



First Flights

Where Imagination Takes Flight






Serving the 4 Wing Community for Over 30 Years!



OUT OF SCHOOL CARE HANDBOOK



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Welcome to 4 Wing MFRCS First Flights Out of School Care Program

We hope you and your child will enjoy participating in our program and that your experience here will be a happy and meaningful one.

The policies outlined in this manual have been established with careful thought and planning to meet the needs of the children and the parents/guardians, as well as to allow for the efficient operation of the First Flights Out of School Care program.

All parents/guardians are required to read and understand the policies contained in this manual. A form is included in the registration package that is to be signed and returned to the First Flights Coordinator along with the Registration Form and Fee Payment Contract at the time your child begins attending our program.

First Flights Out of School Care Philosophy

The goal of our program is to provide a safe childcare environment throughout the calendar year, before and after school hours, and on scheduled No School Days. The children's developmental needs are met on a daily basis through programs and activities created with the assistance of qualified, caring staff, involved parents/guardians and a supportive school community.

The policies and standards outlined in this manual have been established to ensure that children who attend our programs enjoy happy and positive experiences. The primary objective of the programs' staff is to provide quality childcare in a group setting. Each First Flights Licensed Child Care Program will provide a program plan which meets the physical, social, intellectual, creative and emotional needs of the children.

First Flights Inclusion Philosophy

We believe all people are of equal value and that all First Flights Early Learning Services staff members have the responsibility to make high quality, balanced provisions for all children to help them to achieve their full potential.

We believe inclusive early childhood care and learning environments are an effective way to combat discriminatory attitudes and contribute toward the creation of welcoming and inclusive communities.

We believe that all people benefit from the opportunity to participate and learn in inclusive and diverse communities. We recognize the right of all children and families to participate regardless of ability, gender, race, religion, culture, sexual orientation, or economic status.

We strive to ensure that young children and families in our community have access to a quality early learning and care environment that is developmentally and individually appropriate regardless of differing abilities and needs.

We believe successful inclusion is based on increasing participation by removing barriers, building bridges and celebrating human diversity.

Hours of Operation

First Flights Out of School Care program, located at the Art Smith Aviation Academy is open from 6:30 a.m. until the school assumes responsibility for the children, and after school until 6:00 p.m. Children must go to the Out of School Care room after class. Staff do not go to the classrooms to pick up the children. The program is closed on all statutory holidays.

Full day programs are open on most No School Days. To be eligible for No School Day care, children must be enrolled in school. Kindergarten to Grade 6 children are accepted. No School Days are held at Art Smith Aviation Academy located at 4 Wing Cold Lake from 6:45 a.m. - 5:45 p.m. Written notice of any planned changes in the hours of operation will be given a minimum of five working days in advance of the change.

Enrollment

The First Flights Out of School Care program is approved by the Province of Alberta to operate an Out of School Care program for school aged children between the ages of 4 and 12 years of age. Admission to the program is dependent on the availability of spaces.

Spaces are filled on a first come, first served basis with full time students taking priority over part time students. If enrollment is full, parents are encouraged to place their child's name on our wait list.

When a space is available for your child, the parent/guardian and child are requested to come for an orientation interview with the First Flights Program Manager or First Flights Coordinator. **This interview will be scheduled at the parent or guardian's convenience, but it is strongly recommended that the orientation be held prior to your child being registered in the program.**

The Parent Information Book is to be fully read, and the Parent/Guardian Contract and Acknowledgement of Understanding and the Registration Form, are to be completed by the parents/guardians and brought to the program **before the first day your child attends the program.** All areas of all forms must be completed for your child to be enrolled. **One months' worth of fees must be paid prior to the first day of care, or care may be denied.**

Attendance

The first month of a child's attendance and participation in the program is probationary. This enables the program staff, parents and children to determine if the program is the appropriate childcare setting for the child. **After the initial probation period, if a child becomes continually aggressive or unmanageable, the probationary period may be reinstated.** A decision to ask the parents/guardians to withdraw their child from the program is always a last resort. This decision will only occur if:

- The child's ability to cope with the program and group care is showing no signs of adjustment.
- The staff are unable to meet the specific demands and/or expectations of the parents.
- The childcare fees are not being paid.

Signing your child in and out daily is a Provincial Licensing requirement. It is the responsibility of the parent/guardian to ensure staff are aware of your child's arrival in the morning and sign them in upon arrival at the program in the morning and again at pick up time, so children are signed out. Casual Care families must be accurate in recording their start and end times.

Failure to Notify of Absences

Parents/guardians are required to notify the OSC staff if their child will be absent from the program during scheduled times of attendance (full-time users – AM and PM, part-time users – AM or PM). This can be done by calling or texting the OSC cell phone 780-545-0430, sending a message through Class Dojo, or by telling the staff in person at the program.

