSES

**Common Cold:** Symptoms include mild cough, runny nose, sneezing and possibly fever. Your child can attend the Program if they are well enough to take part in all activities including outdoor play. If they are running a fever, are lethargic or generally unwell they should remain at home as this is in the best interest of your child and the other children in the Program.

**Pink Eye:** Symptoms include swollen eye lid(s), itchy sore eye(s) and yellowish puss-like discharge. As it is contagious, children must be excluded from the Program for at least 24 hours after their first dose of antibiotic treatment.

**Strep Throat & Scarlet Fever:** Symptoms include a fever, sore throat, pus on tonsils, tender nodes in the neck and sometimes a fine rash develops known as Scarlet Fever. A child may return to the program after 24 hours of antibiotic treatment, if they are well enough to participate in all Program activities including outdoor play and they are fever free.

**Head Lice:** Head Lice and their eggs (nits) can be seen at the nape, and behind the ears. They can vary in color from white to brown to dark grey. The eggs are tiny round or oval shapes that are tightly attached to the hair near the scalp and do not slide up and down on the hair. Frequent scratching may cause broken skin or sores to form on the scalp. The damaged skin may weep clear fluid or crust over, and it may become infected. In response to infection, the lymph nodes behind the ears and in the neck, may become tender and swollen. Following the recommendations from [www.MyHealth.Alberta.ca](http://www.MyHealth.Alberta.ca). Children with head lice can return to the Program after their first treatment of head lice medication. Confidentiality should be maintained so as not to embarrass a child who has head lice.

## Pandemic Policy

Communication is the key during a pandemic. 1st Class will send out emails to parents to let them know what is going on at every interval. It is important for families to know that in the case of a pandemic that our programs and centres can close with little or no notice. If we are unable to operate safely, we will close our doors until further notice. 1st Class is committed to providing all its staff with safety training, we will do this by staying up to date with new protocols and guidelines and ensuring that our staff have all the information and materials they need.

Due to the changing guidelines, we will email our families our policy on current pandemic such as Covid-19, this policy will include our procedures on physical contact and distancing (where applicable), pick up/drop offs, sick policy, environmental precautions and cleaning, hand-washing, programming, screening, personal belongings and Staff protection. We will continue to update these policies and procedures as new guidelines emerge.



# HEALTH & WELLNESS

## ADMINISTRATION OF MEDICINE

If a child has any allergies or requires medication while at the program, we require the parents to complete a medical form to have written consent on file for the administration of medication. The medication must be in its original labeled container and will only be administered according to the labeled directions. Parents are expected to complete medication forms accurately to protect against any instructions that could be misunderstood. Personnel must ensure that documents are accurate before any medication can be administered. It is the parent's responsibility to inform personnel of any medication that has been administered while child(ren) is not attending the Program such as prior to arrival.

When administering medication, the staff member must ensure all of the below is recorded:

- a) the name of the medication.
- b) the time the medication was given.
- c) the amount of medication given.
- d) document their name and initial.

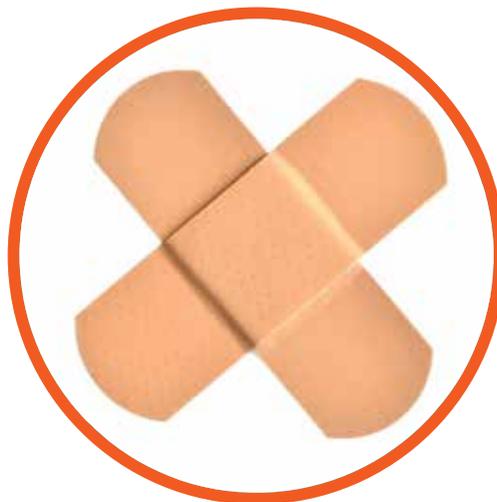
All medication is stored in a locked container that is not accessible to the children and any emergency medication is stored in an area not accessible by children.

