



Where Imagination Takes Flight



Serving the 4 Wing Community for Over 30 Years!



PRE-SCHOOL HANDBOOK

UPDATED JUNE 2022



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Resource Centre Society**
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Welcome to 4 Wing MFRCS First Flights Early Learning Services

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 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 Child Care Coordinator along with the Registration Form and Fee Payment Contract and EFT form before your child begins attending our program.

First Flights Philosophy

First Flights Early Learning Services goal is to provide a holistic play-based inclusive learning environment for all children who attend our programs. One that meets the developmental needs of children in all developmental areas; physical – gross and fine motor, social, emotional, intellectual and language. We recognize that children learn best in environments that focus on play and is based on children’s interests, abilities and needs. The environments will guide children to self-initiated learning and discovery; this will allow children to have control of their experiences and create their own knowledge and understanding of their world. Children will be provided with a rich array of materials and equipment.

We see the educator’s role as being the co-learner, co-researcher, co-imaginator of possibilities in their daily interactions with children, nurturing the child’s disposition to learn and working within a practice of relationships with children and families.

We believe we are a place where “imagination takes flight”.

First Flights Early Learning Services 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

The First Flights Pre-school program is open Monday to Friday, 9:00 a.m. to 12:00 p.m. Families may enroll for two, three or five classes per week.

For the 2022-2023 school year, First Flights Pre-school will adopt the Northern Lights Public School divisional calendar. The program will be closed on all NLPS divisional calendar No School Days for all students, as well as all statutory holidays, Christmas Break and Spring Break.

Enrollment

The Centre is approved by the Province of Alberta to offer a three-hour program for 4-year-olds and 3-year-olds, in English and Emerging French (dependent upon availability of a French speaking teacher). In accordance with our policies, all registration documents must be completed and returned **before** the first day of attendance.

To register in our program, children must be 3 years of age on or before the first day of classes. Registrations will be accepted ongoing throughout the year so children turning 3 years of age during the pre-school year, can register to attend once he/she has had their third birthday. All children must be in pull ups and at a minimum in the process of being toilet trained before enrolling in the program.

Monthly Fees

First Flights Early Learning Services is a non-profit organization. In the First Flights Pre-school, parent fees pay the expenses to provide spaces for each child. The pre-school budget is prepared for one full year and the costs assessed to the parent/guardian in monthly payments.

Fees remain in effect regardless of absences due to illness or vacation. In the case of an unexpected closure, fees will not be refunded.

Under the new Federal-Provincial Child Care Agreement, preschool programs will now receive an Affordability Grant of \$75 per child to help reduce the cost of the program for families. Families can access the Government Expanded Subsidy system to help further reduce program fees, further information and online application can be found at <https://www.alberta.ca/child-care-subsidy.aspx>.

Morning Class – 9:00 a.m. to 12:00 p.m.

Two (2) classes per week (Tuesday, Thursday) - \$60.00/month

Three (3) classes per week (Monday, Wednesday, Friday) - \$80.00/month

Five (5) classes per week (Monday to Friday) - \$215.00/month

Cost is **after** affordability grant is applied. The grant can only be applied to **one set** of sessions per child.

Closures or Diminished Services

There are times that the First Flights Early Pre-School 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 Pre-School.

In all situations beyond the First Flights Pre-School's control, no reimbursement will be given.

Fee Payment

1. First Flights Pre-school fees will be withdrawn through the provided EFT form on the first business day of the month for the present month. **Your first months' fees will be withdrawn on the first business day of your child's first month participating in the program.**
2. Authorization forms are required for families to complete before your child begins the program. This form authorizes withdrawal from your chosen bank account.

Attendance

The entrance doors will open at 8:55 a.m. each morning and children will be allowed into the classroom at 9:00 a.m. We ask that children are not brought to the program before these times, as staff are preparing the classroom for the children. Children must be picked up promptly at 12:00 p.m.

