



Mid-Sun Community Child Care **PARENT HANDBOOK** **2025-2026**

Mid-Sun Out of School Care (CCSD)

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Kindergarten Program

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Midnapore Elementary Out of School Care (CBE)

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For any questions, comments or concerns regarding our policies and procedures, please contact the Mid-Sun Community Child Care.

Terminology:

OOSC- Out of School Care

Red- Mid-Sun Out of School Care

Green- Kindergarten Program

Purple- Midnapore Elementary Out of School Care

INTRODUCTION- Welcome to Mid-Sun Community Child Care. We are a licensed, not-for-profit, community-based Out Of School Care program, offering care for school-aged children from Kindergarten to Grade Six. Our programs serve students attending both St. Teresa of Calcutta and Midnapore School. The Out of School Care Programs are a part of the broader range of programs offered by the Mid-Sun Community Association. Please note that the Mid-Sun OOSC program is available for children in Kindergarten through Grade 6, while the Midnapore OOSC program is exclusively for children in Grades 1 through 6.

PROGRAM PHILOSOPHY- The Mid-Sun Community Child Care Programs are based on the philosophy that all children will have a well-supervised and safe and secure environment, which encourages the development of self-esteem, self-sufficiency, self-discipline and cooperation. Our environment is set up with a variety of interest centers that allow children to initiate, decide and follow through on their choice of activity while following an emergent curriculum. The Educators of the Mid-Sun Community Child Care Programs engage with families to provide a positive, appealing, inclusive and diverse environment for the children while being accountable to all participants.

HOURS OF OPERATION- The Mid-Sun Community Child Care Programs operate September through June only. The Programs will start the first day of school and will end the last day of school. During summer holidays, the Mid-Sun Community Association operates an un-licensed Summer Day Camp Program. All programs will be closed on statutory holidays and Winter Break.

Hours are according to the 2024-2025 school year and are subject to change.

Mid-Sun OOSC	Monday to Friday> 7am-9am and 2:30pm-6pm on school days Non-School days> 7am-6pm.
Kindergarten Program	Monday to Friday> 7am to 6pm.
Midnapore Elementary OOSC	Monday to Thursday> 2:30pm-6pm, Early dismissal Fridays> 12:05pm-6pm Non-School Days> 7am-6pm *Morning Care drop off on non-school days is between 7-8am at Mid-Sun and after 8am at the school. Please Note: The Mid-Sun Community Child Care Midnapore Elementary location is on a year-to-year lease with the CBE and as such must adhere to CBE Leasing guidelines.

CLOSURE DATES

CCSD Mid-Sun OOSC Located at Mid-Sun Community Center	CBE Midnapore OOSC Located at Midnapore School
<p>The Program will be CLOSED the following: (Mid-Sun OOSC follows the CCSD school system)</p> <ul style="list-style-type: none"> • Mon Sept 1, 2025- Labour Day • Mon Oct 13, 2025- Thanksgiving Day • Tues Nov 11, 2025- Remembrance Day • Dec 22, 2025 till Jan 5, 2026- Winter Break (last day of care Fri Dec 19; back Tues Jan 6) • Mon Feb 16, 2026- Family Day • Fri April 3, 2026- Good Friday • Mon April 6, 2026- Easter Monday • Mon May 18, 2026- Victoria Day • Last Day of Care- Last day of school for St Teresa of Calcutta 	<p>The Program will be CLOSED the following: (Midnapore OOSC follows the CBE school system)</p> <ul style="list-style-type: none"> • Mon Sept 1, 2025- Labour Day • Tues Sept 30, 2025- National Day for Truth and Reconciliation • Mon Oct 13, 2025- Thanksgiving Day • Tues Nov 11, 2025- Remembrance Day • Dec 22, 2025 till Jan 2, 2026- Winter Break (last day of care Fri Dec 19; back Mon Jan 5) • Mon Feb 16, 2026- Family Day • Fri April 3, 2026- Good Friday • Mon May 18, 2026- Victoria Day • Last Day of Care- Last day of school for Midnapore Elementary • *additional closures TBA

POTENTIAL CLOSURES- Please note that if either St Teresa of Calcutta School, Midnapore Elementary School, or the Mid-Sun Community Centre are closed due to unforeseen circumstances such as a teacher strike, natural disaster, fire, pandemic, or prolonged power outage, then the affect Program will be closed. Please also note that there will be no pro-rating of monthly fees for any unexpected closures.

REGISTRATION- Registration must be completed on an annual basis and is not guaranteed. Priority registrations will be given to those currently registered families in the Mid-Sun Community Child Care at the time of registration. Registration forms must be filled out annually.

Best practices for collection, use and disclosure of personal information:

Obtaining parental/guardian consent- Mid-Sun Community Child Care will:

- Confirm that all individuals presenting themselves as an authority to give consent are 18 years of age and older by physically and visually reviewing their government identification;
- Receive, in physical signed ink, a notarized consent letter from the parent and/or guardian authorizing a grandparent or extended family member to provide consent on behalf of a child;
- Provide such written and verbal reports as may be reasonably required to the government to evidence that the review of the above documentation has been completed with diligence and due care; and
- Maintain copies of all documentation evidencing the authority to give consent for each child, storing them at its principal base of business.

Verifying identity and relationship- Mid-Sun Community Child Care will:

- Physically and visually inspect the birth certificate of the child to establish parenthood, and
- Physically and visually inspect any court order or other documentation in tandem to the birth certificate of a child to establish parenthood or guardianship.