## INCIDENT/ACCIDENT REPORTING

Children are active and curious. It is not uncommon for young children to experience cuts, scrapes, and bruises while running, jumping, and playing. All 1<sup>st</sup> Class staff hold valid certification in Standard First Aid and Child CPR and have been trained in emergency procedures. Anytime your child has an accident, 1<sup>st</sup> Class staff will record the details on the 1<sup>st</sup> Class Incident form and details will be discussed with parents.

In the event a more serious incident involving your child occurs, 1<sup>st</sup> Class staff have been trained to respond based on the severity of the injury. 1<sup>st</sup> Class staff will either call emergency support services (911), parent/guardian or your designated emergency contacts to take your child for medical evaluation.

Serious Occurrence incidents are reportable by the 1<sup>st</sup> Class to the Assurance and Licensing Unit within 24 hours of the Director becoming aware of the incident.



# KEY POLICIES

## ARRIVAL & DEPARTURE

Drop off or pick up of your child(ren) may vary depending on each program, this will be communicated to you before child's start date. Please note that, during these times, licensing ratios are maintained as usual, so our staff will be letting children in from the designated pick up point and letting children out the doors depending on drop off and pick up protocols in place for each programs.

**Arrival:** The School programs open at 7am and Our Childcare Centers open at 6:30am. Children will not be accepted any earlier than this as per Alberta Child Care Licensing Regulations. Parents must walk their child to doors or drop off point and check in with staff who will sign the children into the care program and follow all check in protocols. Children need to be signed in as they arrive, this is not only a legal requirement but ensures that we have a record of all children in attendance each day. Before leaving, ensure that communication has been made with the staff and your child has been signed in. Please keep your child with you at all times, especially when exiting your vehicle in our parking lot. Do not leave children, regardless of their age, unattended in your car when dropping off or picking up. Lock your car, as we cannot be responsible for any personal belongings taken from your vehicle while it is on our property.

**Picking up your Child:** Parents should come to the designated doors and notify program staff via doorbell or texts/call (when bell is not working) on arrival, staff will not bring children to the doors or send children out to parents. Please remember to let the child care educator know your child is leaving and make sure your child is being signed out as you leave the program. Once transfer of care has taken place and the possession of the child has changed over, all responsibilities lie with the parent. **We ask that you make every effort to pick up your child before 6:00pm in our school programs and before 7:30pm in our centers (see late pick up fees which is payable to the staff on duty).**

**Releasing your Child:** We will only release your child to his or her parents/guardians and the authorized persons listed on your child's Registration form. We require any release authorizations to be given to us in writing prior to releasing your child to any persons who are not listed on your emergency contact. Government issued photo identification must be shown for any person not positively known to us before we can release your child. **If a parent/guardian wishes 1<sup>st</sup> Class to release their child to anyone under the age of sixteen (16) e.g. Siblings, a written permission or a completed self-departure form will be required.**

## INDOOR & OUTDOOR ACTIVITIES

**Sun Smart:** We aim to promote a positive attitude towards skin protection and take effective measures to ensure the children's safety from the sun. The child care educators will apply and reapply sunscreen when needed prior to outdoor play with your permission. Sunscreen and insect repellent must be supplied by the parents/guardians in the original bottle, labelled with each child's full name. Please provide a hat for your child each time they attend, and our educators will ensure that your child is wearing it prior to going outdoors.

**Cold Weather/Winter:** During the winter months, outdoor play will be based on the weather. Once the temperature and/or wind-chill is lower than -18 degrees Celsius:

Children over 19 months will not engage in outdoor play when the temperature combined with the wind chill is lower than -18 degrees Celsius as measured by the Weather Network at the time of the scheduled outdoor play or at the discretion of the Director or member of the management team. During colder weather, outdoor activities may be limited to 30 minutes.

**Summer/Hot Weather:** During extreme heat, outdoor play may be limited at the discretion of the Program Director. Our educators will ensure that children are well hydrated at all times and given the option to cool down as needed.

**Appropriate Clothing:** Your child will participate in many different activities and it is important that they are dressed in appropriate clothing. Children are encouraged to wear proper footwear and comfortable casual clothes, which are suitable for climbing, running, or painting. It is the parent/guardian's responsibility to ensure the child wears appropriate clothing for all weather conditions, especially if your child/children normally walk to school.