Staff must account for all children that are scheduled to attend the program, if we are expecting your child and haven't been informed otherwise, we are still responsible for your child. This policy is for the safety of your child in our program.

The following steps will be taken if you fail to notify our program of absences:

1st Time – staff will contact parents/guardians to determine if child was supposed to attend the program and remind parents/guardians of the Failure to Notify policy

2nd Time – The above steps will be followed. The First Flights Coordinator will contact parents/guardians to discuss the incident.

3rd Time – The above steps will be followed. The First Flights Manager will arrange a meeting with the family to discuss the incident. Care can be denied.

Monthly Fees

First Flights Early Learning Services programs are a non-profit organization. The Out of School Care budget is prepared for one full school year and the costs assessed to the parent/guardian in 10 monthly payments (September 2021 – June 2022). Fees are not reduced in December. Fees remain in effect regardless of absences due to illness or vacation.

The following fee schedule is in effect September 1, 2021.

Full Time registrations take priority over Part Time.

Full Time Space

Before school care **and** after school care, **\$350 per month.**

Part Time Space

Before school care or after school care, **\$250 per month**

Please note that mornings (AM) and afternoons (PM) are not interchangeable. A written request must be submitted at least 48 hours in advance and will be considered on a case-by-case basis.

Monthly part Time and full-time fees do not include No School Days and Spring Break. Monthly Fees are due on the first business day of the month prior to care required.

Closures or Diminished Services

There are times that the First Flights Out of School Care may have to close or diminish services due to unforeseen circumstances beyond our control, such as but not limited to; power outages, loss of heat and/or water, sewer issues, pandemic impacts or health related emergencies that affect our ability to maintain adequate child to staff ratios due to significant decrease in staff. Our goal would be to remain as operational as possible, but we may have to look at; closure of a room(s), asking families to pick up children who may be affected by the situation, asking families if they have alternate childcare options they can access for a short period of time, or other options that are deemed appropriate for the situation. During these times, we would work closely with the 4 Wing Air Force Base to access support to reduce the overall impact to all families that use the First Flights Out of School Care Services.

In all situations beyond the First Flights Out of School Care's control, no reimbursement will be given. First Flights Early Learning Services has worked hard to keep parent fees down as seen below.

Fee Payment

1. The First Flights Out of School Care program fees are due on the first day of the month for the present month. No School Day and Casual Care fees are due at the time of booking.
2. Authorization forms are available for families to complete. This form authorizes withdrawal from your chosen bank account, for full time and part time families.
3. Families who are applying for the Alberta Child Care subsidy are responsible for paying the full fee in advance until notification of subsidy amount is obtained. Care will not begin until full payment or written notification of subsidy is received.

No School Days Fees, Registration and Booking (registered full-time or part-time users)

No School Day full day care \$40/day

Parents/guardians must **pre-register and pay the fee for ALL No School days (including Spring break) through Perfect Mind.** A schedule for all No School Day registration dates will be provided to families at the start of the school year. You must register no later than one week before the No School Day. Overstaffing can be costly to the program, and understaffing is not an option. Spaces may be limited.

Parents/guardians can contact the MFRCS office to have their child registered for No School Days through Perfect Mind and if the MFRCS office is closed, registration can be arranged through the First Flights Coordinator by e-mail at Firstflightscoordinator@gmail.com

Cancellation Policy

No School Day cancellations must be received by **4:00 p.m., 48 hours (two working business days) prior to the day of required care** or a refund will **not** be given. This cancellation **must be during our regular hours of operation, not including weekends.**

Casual Care - availability for the 2021/22 school year is dependent on COVID-19 guidelines and restrictions.

Casual care requires pre-booking three (3) business days in advance. Also, cancellation requires 48 hours' notice, or no refund of fees will be given and future care may be denied. Casual usage is conditional to availability.

| | |
|---------------------------|---|
| Casual (per usage) | \$20/morning or afternoon \$30/morning and afternoon |
| No School Day (per usage) | \$45/day |

Bookings for Casual Care can be taken over the phone or by e-mail. **Casual Care fees must be paid at time of the booking.** Parents/guardians will be charged for the amount of time the child is booked for; if the child is picked up early, this will not reduce the fee.

Procedure

When the MFRCS Office is open:

1. A registration form for each child requiring care may be completed anytime at the MFRCS office between 9:00 a.m. and 3:00 p.m., Monday, Tuesday, Thursday & Friday; open until 5:00 p.m. Wednesday. The form must be returned to the office prior to the children's arrival to the program.
2. Children may be pre-booked for specific No School Days, and casual days at the MFRCS office between 9:00 a.m. and 3:00 p.m., Monday, Tuesday, Thursday & Friday; open until 5:00 p.m. Wednesday, provided spaces are available.
3. Payment is required **at time of booking**. If payment is not received childcare will be denied.