PROGRAM FEES AND FEE AGREEMENT- Monthly Fees are per child; All fees include the processing fee.

****Fees are subject to change at any time. A credit card must be on file. No exceptions.**

Component	CCSD Mid-Sun Out of School Care (Sept-June)	CBE Midnapore Out of School Care (Sept-June)
Per Child Registration Fee- Recurring/ Non-refundable/ Non-transferable	\$75/ annually	\$75/ annually
After School Care- March/April fees do not include Spring/ Easter Break- per day surcharge applies	\$475/ month \$60.00 surcharge for all non-school days during the school year. Pro-Rated: April fees \$365	\$575/ month No extra charge for approved non-school days during the school year, fall break and early dismissals. Pro-Rated: March fees \$440
Before and After School Care- no extra charge for approved non-school days during the school year. March/April fees do not include Spring/ Easter Break- per day surcharge applies	\$625/ month Pro-Rated: April fees \$480	\$575/ month- after care \$100/month- before care Pro-Rated: March fees \$515
Kindergarten Care- Located at the Mid-Sun Community Center only. Follows the CCSD system holidays and closures.	\$326.25 full-time/month	N/A
Before School Care- Located at the Mid-Sun Community Center (Fees are pro-rated for Spring/ Easter Break)	\$225/ month Pro-Rated: CBE March fees \$175 CCSD April fees \$175	N/A
Component Drop In Fee-	\$20	N/A
No-Show Fee- It is the parent/legal guardian's responsibility to notify the Program when their child will not be attending	N/A	\$20
Late Pick Up Fee- Must be paid in cash to the staff at pick up	\$1 per minute	\$1 per minute Increases \$1/ min each subsequent time
Failed credit card charges	\$25	\$25

FEE AGREEMENT- Please be aware of the following policies regarding withdrawals, changes, and fees:

- We require one month's written notice for any withdrawal or change in program components. This notice must be dated for the 1st of the month, with all scheduled changes taking effect on the 1st of the following month. Fees will not be pro-rated if terminated mid-month.
- If you do not notify the Program before August 1st that your child will not return in September, you will be charged for September fees.
- If you are a joint-parenting family, you must inform the Program of any fee splitting arrangements. Both parents/ legal guardians must complete and sign a fee payment form, alternating months for payments; no splitting monthly fees. Tax receipts will be in the name of the Primary Account holder child is registered on.
- Please note that we do not pro-rate monthly fees for holidays, sick days, or other absences. Similarly, fees will not be pro-rated for program closures due to strikes, natural disasters, power outages, pandemics, or any other unforeseen circumstances.
- Families with overdue accounts will receive a 5-day notice to settle outstanding balances. Failure to do so will result in termination of childcare services, and securing alternate care will be the family's responsibility.
- It is the responsibility of the parent to update payment information on their account. Please visit <https://anc.ca.apm.activecommunities.com/midsun> to log into your account to access receipts and update your personal information (including credit card information).

If you have any questions or concerns regarding your fees, please contact the Program Director or Manager as soon as possible.

SUBSIDY- If you feel that you may qualify for subsidy, you can access the link from the Mid-Sun web site or go to www.child.alberta.ca for more information.

- Families must provide Subsidy Approval Notice to the Program or the full month's payment may be applied.
- Please note; families are responsible to ensure program fees remain update regardless of subsidy payments

PAYMENT AND TAX RECEIPTS

- You must supply a Credit Card number that can be processed automatically each month. There will be no exceptions. This is required at time of registration. There is a \$25 NSF for failed credit card charges.
- Parent/legal guardians are responsible for updating payment information by logging onto their accounts at <https://anc.ca.apm.activecommunities.com/midsun>. Receipts for tax purposes can be accessed via ActiveNet.

ABSENCES FROM SCHOOL- Please note the following policies regarding attendance:

- If a child is absent from school for any reason, they are not permitted to attend Out of School Care that day. The parent/ legal guardian is responsible for informing the program if their child will not be attending.
- If a child is suspended from school, they may not attend Out of School Care during the suspension period. Parents/ legal guardians are responsible for picking up their child from the school, even if the suspension occurs at the end of the school day. Additionally, the parent or guardian must notify the program that their child will not be attending.

SCHOOL BUS POLICY- It is the parent/legal guardian's responsibility to inform the Out of School Care Program, the school, and the child about any changes to before and after school transportation arrangements. Additionally, the parent/legal guardian is responsible if a child takes the bus home without explicit permission. Please also note that The Mid-Sun Community Child Care is not responsible for any illness, injury, incident, or accident that may occur until the child is signed into the Out of School Care Program.

WHAT TO SEND WITH MY CHILD

- Non-marking indoor shoes (required within the school as well but can use school shoes at Midnapore).
- Lunch- for Kindergarten; on non-school days and early dismissals for grades 1 to 6.
- Afternoon snacks daily; morning snacks and lunches on non-school days.
- Please send any utensils required.