**Indoor Shoes:** All children in our Program are required to have a pair of indoor shoes. All shoes, both indoor and outdoor must be fitted securely to the child's foot. Please keep in mind that during outdoor play your child is running around and climbing on the outdoor equipment so outdoor shoes should be conducive to this type of play.

**Field Trips:** On occasion, our Programs may plan trips to special places for children. Parents/guardians will be informed in advance of any planned excursions. A release form for each field trip or excursion will be provided to the parent/guardian to authorize their child to engage in the event. All consent forms regarding field trips must be received prior to date of trips. If your child does not bring in a consent form, he/she is not permitted to participate. If you decide not to send your child on a field trip, you will need to find alternative child care for your child as our educators cannot be left at the Program to accommodate a 1:1 ratio.

Educators will review all the safety policies with the children and parent/guardian volunteers. They will prepare the children for the trip by explaining where they are going, why, and what directions they need to follow.

**Outings Local Parks & Neighborhood Walks:** Whenever we must leave the program for a walk or to any of the community amenities, the Program will communicate to parents, the location of the outing and the estimated time of return.

# INDOOR & OUTDOOR ACTIVITIES

## TRANSPORTATION

1<sup>st</sup> Class meets or exceeds strict government regulations concerning driver qualifications, vehicle safety and emergency equipment as well as insurance. For some Programs that children require transportation, communications will be sent to parents prior to start date.

**Walking Children to School – Weather:** 1<sup>st</sup> Class plans to walk the children as much as possible; it is not this policy's intention to prevent children from attending school. 1<sup>st</sup> Class leaves the decision of walking children to their respective schools completely up to the discretion of Program Director/Staff, knowing that the decision will be made with full consideration towards the safety of children and educators.

Weather monitoring will begin by Program management at -27 degrees Celsius (without wind-chill consideration) using the Weather Network APP. Considerations for wind-chill, weather advisories and distance to schools will be taken into consideration in the decision to walk children to school or remain at the Program. If the decision to walk the children to school is made, Program Directors and educators will use caution and best judgement to ensure children are dressed appropriately to be taken outside.

If the temperature (including wind chill) drops below -39 degrees Celsius, the decision to withhold children from walking to school will be automatically enforced due to the safety of our children and educators. If the decision to withhold children from walking/transporting to school is made, reassessments can be made throughout the day by periodically checking the weather and monitoring for the temperature to rise above -27 degrees Celsius. The decision to continue with the afternoon pickup will be made on this basis as well.



## GENERAL CORPORATE POLICIES

**Appropriate Language:** Parents/guardians and their guests must use appropriate language while in our program. Foul language of any kind is not permitted in our program, which includes our parking lots and playgrounds.

**Technology:** Computers and access to the Internet provide tremendous opportunities for after-school learning to reinforce reading, math, and writing skills as well as to complete homework and school assignments. If children have computer for homework purposes, we will have a homework room/section where children can have their homework done with adult supervision and help where needed. Technology such as TV, video, computer and I-pads may be used in programs, provided they are educational, encourage creativity, solve problems and to support and extend program activities and activities. On movie day, families will be notified well in advance through calendar or emails, movies will be G-rated and will be limited to 2 hours for the full day program and ½ hour for the regular after school programming day.

**Cell Phones and Electronic Devices:** Children are encouraged to keep cell phones or any electronic devices at home including iPads, iPods, hand held game systems, etc. If these items are brought to the Program, we ask that they are stored in your child's backpack. Please note the Program will take no responsibility for the loss or damage of any of these devices.

**Celebrations:** We encourage parents/guardians to let their children share special celebrations with us at the program. If you would like us to celebrate any occasion with your child, please talk to our child care educators.

**Children with Special Needs:** Our goal at 1st Class is to meet the individual needs of the child within the structure of our program, while maintaining a healthy and safe environment for all the children and educators. We will make reasonable accommodations to offer children with disabilities full and equal enjoyment of our programs and services in the most integrated setting appropriate to their needs.