If the MFRCS office is closed, registration can be arranged through e-mail at Firstflightscoordinator@gmail.com

MFSS Subsidy Rates 2021-22 School Year

| | |
|------------------------|-----|
| Kindergarten & Grade 1 | 40% |
| Grades 2, 3 & 4 | 30% |
| Grades 5 & 6 | 0% |

Late Pick Up

To follow Alberta Child Care Licensing Standards, we must always follow an appropriate staff to child ratio. Therefore, the following steps will be taken if you pick up your child late (after 6:00 p.m.):

1st time: After an initial 15-minute time period, if parents/guardians cannot be contacted, the emergency contact person will be called. Should staff be unable to contact that person after half an hour (30 minutes), the Military Police will be called and asked for assistance in locating the parents/guardians. A 'Late Pick Up' form will be given to the parent/guardian to sign. **A \$20 late pick up fee for every additional 15-minute interval will be charged.** The First Flights Coordinator will be notified.

2nd time: The above steps will be followed. The First Flights Coordinator will contact the family to discuss the incident. The First Flights Manager will be notified.

3rd time: The above steps will be followed. The First Flights Manager will arrange a meeting to discuss the incident with the family. Care can be denied.

Release of Children Policy

The First Flights Out of School Care staff shall release children in care only to the parent or guardian of the child, or to persons designated on the written release or contract. If a parent/guardian wishes to designate any person(s) not identified on the original written release to pick up a child, the parent/guardian must provide a handwritten, signed note to this effect, including appropriate identifying information before release is to take place. **We will ask for photo ID for any person unknown to the staff.**

Children between the ages of 5 and 12 years may be released to a designate that is less than 18 years of age. This designate must be age 12 and over. Written documentation must state the exact conditions under which the child may be released and must include the designates name, age, address and phone number; the name of the program the child is attending; hours of care; and the times the designate under the age of 18 will be dropping off the child or picking them up. It must also give the name of the individual who has permission to sign the child out of the program (whether that is the designate or the staff member). Written documentation must also state that the parent/guardian accepts full responsibility for their child once signed out of the programs.

Written documentation is also required if a parent/guardian requests that their school aged child sign themselves in and out of the Before and After School Care or No School Days for the sole purpose of meeting their parents/designate at home. Documentation must include the times the child will be arriving or leaving the program, method of transportation and must state that the parents/guardians accept full responsibility for their child once signed out of the program. Documentation must also include a statement of intent confirming the child will not be home alone, the child is leaving the program to go directly home and the parents/designate will be there once the child arrives.

In emergencies, a telephone call from the parent/guardian to the Staff Member for the release of the child on a specific occasion may be acceptable. The staff member must ensure that:

-
- It is the parent/guardian who is calling.
- The parent/guardian provides an adequate physical description of the person or other identifying information; and
- The person who arrives to pick up the child is the one identified by the parent/guardian (by asking to see photo identification).

PLEASE NOTE:

All incoming phone calls to the First Flights Out of School Care Program are routed through the main administration office of the 4 Wing MFRCS office between 9:00 a.m. and 3:00 p.m. (5:00 on Wednesday). **If you cannot reach the office and you have an urgent message, please call the First Flights OSC program cell phone 780-545-0430 or the First Flights Program Managers' after hours contact number 780-545-0420 which is posted on the windows and door of the Out of School Care program.**

Conditions under which an Educator should not release a child in care to the parent, guardian or designated person include the following:

- There is a legal document prohibiting the person from accessing the child;
- The Educator has reason to believe that the child requires immediate protection from the person or from the situation or circumstances to which the child is going, i.e., parent/designate appears to be under the influence of alcohol or drugs (unable to drive with safety, unable to protect the child).

Whether to release the child or not is a very difficult decision. The Educator must take into account the immediate circumstances and degree of risk to the child, self and the other children in care. If possible, police suggest calling them for assistance while the parent/designate is still at the program to give police the best chance possible of intercepting the parent/designate before the person takes the child out of the facility and/or attempts to operate a motor vehicle.

If parent/designate insists on taking the child, becomes increasingly agitated or is physically or verbally threatening or aggressive, or the Educator feels safety of self or child is at risk, the monitor releases the child to the parent/designated person, obtains vehicle's license number if possible and immediately reports incident to the Military Police (780-840-8222), or the local police (911), The Educator will provide the police with the following:

1. The situation (i.e., incapacitated parent/guardian picked up child from child care service; refused offers of assistance; suspect child at risk for what reason);
2. Name and address of childcare service, parents/guardians, child;
3. Description of parent/designates' vehicle (model, make, colour, license number if possible) and direction of travel.
4. Record of incident: The Educator makes note of the details of the incident including times, dates, names, who said what, when, etc. to assist the police and agency in dealing with the situation.