FAMILY ORIENTATION- The Mid-Sun Community Child Care Programs offers orientations to new families and children in order to establish positive relationships between the child's family and the Program. Each child will be accepted on a probationary basis for a one month period at which time the suitability of the Program for your child will be reviewed. The Mid-Sun Community Child Care Programs require all new families to be made aware of:

- Families are required fill out a registration package in full and read the Parent Handbook annually.
- Pay a \$75 non-refundable deposit at time of registration annually.
- Have a credit card on file and will be responsible for ensuring it is kept up to date. (i.e. updating a credit card expiration date on your ActiveNet account)
- If child is on medication, the parent/legal guardians must complete a medication form/plan (located in Health and Safety Policy).
- Families and children attending any Mid-Sun Community Child Care Programs may attend an orientation and view where the program is located; meet the Educators before starting at the program; and to discuss the child's needs, abilities, culture and how we will incorporate it all into the program, during program hours. A Family Orientation Check List will be completed for all new families and kept in the child's file.
- Families must inform the Programs of any changes to personnel information.
- Parent/legal guardians are responsible for notifying the program if their child is not attending the program for any reason.
- Families will be informed if anything is required to be supplied for their child.
- The Programs will follow up with new families verbally after the 1 month probationary period.
- The rules/behaviour expectations will be explained to the new child by either Educators or other children.
- Educators will go over the daily routine and explain the key tag board with the new child and family.
- The Program may help in guiding families if additional supports are required. Community links are located on our web site (midsun.org).
- Parent/legal guardians are encouraged to participate in program planning and cultural events.
- The Mid-Sun Community Association is governed by a volunteer Board of Directors and there are volunteer opportunities for those living within the communities of Midnapore and Sundance.
- If additional information is required, the program Director/Manager/or Supervisor will be able to answer questions either in person, over the phone or by email.

TERMINATION OF CHILD CARE POLICY- Mid-Sun Community Child Care acknowledges that our programs may not suit every child's unique needs. To ensure the safety and well-being of all children, program staff, the Community Association, and the child in question, we reserve the right to terminate child care services under certain circumstances, including but not limited to:

- Physical or mental stress resulting from a child's social and behavioral challenges.
- Verbal or physical abuse, threats of violence, intimidation, bullying, unkind remarks, or other disruptive behaviors exhibited by a child or adult.
- Actions, whether intentional or unintentional, that belittle, threaten, offend, embarrass, humiliate, or diminish another's self-esteem, including sexual harassment and discrimination.
- Severe physical disabilities, developmental delays, or behavioral problems that cannot be adequately supported within our program.
- Non-compliance with general policies and payment provisions.

Any decision regarding termination will be made in consultation with parents/ legal guardians, considering each situation individually. Mid-Sun Community Child Care has zero tolerance for abuse of any kind and will address such situations promptly. Please note that there will be no pro-rating of fees upon termination, and the responsibility for finding and covering the costs of alternative care rests with the parents or legal guardians.

PROGRAMMING POLICY- The Mid-Sun Community Child Care develops programs which are based on the individual, stages of development and on specific needs of each child based on the emergent curriculum. Approaches to programming are child centered; developmentally appropriate with a view to developmental milestones and a holistic approach. Programming also takes into account the unique factors and context of the diversity of families, cultures and the local community. Program planning will consider the following matters as

well as any other matter considered to be relevant; cultural, social, linguistic, spiritual heritage as well as physical, mental spiritual and emotional stages of development.

Program Planning- Planning is a shared partnership between Educators, children and families. Educators actively listen and engage with children as collaborator and co-creator of the program to construct meaning and understanding that are relevant to the interests to the children. Educators will use professional judgment to decide when to actively intervene across a range of situations, to utilize opportunities for learning in order to engage with children. Educators will also use children's strengths and interests to challenge children to find deeper meanings and understanding about their world and community around them. Current and developmentally appropriate resources will be available for program planning which will help promote literacy in the children. Program routines will support the children's learning experiences and will be flexible.

Interest Centers-The physical environment is designed with a variety of interest centers are set up for multiple activities to be engaged with at any given time. Activities are open-ended and children determine the amount of time spent on any activity.

- Interest centers may include; reading corner, art, sensory play, games, dramatic play, blocks, a wide variety of rotating toys, gym, outside, kitchen, clubs and a space for homework.
- Centers are open and available with adequate space for children to expand on play areas creatively and are available for large or small group play.

Transition Times- To keep transition time smooth and stress free, we will adhere to the following;

- Following daily routines that all the children are familiar with
- Giving children 5 minute warnings before transition times
- Informing children if there will be a change to the daily routine

Outdoor Environment-Outside activities are offered daily to support children to safely explore and appreciate the natural world. Outdoor play spaces are extensions of the indoor play spaces and provide many of the same opportunities including creative, structured, quiet and fantasy play. Educators will provide children with appropriate outdoor equipment for developmentally appropriate experiences.

Program Materials & Equipment- Programs provide sufficient equipment/supplies, rotating materials as required. Equipment is cleaned and inspected for damage on a weekly basis. Damaged or incomplete items are removed, replaced or repaired.

Movies-At the Program's discretion, movies will be shown to enhance the programming. Children still have access to other interest centers during this time as well as the gym, children just need to play quietly. Movies will be rated G or PG.

Daily Program Schedules

Mid-Sun OOSC Community Centre (times according to 24/25 School Year and are subject to change)

- Before School Care located at Mid-Sun only

7:00 Children start to arrive at the Center. Children have free choice of activities and interest centers
7:40 Midnapore children tidy up and get ready for school.
7:50 Midnapore children are taken to school.
8:30 St Teresa children tidy up and get ready for school.
8:40 St Teresa children are taken to school

- School Days: After School Program

3:15 Educators arrive at St Teresa to pick up Gr 1 to 6
3:19 Children are dismissed and meet staff at designated pick up area. Children with permission to leave unaccompanied leave in pairs to walk to the community center. Educators and remaining children may stay at the playground.
Children arrive and have choice of scheduled activities, parent provided snack, interest centers or clubs
5:50 Tidy room
6:00 Centers Close

Non School Days: Mid-Sun OOSC Community Centre- Our non-school days consist of “special” planned events. These events include special quests, off-site excursions in the community. During periods of the day when we are not involved in the special events planned, children have a choice of planned crafts, recreation or various interest centers at the program.