**Community Resources:** There are a variety of community services that support the needs of families whose children have extra challenges, behavioral, physical, or social/emotional needs. Your Program Director can assist you in accessing these types of services. If you are interested in family education opportunities specific to the needs of your child, we will be happy to share information on community services available in your area.

**Lost Property:** Please check the lost property bin regularly. Labelling all your children's clothing including socks, shoes and underwear assists child care educators in locating the owner.

**Non-Discrimination Program:** The Program has a non-discriminatory and non-biased policy. We welcome all children, families and appreciate the opportunity to learn about various heritages and backgrounds. It is our policy to provide an environment that is free of unlawful discrimination of any type including discrimination based on race, color, religion, gender, national origin, age, disability or any other characteristic protected by law. This policy governs all aspects of our Program's operations.

# GENERAL CORPORATE POLICIES

**Personal Toys:** It would be appreciated if children did not bring toys or valuables from home unless they are required for a special event. No toy weapons or actions figures of any kind that promote violence are to be brought to the Program. Toys from home can become lost or broken and it saves a lot of heartache if these items are left at home. Comfort toys – soft toys or a blanket are more than welcome.

**Photograph & Video:** From time to time, children will be included in photographs taken by staff at 1<sup>st</sup> Class and used for display within the Program, by signing the last page of this handbook on the section “photos in the centre” you acknowledge that 1<sup>st</sup> Class can use and reproduce photographs taken of your child(ren) to post inside the program. 1<sup>st</sup> Class will also occasionally share pictures from our Programs on our 1<sup>st</sup> Class Facebook page, however we ensure that photographs shared online do not include the children’s faces, unless we have consent from their parents/guardians, by signing the section “photos for online media” you acknowledge that 1<sup>st</sup> Class can use and reproduce photographs taken of your child(ren) for display on our website and any 1<sup>st</sup> Class online social media platform. For adverts purposes on our website, we will contact you for permission before using any photographic images of your child(ren).

**Resolution of Disputes:** 1<sup>st</sup> Class staff are committed to connecting, partnering and engaging parents to provide the best possible care for each child. Daily conversations benefit the child, family, and the staff. They help provide consistency for the child, support staff to understand the child and therefore plan for their success and give families the opportunity to be part of their child’s day.

In the event that issues, or concerns arises, we encourage you to attempt to resolve such matter directly with your Program Director. Our educators and directors together with the family and Management will work as a team to reach a resolution in a timely, confidential, fair and consistent manner. It is expected that concerns and issues will be resolved in a respectful manner in keeping with the 1<sup>st</sup> Class Values (Caring, Health, Honesty, Inclusiveness, Respect and Responsibility).

**Smoking:** Smoking is prohibited on all Program property, including parking lots and playgrounds. No one is permitted to smoke anytime with or in the presence of a child or in view of the Program.

**Students & Volunteers:** 1<sup>st</sup> Class accept students/volunteers from local colleges and/or high schools. The students are placed with one of our full-time personnel to learn about and experience what working in a child care facility is like. The following policies are in place for placement students and volunteers:

- No child is to be supervised by a person under 18 years of age.
- Only paid personnel over 18 years of age will have direct, unsupervised access to the children.
- Students and volunteers are not counted in staffing ratios at any time during their placement at the Program.
- All students/volunteers must have a current criminal reference check, completed within the last 6 months.
- Students and volunteers are never left alone with the children.

Students/Volunteers must comply with 1<sup>st</sup> Class policies and procedures, and also follow the employee code of conduct when volunteering at any 1<sup>st</sup> Class locations.

# GENERAL CORPORATE POLICIES

**Threats and Threatening Behavior:** We have a responsibility to provide a safe environment for our personnel, the children we serve, and other adults. Therefore, we have a zero-tolerance policy regarding threats or threatening behavior in our Program, whether the threat comes from a child or an adult, and regardless of who is the target of the threat. This includes, but is not limited to, threats to do physical harm to someone or threats to retaliate in anyway. Violation of this policy may result in immediate withdrawal from the Program.