Staffing

The First Flights Program Manager, and the First Flights Coordinator are responsible for keeping a current list of staff and must maintain a child/staff ratio of 1:15 for children in Kindergarten to Grade 6, maximum group size is 30. Whenever there are seven or more children there must be two staff present. All staff included in the child/staff ratio must meet the following requirements:

1. Be hired in accordance with the First Flights Early Learning Services hiring policies and procedures, and with Provincial Licensing requirements.
2. Staff must have personal qualities and capabilities to work with children in group-based care under the supervision of the Program Manager, and Coordinator and, at a minimum, they must complete the Child Care Orientation course within six months of being hired.
3. Staff must possess a valid First Aid Certificate at the onset of employment. If a first aid course is not immediately available, we will ensure that at least one staff in each room is First Aid qualified.

Child Guidance Policy

In all First Flights Early Learning Services Programs, children's behaviour will be guided in a positive manner while maintaining a safe, healthy, respectful environment, and adhering to Alberta Child Care Licensing Regulations.

Staff will use preventive strategies to guide children's behaviour:

- State limits in a positive, rather than negative way.
- Focus on the behaviour rather than the child.
- Staff members are to be consistent in following through when limitations are not met.
- Positive redirection and positive reinforcement are two behaviour guidance strategies which may be used.

Staff will intervene promptly when aggressive actions or bullying occurs, or if a child is endangering him/herself or others.

- Gain a child's attention in a respectful way by using proximity and touch.
- Remove the child from the activity or centre.
- Acknowledge the child's feelings, distract or redirect when appropriate.
- Depending on age and developmental level of child, the behaviour is discussed, and staff and child problem solve together.

Physical punishment, verbal or physical degradation, emotional deprivation, and time out is not allowed by staff. Staff must not deny or threaten to deny any basic necessity. Any form of physical restraint, confinement or isolation must not be used as a form of discipline, (only in rare occasions if it is for the safety of a child). Parents/guardians are asked to abide by the policy when they are in the facility.

In cases where the behaviour by one child interferes with the safety and well-being of other children or staff, the following procedure is followed:

1. An incident report is completed by a room staff member. The incident is reviewed with parents at pick-up time and signed. Staff will discuss strategies for managing the behaviour with the parent. The report then goes to the First Flights Coordinator/Manager for review and is then placed in the child's file.
2. Another incident report will be filled out by room staff. Report will be reviewed with parent at pick up time and signed. Staff will further discuss strategies of managing the behaviour with the parents. The report then goes to the First Flights Coordinator/Manager for review and is then placed in the child's file.
3. Another incident report will be completed by a room staff member. The First Flights Coordinator/Manager will be informed and dependant on behaviour, will contact the parents to discuss behaviour, advise parents that the behaviour will be monitored closely, and that if the child continues to interfere with the safety and well-being of others, the parents will need to meet with the Management Team to discuss further actions. This may include the possibility of the parents being asked to withdraw the child from the program. The report will be signed by all parties and placed in the child's file.

First Flights Early Learning Services reserves the right to withdraw a child if the safety of another child has been compromised, or if the program as a whole has been affected by a child's inappropriate behaviour. However, all efforts to set the child up for success will be exhausted and all other options, where there are any will be made available to the parents before this action is taken.

Child Supervision

Children at all times are under supervision that is adequate and effective in ensuring their safety, well-being, and development. Based on Provincial requirements, each Out of School Care program will maintain adequate child/staff ratios at all times, both indoors and outdoors, and during field trips.

Staff will become involved and familiar with the children in their care. As children's needs change, effective supervision will also need to change depending on the particular childcare setting and ages of children. Staff observes children's play and behaviour directly and by closely monitoring children when carrying out activities that may involve some risk, such as playing near water, or during transition times when children may gather in larger groups.

Staff observes play and anticipate what may happen next in order to assist children and intervene in the event of potential danger. Head counts will be done periodically including during transition times, when children are taken outside or when children leave and return to the facility.

Aggressive Behaviour

Aggression can be part of a child's behaviour when he/she becomes frustrated or angered. Should your child have an aggressive episode involving another child or staff member:

1. He/she will be removed from the group for the safety of all involved and given time to calm down in a safe environment. If the child is unable to calm down and safety is still a concern, the parent/guardian will be called to pick the child up.
2. Parents will be notified of the incident, including what guiding behaviour strategies were used, how the child/ren is/are feeling, and how/if the incident was resolved. Incident report will be completed, signed by parents and a copy will be placed in child's file and given to parents.

If the situation does not improve:

1. The parents may be asked to remove the child from the program for the day.
2. First Flights management team will meet with parents to discuss behaviours and possible avenues of support for the child. This may include referrals to community resources or health professionals, meeting with the MFRCS Family Liaison Officer, or an application for Inclusive Child Care Funding for an Enhanced Ratio Support Worker.