- Non-School Daily Schedule:

- 7:00 Centre opens, children have free choice of activities and interest centers
- 9:30 Snack, depending on time we leave for off-site excursion, parent provided. Usually we would be leaving on a field trip between 9:00am and 10:00am, returning no later than 4:00pm; if staying at the center, children may participate in scheduled activities or have free choice of activities and interest centers
- 12:00 Lunch, provided by parents unless otherwise stated (i.e. pizza lunch)
- 4:00 Please refer to daily schedule

Daily Program Schedule for Kindergarten OOSC (times according to 24/25 School Year and are subject to change)

- 7:40 Midnapore morning kindergarten children tidy up and get ready for school.
- 7:45 Midnapore kindergarten children taken to school, school starts at 7:55am Monday - Friday
- 8:25 St Teresa morning kindergarten children tidy up and get ready for school.
- 8:35 St Teresa kindergarten children taken to school, school starts at 8:55am
- 9:00** Programming/interest centers
- 11:40 Educators Pick up St Teresa morning kindergarten children
Staggered Lunch.
- 12:25 St Teresa afternoon kindergarten tidy up and get ready for school.
- 12:30 St Teresa kindergarten taken to school, school starts at 12:48pm
- 1:00** Programming/interest centers
- 2:30 Educators pick up Midnapore afternoon kindergarten children Monday – Thursday* if ½ day kindergarten
- 3:28 Educators Pick up St Teresa afternoon kindergarten children

For AM/ PM Alternating Fridays for Midnapore Kindergarten

- 7:45 Midnapore morning kindergarten children tidy up and get ready for school.
- 7:50 Midnapore kindergarten children taken to school, school starts at 8am
- 12:00 Educators pick up Midnapore morning kindergarten children

Daily Program Schedule: Midnapore Elementary OOSC

- 2:30 Children start arriving on their own, have choice of scheduled activities, parent provided snack, interest centers or clubs
- 5:15 Children help clean, begin putting tables away as children leave, stage children come down; children have choice of activities centers or gym time
- 5:50 Tidy up
- 6:00 Centers Close

*On Fridays, the children arrive at 12:00pm, wash for lunch then follow the after school scheduled activities. When possible, we have planned special events or bring in community guests.

Non School Days: Midnapore Elementary OOSC- Our non-school days consist of “special” planned events. These events include special quests and off site excursions in the community. During periods of the day when we are not involved in the special events planned, children have a choice of planned crafts, recreation or various interest centers at the program. Must reach minimum numbers to remain open; must reach minimum numbers to go on off-site excursions.

- Non-School Daily Schedule:

- 7:00-8:00AM Before care is located at the Mid-Sun Community Centre. Children will be transferred to the school at ~8:00AM. NEW as of January 2025.
- 8:00AM** Program opens at the School. Families must text upon arrival. Children may be dropped at the gym doors, children have free choice of activities and interest centers.
- ~9:15AM Snack, depending on time we leave for field trip, parent provided

**Normally we would be leaving on an off-site excursion between 9:30AM and 10:00AM, returning no later than 4:00PM; if staying at center, children may participate in scheduled activities or have free choice of activities and interest centers

~11:30PM Lunch provided by parents unless otherwise stated (i.e. pizza lunch)
~2:30PM Please refer to daily schedule

INCLUSION AND DIVERSITY POLICY- The Mid-Sun Community Child Care Programs are committed to valuing and celebrating inclusion and diversity by providing equal opportunities and anti-discriminatory practice for all children and families. Our interest centers and programming are designed to be interactive, inclusive and diverse for all children.

Inclusion and Diversity- We aim to:

- Provide a secure environment in which all children can flourish and in which all contributions are valued.
- Value the contributions of all families to our understanding of equality, inclusions and diversity.
- Make inclusion a thread that runs through all of the activities of the Program
- Provide supports for children and families dealing with special needs.
- Provide positive non-stereotyping information about gender roles, diverse ethnic and cultural groups and people with disabilities (i.e. interest centers, programming).
- Improve our knowledge and understanding of issues of anti-discriminatory practice, promoting equality and valuing diversity through meeting and Professional Development.
- Recognize children's unique abilities, skills and backgrounds (i.e. year book, scrapbook).

Methods:

- Applicants are welcomed from all backgrounds and employment positions are open to all.
- We review our practices to ensure that we are fully implementing our policy for equality, inclusion and diversity. Offer training when applicable to the situation.
- We work in partnership with parent/legal guardians to ensure that the needs of children are met and will access Community Supports when required.
- We will provide accessible play facilities ensuring the physical environment is adapted to each child's individual needs (i.e. put up braille signs for vision impaired child, etc.)
- We provide a setting which includes activities, foods, pictures, songs, materials and stories which are reflective of other countries and cultures.
- Educators will develop intimate and warm relationships with each child and family through informal chatting, open discussions and collecting relevant information about the family's unique context (i.e. family profile).
- The Programs will celebrate a wide variety of cultural celebrations to support and teach the children about different cultures and families are encouraged to participate.
- Off-site excursions and community presentations are planned to be culturally diverse and inclusive.
- The Programs will supplement interest centers with multiculturally diverse equipment and materials (i.e. books, ethnic foods in dramatic center, etc.)
- The Programs respect children's home languages by providing books in different languages.
- Educators will assist children in learning to be a socially responsible citizen, to themselves, toward others and towards the environment.