**Annual Program Evaluation Policy:** Families, staff, children and the community can participate in evaluating our programs by completing the online survey on our website. These surveys are a very important component in each program's review process, management uses these feedbacks to review performance of every component of our programs. This process helps engaging in ongoing monitoring and evaluation processes involving staff, children, families and community members to support continuous quality improvement. The accumulated results from the survey guides us to get a clear view of the program and update our QEP Goals and action plans for the program. The results from the surveys are shared with Families and Staff through emails and at the meetings. Monthly review of the QEP will be scheduled with staff at staff meeting to discuss the position of the plans.

**Policy Change:** Each year, 1<sup>st</sup> Class reviews and revises the guidelines and policies outlined in this handbook to ensure childcare standards continue to meet or exceed the requirements set up by our licensing bodies. Should our policies change, we will provide you with notice of changes/modifications that will be impact you and your child in writing.

## Statutory Holidays – Programs Closures:

Our programs will be closed during the following statutory holidays:

- New Year's Day
- Thanksgiving
- Christmas Week
- Good Friday
- Victoria Day
- Civic Holiday
- Labour Day
- Remembrance Day
- Family Day
- Easter Monday
- Canada Day



## EMERGENCY POLICIES

### INCLEMENT WEATHER, NATURAL DISASTERS, MEDICAL/BUILDING EMERGENCIES AND LOCKDOWN

1<sup>st</sup> Class trains all staff, volunteers, and students on placement before interacting with children and annually on emergency procedures including how to respond to personal injuries and medical emergencies, building emergencies (power failure, flood), fire drills and evacuation, inclement weather, threats from criminal activity (lockdown) and natural disasters. In the event your child is involved in an emergency you will be contacted directly by the 1<sup>st</sup> Class Management. Once a month, the Program conducts a fire drill. The aim of these drills is to ensure that in the event of an emergency, the children can be evacuated quickly and easily. If you are present at the Program during the fire drill, you are encouraged to participate in this procedure. The emergency response plan is posted all the walls in the schools and also available on our displayed boards.

### EVACUATION

In the event of a fire/emergency, the Program Director will inform the educator in charge that the Program will be evacuated. If it becomes necessary to remove the children from the property, each Program has an emergency evacuation (muster point) site. An emergency evacuation plan is displayed in building. If the 1<sup>st</sup> Class is unable to reach you directly they will call the emergency contacts, you have identified in your child's registration package. The 1<sup>st</sup> Class will also endeavor to post information on our website, and or Facebook accounts. Depending on the nature of the emergency, the 1<sup>st</sup> Class staff and children may have to re-locate to an evacuation site until you can pick up your child.

### SECURITY THREATS AND LOCKDOWNS

In the event there is a security threat in any of our Program or in close proximity to our Program, 1<sup>st</sup> Class's policy is to lockdown the location. This includes, but is not limited to, locking all external entry points such as doors and windows and no one will be permitted to enter or exit the building under any circumstance. Please note that our first concern is the children's safety. Cell phone usage by personnel is not allowed during a lock down, and we ask that you refrain from calling the Program as they may need to keep their main phone lines open.



## MEDICAL EMERGENCY PROCEDURES

If an accident or onset of serious illness should occur, employees will:

- a) immediately initiate appropriate first-aid treatment, and where it is deemed necessary, call an ambulance.
- b) contact, by phone, the parent(s)/guardian or emergency contact person if the parent cannot be contacted.
- c) if an employee is leaving the site with a child, or if an ambulance is called, report to the **program location director**, or if not available, **the management**, on an urgent basis.
- d) accompany the child to the nearest hospital emergency room, taking the portable current record of emergency information. Upon arrival notify the hospital staff that the employee is not the legal parent or guardian.
- e) **DO NOT** provide any consent for medical treatment of the child. Notify the hospital staff if it is known that a child belongs to a religious denomination that objects to certain medical procedures.
- f) Remain with the child until relieved by the parent/guardian.