We believe that every child has a right to feel safe at First Flights Early Learning programs. We also feel that all staff have the right to feel safe from harm during their workday. It is our collective responsibility to support and ensure the safety of all children and staff so when a child's aggression becomes **habitual and constantly disrupts the activities and routines of the day**, either by taking staff time away from others, or making other children afraid, then we need to review our capabilities. First Flights Early Childhood Educators are not designed to, nor equipped for, dealing with habitually, physically aggressive children. At this point, **the aggressive behaviour may result in the permanent withdrawal of your child from the program.**

If a child needs to be withdrawn, the decision to refund the parent will be at the discretion of the First Flights Early Learning Services Management Team and Executive Director.

Biting

Biting can be a normal behaviour based on the developmental age and level of the child. Children bite in order to cope with a challenge or fulfill a need. For example, a child may be biting to express a strong feeling (like frustration), communicate a need for personal space (maybe another child is standing too close) or to satisfy a need for oral stimulation.

When biting occurs at the First Flights Out of School Care Program,

- a staff member will stop the action quickly and will tell the child that this is not acceptable behaviour.
- The bite will be washed with mild soap and water and covered if needed.
- The parent/guardian of both children involved will be notified of the incident by the completion of a written incident report. If the skin is broken, the parent/guardian of the child that has been bitten will be called, the parent/guardian of the child who bit will also be called. It is recommended that all human bites that break the skin should be seen by a doctor.
- The identity of each child will be kept confidential.

Staff will try their best to understand the underlying cause of the biting and develop effective responses. They will then work with parents to ensure the same consistent messages and actions are being used by both parties in all environments. This makes it more likely to be successful in eliminating the behavior as learning a new behaviour in place of the biting takes time and consistency.

Immediate Termination

Immediate termination from the Program will take place under the following circumstances:

- Abuse of any kind against First Flights staff, or children in the program.
- The child's ability to cope with the program and is showing no signs of adjustment.
- The staff is unable to meet the specific demands and/or expectations of the parents/guardians.

Termination of Enrollment

Should you no longer need childcare, the parent/guardian must give one month (30 days) written notice when withdrawing their child from the program or there will be a charge for one month of care.

Lines of Communication

First Flights Early Learning Services maintains open lines of communication with families, children, staff members, schools and community members. Parents/guardians are requested to notify the staff of any emotional upset or accident the child has experienced prior to their arrival. This will enable the staff to deal more effectively with their behaviour.

Responding to Concerns & Resolving Issues

The First Flights Out of School Care staff will respond to concerns and issues in a professional and timely manner. Families are encouraged to resolve an issue or concern with the First Flights Coordinator as a first step.

If this is unsuccessful, the First Flights Program Manager will assist in an effort to arrive at a resolution. If this is also unsuccessful, the Executive Director will offer to assist in an effort to arrive at a mutual resolution.

If the issue or concern still remains unresolved, the complainant will be advised of the Children & Family Services Provincial Authority contact name, phone number, email and mailing address where the concern may be addressed.

If parents/guardians have a complaint that involves the safety of children or a concern about childcare practices, you may also contact the Regional Child Care Consultant:

Tammala St Jean
Box 420 Provincial Building
9503 Beaver Hill Road
Lac La Biche, AB T0A 2C0
Phone: 780-623-5431

or

Gloria Vanderburgh

Fax: 780-623-5489

All complaints will be investigated. Written complaints will be responded to in writing by the Regional Licensing Office indicating whether the complaint was verified, and that appropriate action has been taken. Complaints can be anonymous.

Managing Ill Children

When a staff member has reason to believe that a child is ill, the child must be immediately removed from the First Flights Out of School Care Program by the parent/guardian or emergency contact person and the child must not return until the First Flights Coordinator is satisfied that the child no longer poses a health risk.

1. The child's parent, legal guardian or emergency contact is called as soon as possible when the child is exhibiting signs or symptoms of illness;
2. The child's parent/guardian arranges for the **immediate** (defined as within one hour of initial contact) removal of the child from the program premises;

3. The child does not return to the program premises until the child no longer poses a health risk (no less than 24 hours);
4. While waiting for the parent's/guardian's arrival, the sick child will be kept comfortable and must be kept as far away as is practical from the other children and directly supervised by a primary staff member or provider;
5. Medical assistance will be obtained when necessary. (Parents/guardians are responsible for paying any medical expenses incurred.)
6. An illness form will be completed by staff and kept on site in the child's locked file.

If the child's illness requires emergency health care and/or requires the child to remain in the hospital overnight, the First Flights Coordinator and/or the MFRC's Executive Director will be notified immediately, and the Incident/Accident/Critical Incident Protocols will be implemented including notifying the Regional Child Care Authority Staff (phone numbers are included in the Protocols and posted with program emergency numbers).

A **sick child** is defined as a child who is unable to participate in the Out of School Care Program because he/she is:

1. Vomiting, has a fever of 100F or higher, diarrhea or a new unexplained rash or cough;
2. Requires greater attention than can be provided without compromising the care of other children in the program;
3. Displays any other illness or symptom that a staff member knows or believes may indicate the child poses a health risk to persons on the program's premises.