We aim to support our family's familial, indigenous or other cultural, social, linguistic and spiritual heritage through:

- Encouraging families to disclose any dietary/religious/physical restrictions, languages spoken at home, family traditions and cultural heritage information on the annual registration forms.
- Inviting families to share and participate with the Programs celebrations.
- Inviting community guests into the Program or going on off-site excursions.
- Informal talks with children and family members to share cultural celebrations/experiences and family traditions are always encouraged.

COMMUNICATION POLICY- The Mid-Sun Community Child Care will ensure that all families, children, Educators and management receive all written and verbal information that is relevant to them in a timely manner. All communication will occur efficiently, in a professional, positive and respectful manner, ensuring that appropriate language is used at all times which maintains the confidentiality of all individuals unless legally obligated to report to authorities. It is recognized that relevant information is defined differently depending on the receiver of the information. In deciding what information is relevant to be shared, the Mid-Sun Community Child Care will ensure that there is a reasonable belief that the information will be of assistance. The Mid-Sun Community Child Care strives to create an atmosphere of openness and receptivity to new ideas and opportunities for improvement. All communication is to be a model for the children in communicating in a positive and respectful manner between adults and children.

Open Door Policy- The Mid-Sun Community Child Care Programs have an open-door policy where parent/legal guardians may come in and view/and or participate with their children at any time during operating hours. Immediate family members (grandparents/siblings) are always welcome to come and volunteer as well.

Communication with Parent/Legal Guardians- Parent/legal guardians are informed through a wide range of communication channels, including: Family introduction and facility orientation tour when a child begins at the center; Monthly newsletters; Emails; Notes home; Greetings and farewells; Notice boards; Texts; Phone calls; Educational posters and photographic displays; and Informal chats with Educators.

- Families are made aware of the “Parent Board” located in a prominent location on site which includes: Programming and schedules; facility-based license; statutory director reports; any conditions imposed on the license; any variances; pertinent policies and any other information the Program deem important. Families will be notified of any changes.
- Upon request, the Mid-Sun Community Child Care is able to provide access to information regarding community resources.
- Families will be notified of all: accidents/incidents/illnesses; planned or unplanned events that have affected the child’s well-being (i.e. upset over fire drill, etc.); upcoming events (i.e. talent show, off-site excursions, etc.)

Communication Expected from Families- Parent/legal guardians are encouraged to share information with the Mid-Sun Community Child Care Programs either in person, emails, notes, registration form or by phone. If required, Educators will set up a meeting between appropriate parties. Families are required to share the following information:

- Complete a registration form providing information about their child.
- Inform the program about any subsequent changes to this information, e.g. change of address, information and health.
- Ensure the program has a current contact telephone number and to provide contact details for those who may be contacted or who can collect their child in the event of an emergency or health issues arise concerning their child.
- Inform the program about any matters that may affect the behaviour or welfare of their children at the center, i.e. if a child has not slept well or a parent is away from home. In some situations the program may be proactive in seeking this information.
- Feedback about the program will be sought from the families through surveys, interviews or informal discussions. Also, feedback will be sought as part of the development of programming, policies, procedures and program plan changes.
- Inform Educators on a daily basis whether or not their children will be absent and, if ill, to advise the nature of the illness and whether the illness is contagious.
- Inform the program of any custody and access arrangement. Parent/legal guardians must provide copies of relevant documentation.
- Share any cultural celebrations with the program.

Communication Between Educators and Families- Educators will communicate with all parent/legal guardians, regularly in an open and positive manner regarding their children in a comfortable and supportive environment. Both parties will:

- Educators will not be judgmental towards parent/legal guardians and respect their need to use child care.

- Accept and support the parent/legal guardian's individual practices in raising children and any related cultural differences.
- Make sure that parent/legal guardians are greeted and farewelled each day.
- Discuss the child's behaviour, positive or negative only.
- Ensure that parent/legal guardians are aware of all forms of communication.
- Maintain confidentiality at all times.

Communication Between Educators and Children- Educators will treat children with respect at all times, showing respect towards their feelings and personal belongings by:

- Acknowledging the children and listening attentively when a child is speaking at all times.
- Showing interest to the children when communicating with them and letting children finish speaking without interruption.
- Responding to the children's needs in a timely, caring, and consistent manner.
- Creating meaningful relationships and emotional attachments with the children by engaging in active conversations, encouraging children to voice their needs and desires through verbal and non-verbal methods.
- Encouraging respect and positive interactions between children and help guide them towards this.
- Being available to the children at all times.
- Creating a safe place for children to express their emotions, thoughts and feelings in a socially acceptable manner to promote positive behaviours.
- Using appropriate voice tone and level when speaking to children.
- Not talking about the child in front of the child.
- Being supportive and encouraging communication with all children; developing an understanding of the child and their interests in small groups or one-on-one.
- Giving positive feedback to the children as often as possible.
- Encouraging children to try new things and to be open to new experiences.
- Ensuring that they are understood and communicate at the child's level.
- Helping children develop a sense of self by acknowledging children's unique backgrounds, skills and abilities.
- Respecting children's opinions and encourage children to participate in the planning of the program.
- Modelling through active listening and interactions to teach empathy and encouraging children to be empathic towards each other.
- Using developmentally appropriate practices to help guide children in a caring, respectful manner.