**Please Note that any expenses incurred under these circumstances noted above will be charged back to the parent/ guardian. 1st Class accepts no financial liability or otherwise in any injury deemed a typical childhood injury such as injuries from trips and falls during play, loss of tooth etc.**

## COMMUNICATION DURING EMERGENCIES

Our primary concern at all our programs during an emergency is the safety and well-being of the children and personnel. Our personnel are trained in case of an emergency and are keeping your children calm and following our policies based on the emergency. Notifications will be sent by email in the event of severe weather, emergencies, power outages or any other situation where the Program will be closing or unable to open. Parents/guardians may receive an email from our Operations Director in the event of an emergency. We will advise what we know of the situation, where the children are relocated (where applicable), and what procedures are being taken. If parents/guardians are required to pick up the children, we will advise this as well. We ask that you refrain from calling the Program as they may need to keep their phone lines open. You may reach Company contact if you need more information.

**Please note that if you have Opted Out of receiving electronic messages, you will not receive notifications in case of an emergency. 1<sup>st</sup> Class may resort to use of social media (such as posting to Facebook pages managed by the company) to further ensure as many outlets to communicate are available to parents/guardians.**

# LICENSING AND ACCREDITATION

## 1<sup>st</sup> CLASS'S CORPORATE STANDARD

It is 1st Class's corporate standard that every Program be licensed and accredited (where applicable). Provincial licensing sets out the minimum standards that must be met in a licensed child care program to ensure that the health, safety and developmental needs of children are met.

Child care accreditation in Alberta is a voluntary process through which licensed and approved child care programs (day care programs, out-of-school care programs and family day home agencies) can demonstrate that they meet the accreditation standards of excellence which are over and above the provincial licensing regulations and family day home standards. The accreditation standards of excellence were developed by Government of Alberta in consultation with child care operators, early childhood educators and professionals, child care organizations and key stakeholders. The standards reflect leading practices to provide high quality child care for families and children from birth to 12 years of age. Our Programs also participate in the Quality Improvement System administered by the Accreditation of Early Learning and Care Services. (Source: <https://www.alberta.ca/alberta-child-care-accreditation.aspx>)

## PROVINCIAL LICENSING REQUIREMENTS

Provincial licensing requirements and strict enforcement of standards are in the best interest of all children. Our Programs meet or exceed applicable licensing regulations and standards. These standards relate to our facility, educators, health and safety procedures, nutrition, educator/child ratios, and record keeping. Our Programs are subject to inspection by provincial, health, fire and licensing officials.

- It is the right of the provincial licensing agency, as well as Child Protective Services, Social Services or Children and Family Services to perform their duties as follows: Privately interview children and/or educator without prior notice or parental/guardian consent.
- Inspect, audit, and copy child and educator records, without prior notice or parental/guardian consent.
- Observe the physical condition of the child, including conditions that could indicate abuse, neglect, or inappropriate placement and if determined necessary, provide protective custody and /or have a licensed medical professional physically examine the child.

Our programs have carefully developed systems to ensure the comfort and protection of your child. As a parent/guardian, you can always expect our Programs to adhere to all the provincial regulations governing safety, fire, nutrition, and child/educator ratios. Our inspection reports are posted on the parent board and available upon request from the Program Director. Our goal is to provide a safe and nurturing environment for all children with programs to suit each developmental level. We welcome your comments and suggestions that may help us achieve these goals.

### LICENSING RATIOS AND MAXIMUM GROUP SIZES BY PROVINCE

General Description	Age of Child	Staff: Child Ratios	Maximum Group Sizes
Childcare	3 yrs. to 4.5 yrs	1:8	16
Preschool	3 yrs. and older	1:12	
Out of school care Kindergarten Age Children	4.5 yrs. to 5.5 yrs	1:10	20
Out of School Care (OSC)/ Before and After School Care (BAC)	Grade 1 and up	1:15	30

## LEGAL REQUIREMENTS

### ALLEGED INTOXIFICATION / UNDER THE INFLUENCE OF DRUGS OR ALCOHOL /SUSPECTED MEDICAL CONDITION AUTHORIZED PICK-UP

1<sup>st</sup> Class has a legal responsibility to the extent possible to not release a child to an authorized person who seems to be unable to adequately care for a child. If a permanent personnel member believes that a pick-up person is impaired or appears to be having a medical episode, the Program Director or personnel member will offer to call a relative/friend to pick up the adult and the child.