The child may return to the program if the license holder or provider is satisfied that the child does not pose a health risk to other children or caregivers, or if the parent/guardian provides a physician note. Children must be symptom free before returning to the program.

Pandemic Procedure

In the case of a Pandemic that has been declared by the World Health Organization, First Flights Out of School Care Program will implement and adhere to guidelines and procedures put in place by Alberta Health Services and Alberta Child Care. Any special policies created to follow these guidelines will override the existing policies in this handbook.

Fees paid for childcare **will not** be reimbursed during times of self-isolation or program closure due to the pandemic.

Fees and Health Related Closures

Due to the financial burden on operations, the First Flights Out of School Care Program will not provide credits or reimbursements due to health-related closures. In this new reality, parents/guardians may be required to remove their child sooner and for longer periods of time to maintain the health of everyone. If this happens, no reimbursement will be made to parents/guardians.

Prescription Medication

Administration of medication to a child can only occur where written consent of the child's parent/guardian is obtained prior to administration. Prescription medications must have the following information clearly visible on the label:

1. child's name
 2. name of medication & date prescription issued
 3. doctor's name
 4. pharmacist's name
 5. Dosage amount, frequency (i.e., 3 x daily)
- No prescription medication will be given unless it is in the original prescription container.
 - No prescription will be given to a child if it is old medication leftover from a previous illness
 - No medication will be given to a child if the parents'/guardian's written consent does not match the label directions without a doctor's note.
 - All medication will be stored in a locked container that is inaccessible to children.
 - Medication that may be needed in an emergency is stored in a place that is inaccessible to children.

Lice Policy

If a parent/guardian reports that a child has a confirmed case of lice, the child will not be permitted back into the program until there are no lice or nits (eggs) in the child's hair. The child must not return to the program for a period of 48 hours from the time of pick up. Parents/guardians will be informed through information sheets from the Health Unit and by discussion with the program staff as to what steps they must take to ensure the child is free of lice or nits prior to returning. Checks of the child's hair will be completed by staff prior to the child entering the program area. Letters and information from the Health Unit will be sent home to all parents/guardians informing them of the confirmed case of lice.

If program staff suspects a child has a case of lice or nits, the staff will conduct a check of the child's hair. If lice or nits are found, the child is immediately removed from the vicinity of other children and the parent/guardian will be called to pick him/her up immediately. The child must not return to the program for a period of 48 hours from the time of pick up. All of the lice and nits need to be removed before returning to the program. The staff will do a check of each child's hair that would have come into contact with the child in the Program area.

Accident/Serious Illness Policy

In the case of accident or serious illness in the First Flights Out of School Care facility:

- a. A staff member or support staff with First Aid/CPR will attend to the child and ensure that the child receives medical assistance.
- b. The child's parent(s) or guardian will be promptly notified.
- c. An ambulance will be called if necessary and the child will be taken to the hospital in the ambulance. A staff member or support staff with Standard First Aid/CPR will accompany the child in the ambulance and until such time as the parents are in attendance.
- d. Parents/guardians are responsible for paying any medical expenses incurred including ambulance fees.
- e. Incident/Accident forms will be completed by a staff member; these stay in the children's locked file at the program.

All full-time and part-time Early Childhood Educators in our Out of School Care Program are expected to hold a valid First Aid/CPR certificate or to obtain one within three months of employment.

Child Abuse Reporting Protocols

Under the provision of the Child Welfare Act, any person who suspects, or is party to any conversation or behaviour that leads them to suspect that a child may be abused or neglected has a moral, ethical, and legal obligation to report the matter immediately to Child and Family Services Authority.

Following First Flights Child Abuse Protocols, consultation may occur with First Flights Family Liaison Officer to determine if Child and Family Services Authority should be contacted. This information is included during the MFRCS Child Abuse Reporting Protocols training workshops which are scheduled at least twice a year.

Anti-Bullying Policy

In all First Flights Program areas, bullying, the persistent behaviour by any individual or group which intimidates/threatens or has a harmful or distressing impact on another individual or group, will not be tolerated.

Inclusion and Diversity Policy

The First Flights Out of School Care Program will support the principles of equality through implementing inclusive and diverse procedures which allow all children equal opportunities.

Food Policy

Foods containing peanut or nut products are **NOT** permitted at the First Flights Early Learning Centre, Preschool, or Out of School Care Programs.

If a child arrives with peanut or other nut products the parent/guardian will be called to provide a nut free alternative for their child.

When providing baking for the Program for parties, your child's birthday, or special event please remember that foods containing peanuts or other nut products are **not permitted** in the First Flights Out of School Care Program. This allows for a safer environment due to the severity of these allergies.