Communication Between Children- Children were asked how they should speak with each other:

- To be nice, respectful, honest, truthful, respectful and courteous to each other.
- To use a calm, quiet voice and to be careful with their words.
- To use gentle talk even when they don't agree. Agree to disagree.
- Be polite, don't interrupt.
- To refrain from swearing.

CONFIDENTIALITY- The Educators at the Mid-Sun Community Child Care will adhere to the following provisions for the release of information regarding children, families or staff members.

- Except where disclosure is required by the regulations or is authorized by law or judicial action, the written and informed consent of the client or the client's guardian (where applicable) will be obtained when information is to be released to another agency, organization or individual.
- All Educators working with children confirming that he or she is aware of, and understands the requirement of confidentiality will sign a declaration. A copy of this declaration is to be kept on the employee's file.
- A "Sharing of Information" consent waiver is located on the Program Registration form.
- The Confidentiality Policy will be posted for parent/legal guardians to see on the "Parent Board".

COMPLAINT POLICY- If you have a complaint with the Mid-Sun Community Child Care Program, please adhere to the following process: Complaints will be dealt with in a timely manner.

- If possible, please approach the person that is directly involved if you feel comfortable and safe in doing so without confrontation.

- If the situation is still not handled to your satisfaction, please contact the Program Director either in person, phone or by e-mail at 403-256-4422 or childcare@midsun.org.
- If the situation has still not been handled to your satisfaction, please contact the Child Care Licensing Officer.

Complaint Investigations may lead to:

- Increased monitoring.
- Program approval revised to a conditional status.
- Program approval withdrawn and a referral made to Early Childhood Services, Early Learning and Child Care Branch for a possible investigation under the requirements of the Early Learning and Child Care Act.
- Referral to Calgary Police Service for possible criminal investigation

SEPARATION AND CUSTODY ISSUES- If parents or legal guardians are separated and one wishes to prevent the other from having access to their child through our program, we advise seeking legal counsel. The program cannot withhold a child from either parent without a court order. If one parent has legal custody, educators will only release the child to individuals authorized by that parent, and we require a copy of the custody agreement for our records.

The safety of your child is our top priority. Children will only be released to those listed on the registration form, unless we receive written notification otherwise. We encourage all families to disclose custody arrangements on the registration form and to keep the program informed of any changes.

PROGRAM EVALUATION POLICY- The Mid-Sun Community Child Care Programs regularly evaluate the Programs in the following ways:

- The children are regularly assessed through Educators observations of child behaviour daily. Behaviour and development of the children is noted through anecdotal and running records as needed. Concerns will be addressed with the parent/legal guardian.
- Annually, the Programs conduct formal evaluations asking families, children, Educators, and the community to complete surveys. Results will be posted for all stakeholders. Early Learning and Child Care Inspection and Monitoring is used as a resources for evaluation and improvement of the program.
- The Director/Managers/Supervisors will undertake a formal review of all policies and procedures once a year or as Best Practices change. This review will include all Educators, family and child surveys. Using the information on Best Practices is just one way to keep policies and procedures updated on a regular basis. Parent/legal guardians/Educators are notified of any changes by either email, posted information, or monthly newsletters.
- The Director/Managers/Supervisors will review all program handbooks (Parent, Educators, and Registration) before the subsequent years registration begins to add any pertinent information though Best Practices. Handbooks will be updated to throughout the year as well. Parent/legal guardians are notified of any changes by either email, posted information, or monthly newsletters.
- The Director/Managers/Supervisors will evaluate program goals at years end on an annual basis and new program goals will be created and posted utilizing Program Review information (Surveys).

VOLUNTEER POLICY- The Mid-Sun Community Child Care Programs encourages volunteers, either past participants, parent/legal guardians, or other family members. Unique perspectives and traditions are always encouraged and volunteering is just one way to incorporate all diverse cultures and to enhance the anti-discriminatory practice at the Mid-Sun Community Child Care.

Volunteer Requirements:

- Age: 14 years of age or older
- Criminal History Check with Vulnerable Sector: Provided a criminal history check with vulnerable sector or have a current one no older than 6 months (volunteers 16 years or older) and willing to obtain a new one every 2 years. Must have current check before volunteering.

*If volunteer is a parent/legal guardian, grandparent or sibling of a child currently registered in the Mid-Sun Community Child Care programs, they are not required to the above mentioned stipulations while their child is in attendance in the Program.

CHILD GUIDANCE POLICY- Mid-Sun Community Child Care Programs focus on Educators working in harmony with the children, emphasizing self-respect and a growing sense of responsibility for one's actions. All children will be treated with courtesy, dignity, and respect. The methods of guidance used will be age appropriate, reasonable in circumstances, and the emphasis will be put on self-control. The Educators of the Mid-Sun Community Child Care take an active approach with supervision building relationships highlighting individual needs of each child. Educators will put emphasis on identifying and re-directing issues before they escalate. Educators will provide a positive attitude and our expectations are that children will learn to be prosocial in their nature by:

- Providing guidance in a caring and supportive manner in areas where children lack the self-control to handle situation(s) on their own.
- Children will be involved in creating the "rules" (behavioural expectations) annually as to their age and abilities through group discussions. Posters are created and posted.
- Developing the opportunity to learn to accept responsibility for one's own behavior.
- Ensuring that behaviour expectations and consequences for inappropriate behaviour are fair, realistic, logical, and enforceable.
- Remaining consistent in our behavioural expectations and approaches to behaviour management.
- Maintaining control and preserving children's privacy and self-esteem.
- Maintaining confidentiality when discussing a child's behaviour.
- Modelling appropriate interpersonal and child management skills.
- Assisting and helping children in recognizing and learning problem solving skills.
- Observing to help determine causes of behavioural issues.
- Modifying the environment and supervision to encourage positive behaviours if deemed necessary.