We ask that you inform First Flights Pre-school staff if your child will be absent for the class by calling the program or sending a message through Class Dojo.

If your child attends the First Flights Early Learning Centre, First Flights Pre-school Staff will pick up your child at approximately 8:30 a.m. to walk them over to the Annex building for programming at 9:00 a.m. Children will be walked back to the Early Learning Centre following class.

Signing your child in and out daily is a Provincial Licensing requirement. It is the responsibility of the parent/guardian to ensure they sign their child in and out of program.

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:

1st time: After the 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 Child Care Coordinator will be notified.

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

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

Release of Children Policy

The First Flights Pre-school staff shall release children in care only to the parent or guardian of the child, emergency contact persons, or to persons listed on the Authorized Pick-Up list. If a parent/guardian wishes to designate any person(s) not listed as an emergency contact or on the authorized pick-up list, the parent/guardian must inform program staff by providing a written note, phone call, or message through Class Dojo. Children cannot be released to anyone under the age of 18. **We will ask for picture ID of any person unknown to the staff.**

Child Guidance Policy

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

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 by:

- gaining a child's attention in a respectful way by using proximity and touch
- removing the child from activity or centre
- acknowledging feelings, distracting, or redirecting 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 Child Care 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 Child Care 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 Child Care Coordinator/Manager will be informed and dependent on behavior, 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 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 Pre-school 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 anticipates 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. The 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 Management Team.

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 Pre-school:

- 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 Centre will take place under the following circumstances:

- abuse of any kind against First Flights Pre-school staff, or children in the Centre
- the child's ability to cope with the program 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 decide to withdraw your child from the First Flights Pre-school, **the parent/guardian must give 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

First Flights Pre-school 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 Child Care Coordinator as a first step.

If this is unsuccessful, the First Flights Child Care 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 the children or a concern about childcare practices, you may also contact the Regional Child Care Consultant:

Tammala St Jean

or

Gloria Vanderburgh

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

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 Pre-school Program by the parent/guardian or emergency contact person and the child must not return until the First Flights Child Care 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 1 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/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 Child Care Coordinator, First Flights Child Care Manager, and/or the MFRCS' 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 Pre-school Program because he/she is:

1. Vomiting, has a fever, 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 for 24 hours before returning to the program.

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
 3. date prescription issued
 4. doctor's name
 5. pharmacist's name
 6. dosage amount and frequency (i.e., 3 x daily)
- no prescription will be given to a child if it is old medication leftover from a previous illness
 - no prescription medication will be given unless it is in the original prescription container
 - no medication will be given to a child if the parent/guardians' 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.

Pandemic Plan/Procedure

In the case of a Pandemic that has been declared by World Health Organization, First Flights Children's Services 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.

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. The staff will do a check of each child's hair that would have come into contact with the child in the Centre.

Accident/Serious Illness Policy

In the case of accident or serious illness in the Pre-school 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/guardians 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 Early Childhood Educators in our Pre-school 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 MFRCS Family Liaison Officer to determine if Child and Family Services Authority should be contacted.

This information is included during the First Flights Child Abuse Reporting Protocols training workshops which are scheduled at least twice a year.

Snack/Nutrition Policy

It will be the responsibility of each parent/guardian to provide a healthy snack for their child while in attendance at the Pre-school program. We ask that each child also brings a reusable water bottle with them each day. Foods containing peanut or nut products are **NOT** permitted at the First Flights Early Learning Centre, Preschool, or Out of School Care.

Staff will use snack time to promote healthy food choices and proper nutrition with the children. We ask that all snacks provided follow the Canada Food Guide areas of fruit, vegetables, grains, or dairy and that a minimum of two food groups are sent each day. A healthy drink must also be sent. Some foods present more of a choking hazard in young children, so we ask that all fruits and vegetables are cut into appropriate bite sized pieces for your child (i.e.. mini carrots or grapes cut in half lengthwise)

Nutrition Guidelines

- Drinks – please send water, milk, flavoured milk, or 100% fruit juice – no pop or Kool-aid please
- Foods – please do not send any products containing nuts, candy, gum, chocolate covered items such as granola bars or wagon wheels, gummies, or sweets – we like to reserve sweets for special celebrations!