Special Events

Special parties are planned by the staff for holidays and other celebrations. For these events, parent's/guardian's participation is greatly appreciated. The First Flights staff will work with you to determine what to bring. When volunteering for this it is asked that you keep allergies in mind. Staff can assist you in finding out what allergies are present in your child's class.

Field Trips and Outings

Field trips are a part of the Program's enhanced programming component. Families will be informed of field trips and outings by a letter handed out in advance, a posted letter in the Centre, or by distribution of consent forms. Consent forms must be signed by you if you would like your child to attend the field trip. **If the consent form is not signed prior to the trip, you will be called to pick up your child.**

Children are prepared before every outing: reminding them of the rules, the adults in charge, and emergency procedures. **Parents may be asked to volunteer as additional supervision. Parents are welcome to accompany us on all field trips.** Staff will take portable records for all children on all field trips and outings.

Clothing

Please realize that your child will get dirty and messy while at the Program please send them dressed in appropriate clothing to play. The Program will not be responsible for any stains, tears, or dirt on children's clothing.

- Hats and sunscreen are required for outdoor play.
- Kindergarten children are required to have an extra complete set of clothing at the Program.
- Indoor shoes are required at all times.

Outdoor Play

Outdoor play is a vital and essential part of a healthy, growing child. The children at Out of School Care play outdoors nearly every day. Children will remain indoors only in cases of extreme weather. **If your child is too sick to go outside, they are too sick to come to Out of School Care.**

Parents/guardians are required to ensure that their child is dressed appropriately for all weather conditions:

- a. Winter clothing: warm lined boots, toque, scarf, snow pants, warm coat, snowsuit, mittens, sweater or sweatshirt, complete change of clothing.
- b. Spring/autumn: hat, raincoat, "puddle" pants, rubber boots, complete change of clothing, sweater or sweatshirt.
- c. Summer clothing: sun hat (not 'visor'), sunscreen, long sleeve shirt, complete change of clothes, T-shirts, shorts, lightweight long pants, bathing suit and towel.

If your child is not dressed appropriately for outdoor play, you will be called to drop off appropriate items or to pick up your child. If your child has been provided the appropriate outdoor wear and refuses to follow direction from staff to wear all items outside, staff will contact parents/guardians to pick up their child as the child's behaviour is preventing him/her from participating in the program.

Weather Conditions

While attending the First Flights Out of School Care Program, children will not be taken outside when the weather conditions are a threat to the health & safety of the children, staff, or volunteers.

Cold Weather

Children will remain indoors under the following conditions:

- when the temperature is below -25°C (-13°F), regardless of the wind-chill;
- when the wind-chill factor is reported -28°C(-15°F) or below, regardless of the temperature

Hot Weather

Children will remain indoors under the following conditions:

- When the temperature is higher than 30°C (105°F).

First Flights Staff/Volunteer Screening Policy

All staff and volunteers working directly with children and/or vulnerable people will have a Criminal Record Check and a Children & Family Services Authority Intervention Record Check completed at the onset of employment and an update is mandatory every three years.

Personnel Policy

The MFRCS Board of Directors has adopted the Canadian Forces Personnel Support Agency Human Resources Policy and Procedures in its entirety. All First Flight staff hold a Level 1 Early Childhood Educator, Level 2 Early Childhood Educator, or Level 3 Early Childhood Educator Certificate. They also must have a First Aid Certificate or are required to have one within three months of employment.

Smoking/Vaping

No person is allowed to smoke or vape on the Centre's premises. At no time will any staff member be allowed to smoke or vape where childcare is being provided.

Boundaries

We strive to have close yet professional relationships with the families that we serve. Please respect the personal boundaries of Management and Early Childhood Educators by not asking to "friend" or follow them on social media sites or asking for their cell phone or home phone numbers.

Building and Emergency Procedures

- 1) Fire Drills are held at least once a month. Fire Drills are conducted at various times during the day, including during the rest period. If a parent/guardian is in the Centre at the time of a Fire Drill, the parent/guardian is also required to actively participate in the drill. If a parent/guardian arrives at the program while the children are going outside or are waiting outside for clearance to return to the building, the parent/guardian may not enter the building in advance of the children. The Fire Safety Checklist is posted beside the fire extinguisher in the cubby area.
- 2) In the event of a power outage, the following guidelines are implemented:
 - a) If the power outage lasts for more than one hour, the building loses heat, and the emergency lights go off. The staff will notify the parents/guardians by telephone that they must pick up their child as soon as possible, and not more than one hour after the call is placed. In the summer when the weather is nice and we can run the program outside, an exception may be considered.
 - b) If the Wing Commander orders a stand down due to a power outage, all parents/guardians are required to pick up their children within one hour of the start of the stand down.

- 3) If water is cut off for more than an hour, unsanitary conditions arise. Personal hygiene cannot be maintained. Every effort will be made to relocate, however if this is not possible, parents/guardians will be called to pick up their children. **Staff will take portable records for all children in the event of an emergency evacuation.**

Use of Technological Materials

The use of technological materials and equipment in the First Flights Out of School Care Program is limited based on the following procedures and is monitored by the First Flights Coordinator/Manager.