Conflict Resolution- We believe that teaching children strategies to dealing with conflict gives the children opportunities to learn problem solving skills, self-control, and to learn to deal with challenges which will lead to understanding and growth as individuals. It also helps guide the children to respect the rights and responsibility of themselves and to others. The Program Educators will:

- Be open, honest and available to all children involved and will listen with an open mind to the situation without judgment.
- Create an environment that is comforting, stimulates the children's interest, and will be involved with the children to help prevent conflict before it arises.
- Intervene immediately if the situation becomes aggressive.
- Re-direct children from problem areas.

When a conflict arises, these 5 steps will be implemented and taught to the children:

1. Stop and calm down- it is easier to resolve conflict when calm, if space is needed to get under control, remove yourself from the situation
2. Figure out the problem- Educators speak to each child individually or together depending on the situation, children are encouraged to express themselves and staff will listen without interrupting, children may be asked to write down what happened depending on the age.
3. Brainstorm problem solving ideas- have the children come up with some solutions to the conflict, write them down if age appropriate
4. Evaluate the ideas for problem solving- as a group, come up with the best solution and resolution for both parties
5. Take action- implement your action plan, Educators will monitor that children follow through and if it's not working, will begin the problem solving steps again to find resolution to the situation

Chronic Behaviour Management Guidelines- The following guidelines will be used by the Educators of the Mid-Sun Community Child Care Programs in regards to behaviour deemed as persistent or chronic behaviour issues with a child in our care.

- The Primary Educator working with the child will discuss the behaviour and determine its nature and frequency. Written documentation will be kept via incident reports which require parent/legal guardian, Educator and Director/Manager/or Supervisor signatures.
- Once agreement is reached that a behavioural issue exists, parent/legal guardians will be notified and may be asked to talk with an Educator to determine why the behaviour occurs. The Educator will also work on

improving the behaviour through modification techniques such as positive reinforcement or re-direction and through developing strategies with the family and/or school.

- Should these steps fail to produce improvement in the behaviour; the Program will work with the family to locate outside resources.

Behaviours which are considered a “serious threat” would include such things as striking other children or adults with the intent of hurting them; using derogatory language in a loud abusive and continual manner; remarks, gestures or actions of a sexual nature with other children and staff; and “taking off” from the Program or from the group while on off-site excursions. In cases where a child says they are leaving or tries to leave, a parent/legal guardian will be contacted and asked to come and pick up the child.

- In cases where a child’s behaviour is considered to be a serious threat to other children the following steps will be taken:

1. All incidences will be recorded and kept in the children’s file.
2. Parent/legal guardians will be required to sign an incident report.
3. Possible 3-day suspension or expulsion if behavior continues. The parent/legal guardians may be asked to make alternative arrangements for child care if there are no improvements in behaviour.

At no time will Mid-Sun Community Child Care Educators inflict or cause to be inflicted any form of physical punishment, verbal or physical degradation or emotional deprivation, denying or threatening to deny any basic necessity, or use or permit the use of any form of physical restraint, confinement, isolation. **AT NO TIME IS USE OF PHYSICAL OR MENTAL ABUSE ACCEPTABLE AT THE MID-SUN OUT OF SCHOOL CARE PROGRAMS.**

Bullying Awareness- The Mid-Sun Community Child Care programs are committed to providing an environment for children that is safe, welcoming and free from bullying. Bullying is the premeditated, intentional and persistent behavior by any individual or group which intimidates/threatens or has a harmful or distressing impact on another individual or group. Bullying can be: Emotional, Physical, Racist, Verbal, Sexual or Cyber (i.e. text messages). Bullying of any form is unacceptable at the Out of School Care Programs. The Mid-Sun Community Child Care recognizes that despite all efforts to prevent it, bullying behavior may occur on rare occasions and we will respond to all incidents thoroughly and with sensitivity.

Preventative Measure to Bullying- Educators will:

- Provide enhanced ratio’s whenever possible to ensure effective supervision
- Educate the children about bullying in a fun and recreational manner through games and activities
- Be made aware of the differences between conflict and bullying

Strategies of Dealing with Bullying- Educators will:

- Intervene immediately if they witness any form of bullying
- Inform the Director/Manager/or Supervisor if they witness an incident of bullying at the Mid-Sun Community Child Care Programs.
- Encourage children to report any incidents of alleged bullying immediately and will be reassured that what they say will be taken seriously and handled sensitively and confidentially.
- If a child or staff tells someone they are being bullied, they will be given the time to explain what has happened and reassured that they were right to tell.
- Always ask the alleged bully to explain their side and take into account their response when deciding whether bullying has occurred.
- If it is decided that bullying behaviour has occurred, the behaviour can be addressed by using the strategies in our Conflict Resolution. The alleged bully will be encouraged to discuss their behaviour and think through the consequences of their actions. Where appropriate, they will be encouraged to talk through the incident with the other person involved.
- Inform the parent of the children involved in the alleged bullying at the earliest opportunity.

If Bullying Occurs, Steps to Resolving the Situation:

- Where bullying behaviour persists the alleged bully’s parent/legal guardians will be notified that the child’s behaviour must stop immediately.