Children will remain seated at all times while they are eating.

**** ALLERGY ALERT** – children in attendance may have severe allergies, please follow any guidelines sent home by staff regarding allergies and elimination of certain foods from snacks. We want to provide a safe environment for all children. **If a child arrives with peanut or other nut products the item will be placed into the child's backpack to be taken home and the parent/guardian may be called to provide a nut free alternative for their child.**

When providing baking for parties, your child's birthday, or fundraisers please remember that foods containing peanuts or other nut products are **not** permitted in any of the First Flights Early Learning Services. 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, parents/guardians are requested to send in a snack for all children for special day. The 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.

Each child's birthday is celebrated at the program. Parents/guardians are welcome to supply a birthday treat for their child of their own choosing. Parents/guardians are also welcome to join the children if they are able.

Field Trips and Outings

Field trips are a part of the First Flights Early Learning Services 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/guardians may be asked to volunteer as additional supervision. Parents/guardians 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 and send them dressed in appropriate clothing. First Flights Pre-school will not be responsible for any stains, tears, or dirt on children's clothing.

Weather Conditions

While attending the First Flights Pre-school 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:

1. when the temperature is below -25°C (-13°F), regardless of the wind-chill
2. when the wind-chill factor is reported -28°C (-18°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 (86°F).

These guidelines are for outdoor play only and are not followed in reference to the children walking back and forth between the Early Learning Centre and the

Annex Building.

Early Learning Centre children walking back and forth between the Early Learning Centre and the Annex building in cold weather will not be walked by preschool staff when:

- a. the temperature is below -35°C (-31°F), regardless of the wind-chill
- b. the wind-chill factor is reported -35°C (-31°F) or below, regardless of the temperature

Supplies/Items from Home

We ask that children please bring the following items from home with them

- Labelled indoor footwear that the child can put on/take off themselves. White soled shoes are recommended.
- Complete change of clothing in a labelled bag that is left in child's cubby or backpack
- Labelled water bottle
- Labelled snack bag/container for child's snack
- Labelled backpack or bag big enough to hold art projects, winter clothing, etc.

During the warmer months, we ask that sunscreen be applied before coming to pre-school. Bug spray and a hat can be kept at the Centre for outdoor play.

Children who are not fully toilet trained must be in pull ups and in the process of toilet training. They are required to bring pull ups, wipes, and full extra set of clothes.

First Flights Pre-school has an adequate supply of toys. We ask that children do not bring items from home. If an item is brought it will be placed in the child's backpack. Staff will notify parents/guardians when special activities are being held and children may have the opportunity to bring an item from home for these classes.

Kissing Policy

In the First Flights Pre-school, staff is to make every effort not to kiss children as this could lead to the spread of disease. Other methods of showing warmth should be attempted such as hugging the children.

First Flights Pre-school 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 a mandatory update every three years.

Personnel Policy

The MFRC Board of Directors has adopted the Canadian Forces Personnel Support Agency Human Resources Policy and Procedures in its entirety.

All First Flights Pre-school 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 (3) 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 all First Flights Pre-school staff members by not asking to "friend" or follow them on social media sites, 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.

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 closing time and we have not heard from you, staff will follow the Late Pick-up Policy.
3. Inform the First Flights Child Care Manager or First Flights Child Care 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 educator 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. Please notify the Centre if your child will be absent or arriving later than usual. It is very important that you drop your child off at the Centre before the start of class.
6. Update child's portable emergency information records as they change. 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.
7. 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.
8. 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)

have read and understood the policies and procedures outlined in the First Flights Pre-school Parent Handbook, and have received an orientation to the Preschool 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 Child Care Coordinator signature) (Date)