Technological equipment and materials may include TV, DVD, I-Pods, radio, computer, video game devices, videos, TV programs, music arrangements, CDs, computer games and cellular phones.

Technological equipment and materials may or may not be used in the First Flights Programs based on the following criteria and after consultation with the First Flights' staff and Coordinator/Manager:

1. are developmentally appropriate and follow the age restrictions and rating as labeled on the material;
2. are pre-viewed by Program Staff and/or Coordinator before children use them;
3. encourages active involvement including hands on activities rather than passive watching;
4. materials are used to support and extend children's current interests and experiences (e.g., video showing children's everyday experiences);
5. are unbiased, culturally sensitive, non-violent, and not sexually explicit;
6. portrays all people in a positive, realistic manner;
7. materials are used to support planned activities (e.g., Video on insects for nature theme);
8. TV is used as an educational experience;
9. Child Care Staff are actively engaged and interact with children during the use of technological materials (e.g., watch and discuss a video with the children.).

Children are not permitted to bring technological materials from home unless they are pre-approved by the Program Coordinator and decisions are made based on consultation with the family.

Distal Supervision

School age children are able to leave the supervised room and staff will provide distal supervision under the following conditions:

1. School age children are able to leave the supervised room.
 - Children must ask the Out of School Care Staff for permission to leave the room.
 - The request may be for the child to go to the bathroom, get a drink or retrieve something from their locker.
 - If the request is approved the child may leave and staff will check the time to ensure the child is not gone for more than five minutes.
 - If the child is not back within five minutes, steps must be taken to locate the child and bring them back to the room.

2. Children nine years of age and older may earn the privilege of distal supervision while taking part in individual or small group activities while on-site that are time, activity, and location specific, while within intermittent direct supervision of an Out of School Care staff member.
 - This will be an activity, location, and time frame approved by the staff member, who will periodically check on the children.
 - Children must ask for permission before leaving the room.
 - Taking part in an activity outside of the room will allow children greater responsibility and trust.

3. If a child demonstrates that they are not capable of making responsible choices while on distal supervision, this privilege will be revoked, and parents/guardians will be notified.
 - The Out of School Care staff will determine if a child has not made a responsible choice. This may include leaving the facility or space where they have said they would be; being gone longer than the allocated time; not participating in the predetermined activity; or not cooperating with the other children while engaged in the activity.
 - The privilege of distal supervision will be revoked, an incident report will be completed, and parents will be notified.

Completing Homework

Children have a quiet space available that provides opportunities to relax, read, or complete homework at the First Flights Out of School Care Program.

General Rules for the Children

Based on compiling the rules and expectations at the beginning of the program year with the children, they may fluctuate with each facility and each year, however the following are common expectations for the programs:

- Show respect and kindness to everyone.
- No hitting, name-calling or using bad language.
- Remain with the group at all times.
- Listen to the Early Childhood Educators.
- Use inside voices when inside.
- Help with the clean-up;
- Take care of the toys and the equipment.
- Sit down when you are eating.
- Wear indoor shoes and do not run in the classroom.

Parent/Guardian Expectations

1. Notify a staff member when your child arrives and when your child leaves the Centre. You must print the exact time you sign your child in and out, and sign at the end of each day. We use the attendance sheets as a part of our head-count process to ensure we account for all children in each room on a regular basis.
2. Please drop off/pick up your child during regular operating hours. If your child is not picked up by 6:00 p.m. and we have not heard from you, staff will follow the Late Pick-up Policy.
3. Inform the staff or coordinator if another person will be picking up your child. Children are not released to any person other than those indicated on their authorized pick-up list. Please inform any new pick-up persons to bring a piece of picture ID.
4. Let your child's caregivers know of any situations at home that may cause your child to behave differently than usual (lack of sleep, parent out of town, death in the family).
5. Update child's portable emergency information records every six months. These are used in offsite trips, or excursions, or in the event of an emergency. It is crucial that we have the most up-to-date information possible.
6. If your child will be away from the Centre for an extended period of time, please let us know at least two weeks in advance. Fees remain in effect regardless of absences due to illness or vacation.
7. Please fill out all forms accurately so that we may reach you if necessary. It is very important that we are aware of any changes such as change in address, phone, emergency contact, etc.

Parent/Guardian Contract and Acknowledgement of Understanding

I,

(Parent or Guardian name)

I have read and understood the policies and procedures outlined in the First Flights Out of School Care Parent Handbook, and have received an orientation to the area that applies to my child:

(Child's name)

I have also been given the opportunity to ask questions and have been notified that I can communicate with the staff any future questions or concerns that may arise.

Signed:

(Parent or Guardian signature)

(Date)

(First Flights Coordinator signature)

(Date)