If the pickup person is driving a vehicle, the personnel member will explain that driving under the influence of drugs or alcohol is not only against the law but 1<sup>st</sup> Class is obligated to ensure the safety of the child(ren) and adult. If the alleged person chooses to get into the vehicle with or without the child, the personnel member is obligated to notify the police immediately.

### SMOKE-FREE, DRUG-FREE AND ALCOHOL-FREE ENVIRONMENT

1<sup>st</sup> Class is a smoking-free, drug-free and alcohol -free environment. To protect children and limit second-hand exposure, smoking, smoking or vaping of cannabis is prohibited on all 1<sup>st</sup> Class premises and playgrounds. This policy applies to all staff, substitute staff, parents and volunteers of the program.

### CONFIDENTIALITY OF INFORMATION

Information pertaining to a child and their family is kept confidential at all times. Occasionally, records may be reviewed by regulatory agencies for information that may be pertinent to a child's well-being or requested by a legal subpoena. The children's files are otherwise confidential and monitored only by the Program Director and Operations Director child's information will not be released without parent's consent.

### CUSTODY ARRANGEMENTS

If you have a legal agreement outlining custody or restraining arrangements, please provide the Program with a copy for our records. Our Programs will only abide by what is outlined in the custody arrangement. Parents/guardians are kindly requested to notify the Program Director immediately if these legal circumstances change.

### MANDATED REPORTING OF SUSPECTED CHILD ABUSE OR NEGLECT

As caring and concerned child care educators, we take our responsibilities seriously. Abuse and neglect, whether physical or emotional, can happen in all types of families, from all walks of life, and in varying degrees. When abuse occurs, both children and parents/guardians are victims and need support, understanding and help. Our educators have been trained to recognize the signs and symptoms of abuse and neglect. Furthermore, the law requires us to report all suspected cases of abuse or neglect. Parents/guardians may ask the Program Director for a confidential referral for outside intervention and suggested resources for prevention and assistance in dealing with this sensitive matter.

### TERMINATION OF CARE

1<sup>st</sup> Class has the right to terminate the service of child care without notice, should you, or your child threaten the safety or welfare of others at the Program which may include another child or personnel. All families must abide by the Operational policies of the Program and all policies set forth; failure to do so may result in termination of child care services.



## PRE-AUTHORIZED DEBIT PAD FORM

Please complete the Pre-Authorized Debit (PAD) Plan agreement below.

I/we authorize 1<sup>st</sup> Class Preschool Inc. and the financial institution designated (or any other financial institution I/We may authorize at any time) to begin deductions as per my/our instructions for monthly regular recurring payments and/or one-time payments from time to time, for payment of all charges for childcare and/or preschool for my child, \_\_\_\_\_. Regular monthly payments for the full amount of program fees plus any late fees and/or declined payment fees will be debited to my/our specified account on the 1<sup>st</sup> day of each month. 1<sup>st</sup> Class Preschool Inc. will obtain my/our authorization for any other one-time or sporadic debits.

This authority is to remain in effect until 1<sup>st</sup> Class Preschool Inc. has received written notification from me/us of its change or termination. This notification must be received at least ten (10) business days before the next debit is scheduled at the address provided below. I/We may obtain a sample cancellation form, or more information on my/our right to cancel a PAD Agreement at my/our financial institution or by visiting [www.payments.ca](http://www.payments.ca)

1<sup>st</sup> Class Preschool Inc. may not assign this authorization, whether directly or indirectly, by operation of law, change of control or otherwise, without providing at least 10 days prior written notice to me/us.

I/we have certain recourse rights if any debit does not comply with this agreement. For example, I/we have the right to receive reimbursement for any PAD that is not authorized or is not consistent with this PAD Agreement. To obtain a form for a Reimbursement Claim, or for more information on my/our recourse rights, I/we may contact my/our financial institution or visit [www.payments.ca](http://www.payments.ca)

### PLEASE PRINT

Date: \_\_\_\_\_ Program Location: \_\_\_\_\_

Name(s): \_\_\_\_\_ Child's Name: \_\_\_\_\_

**Financial Institution (FI):** \_\_\_\_\_

FI Account Number: \_\_\_\_\_ FI Transit Number: \_\_\_\_\_  
(Branch -5 digits; FI - 3 digits)

Address: \_\_\_\_\_

City/Town: \_\_\_\_\_ Province: \_\_\_\_\_ Postal Code: \_\_\_\_\_

Authorized Signature(s): \_\_\_\_\_

# ACKNOWLEDGEMENT AND RELEASE OF LIABILITY FORM

I, the undersigned, as the parent or legal guardian of \_\_\_\_\_

Do hereby give my full consent and approval for my child to participate in all activities at 1<sup>st</sup> Class Childcare programs in classrooms, gyms and school/program playgrounds.

I understand that there are certain risks of damages and injuries inherent in the participation of my child in these activities and I hereby accept these risks on behalf of my child.

I understand that it is my child's responsibility to abide by the rules and regulations imposed on the children by the Program Educators for the safe conduct of activities in the gym and on the playground.

I hereby, for myself and on behalf of my child, agree to save and hold harmless and fully indemnify 1<sup>st</sup> Class After Class management and staff from any and all liability for any personal injury or injury to any third party child resulting from my child's participation in the above mentioned activities.

I hereby release 1<sup>st</sup> Class After Class and its entire staff from any and all liability for any injuries that my child may sustain as a result of any activities that take place at 1<sup>st</sup> Class Childcare facilities, Classrooms/Gym and school/program playground during designated childcare hours.

I have received and read the 1<sup>st</sup> Class Parent Handbook in full and fully understand the policies and procedures entailed in the handbook and understand my requirements regarding my child(ren).

I also give consent to receive electronic messages from 1<sup>st</sup> Class including Program updates, important info and emergency communications.

**X**

\_\_\_\_\_

**Parent / Guardian (1) Printed Name**

**X**

\_\_\_\_\_

**Parent / Guardian (2) Printed Name**

**X**

\_\_\_\_\_

**Date Signed**

**X**

\_\_\_\_\_

**Date Signed**

# SOCIAL AND BEHAVIOURAL DEVELOPMENT QUESTIONNAIRE

**1<sup>st</sup> Class Location:** \_\_\_\_\_

**Child(ren)'s Name:** \_\_\_\_\_

Please note that this questionnaire aims at elucidating the parent's views on their child's development in the social and behavioral context and does not serve as the sole basis for diagnostic decisions. It also helps us know your child and provides appropriate experiences. Please tick the one that applies below.

BEHAVIOR	APPLIES	APPLIES SOMETIMES	DOES NOT APPLY
Does not understand other people's social cues, e.g., facial expressions, gestures, tone of voice, or body language.			
Difficulty verbally explaining emotions when feeling lonely, being bored etc.			
Difficulty expressing emotions and reactions with facial gestures or body language.			
Difficulty understanding the feelings of other people.			
Difficulty in participating in group activities.			
Does not often interact with peers.			
Engages in well-organized play.			

BEHAVIOR	APPLIES	APPLIES SOMETIMES	DOES NOT APPLY
Gets very upset by changes in daily routines/transitions.			
Can self-regulate when upset.			
Needs support comprehending rules.			
Can't sit still, restless or hyperactive.			
Too Shy or timid.			
Acts younger than age.			
Difficulty focusing on activities that are not of interest			
Affected by external stimuli (Noise, Bright light etc.).			

## SOCIAL AND BEHAVIOURAL DEVELOPMENT QUESTIONNAIRE

**1<sup>st</sup> Class Location:** \_\_\_\_\_

**Child(ren)'s Name:** \_\_\_\_\_

Please add an additional information you like us to know about your child below

Describe your child strengths

Would your child be interested in joining any of these Clubs (Hockey, Art & Crafts, Science, Leadership, Building) Please specify below?

Please tell us about your child's interests







**1st Class**  
**Child Care**

Daycare, Preschool, Out of School Care & Drop In

[1stclassafterclass.com](http://1stclassafterclass.com)