- If bullying continues, the alleged bully's parent/legal guardians will receive a written warning that suspension will occur from the Mid-Sun Community Child Care Programs if the behaviour continues.
- As a final option if bullying still continues, the alleged bully will be suspended from attending the Mid-Sun Community Child Care Programs for a set period of time as decided by the Director.
- After the incident has been dealt with the Educators or Director will monitor the children involved to ensure further problems do not occur.
- If the child who has been bullied or the alleged bully or their parent/legal guardians have any issues concerning the way the incident had been dealt with they should contact the Licensing Officer. (contact details located in Handbook)

BULLYING AND HARASSMENT OF STAFF, BOARD AND FACILITY PARTICIPANTS POLICY- This Policy sets out the principles and practices of Mid-Sun Community Association in regards to bullying and harassment of Staff, Board Members and Facility Participants. We believe that everyone should feel safe and welcome within our center.

Definitions:

1. Bullying is a conscious, willful, deliberate, repeated and hostile activity marked by an imbalance of power, intent to harm and/or threat of aggression.
Bullying can be verbal (name-calling, put-downs, threats), homophobic bullying, transphobic bullying, social (exclusion, gossip, ganging up), physical (hitting, damaging property) or cyberbullying (using the computer to harass or threaten). Bullying can occur within a peer group or between groups. It can occur at home, at school, at work and in sports.

(Definition provided by albertahumanrights.ab.ca)

2. Harassment is a form of discrimination. It involves any unwanted physical or verbal behaviour that offends or humiliates you. Generally, harassment is a behaviour that persists over time. Serious one-time incidents can also sometimes be considered harassment.
Harassment occurs when someone:
 - Makes unwelcome remarks or jokes about your race, religion, sex, age, disability or any other of the 11 grounds of discrimination.
 - Threatens or intimidates you.
 - Makes unwelcome physical contact with you, such as touching, patting, pinching or punching, which can also be considered assault. (Definition provided by Canadian Human Rights Commission)

Procedures- Mid-Sun Management will post a sign within the facility upon approval of policy, stating:

- “Bullying and Harassment of Staff, Board Members and/or Participants of this facility, will not be tolerated. If you are caught doing so, you will be asked to leave. Additional occurrences will result in being banned from the facility, and reported to the authorities. If you are being bullied or harassed, please report it to the Admin and follow up with a formal letter.”
- Those people who are on the giving end of the bullying or harassment, will be provided a letter on their first offense, noting a warning of continued action will result in their being banned, and being reported to the authorities. On the second and final action, they will be reported to the police, and banned from the facility. A second letter stating this fact will also be provided.
- A file will be kept in the MSCA office (as well as digital copies being held on the Server), in respects to the harasser, including copies of the letter(s) provided to them in respects to their conduct, as well as all reports from the those who are being bullied or harassed.

OFF-SITE EXCURSION POLICY- The Mid-Sun Community Child Care strongly believes in providing children with experiences outside of the licensed premises. The Programs attempt to incorporate as many off-site excursions as possible on non-school days or early dismissals to provide children with the opportunities to explore and learn in natural environments. Excursions will also provide experiences that promote physical, social, emotional, creative and intellectual development. The Programs will strive to utilize the community around us to promote community awareness while being inclusive and diverse in our activities.

Off-Site Excursions- are defined as any activity in which children are taken off of the licensed premises of the Mid-Sun OOSC or Midnapore Elementary OOSCs. Children learn from experiences, therefore excursions are seen as a valuable part of the program. Careful planning is needed to ensure the success of an off-site excursion to maximize the learning potential whilst ensuring the safety of all those involved. Family involvement is always encouraged, please refer to the Volunteer policy for more information.

- The Programs will include off-site excursions using the children's and families input, interests and ideas.
- Educators need to be familiar with the area/location in order to assess suitability in terms of safety, facilities and accessibility for all children before booking.
- An itinerary will be developed including a timetable for the excursion, means of transport (i.e. walking, local transit, or Chartered bus), alternative to bad weather, specific instructions regarding proper attire, arrangements for meals and toilet routines will be posted.
- All parent/legal guardians will be advised of the activity through the Off-site Excursion Release form which will be made available in a timely manner at Program locations. The Release form will include written permission for their child(ren) to participate in the off-site excursion. Release form will include: Child's name; Date of activity; Description of activity (where we will be going); Duration of activity (what time we will be leaving and the time coming back); How the program can be reached when off-site; Transportation mode; Supervision arrangements; Parent/legal guardian's name, signature, and date of signed consent.
- Educators will complete a planning check list for each off-site excursion and will be completed before leaving.
- The Mid-Sun Community Child Care programs will collaborate and participate in off-site excursions together when both schools are off.
- There will be no option of 'opting out' of the excursion. **Child care will not be provided on-site during off-site excursions as all of the Program's staff will be required for the activity to maintain proper ratios.**
- Must reach minimum numbers to participate in off-site excursion.

Community Excursions- The programs will "regularly" utilize the Community Outdoor Spaces that are within safe and easy walking distance as deemed appropriate by Licensing from the Mid-Sun Community Child Care Programs throughout the school year.

- Families will be provided a consent form at the time of registration for regularly occurring off-site activities which will include: child's name; description of locations (where we will be going); how the program can be reached when off-site; transportation mode; supervision arrangements; how families will be made aware of community excursions; Parent/legal guardian's name, signature, and date of signed consent.
 - Families will be notified by either email, text or monthly newsletter. Signage will be posted in a prominent location of current community excursion.
 - Educators will ensure all children parent/legal guardian have previously consented in writing to each child's participation in the community excursion and consent has not been retracted.
1. Mid-Sun Community Center/ Midnapore School, (35m, ~ 2 minute walk). We will occasionally mix the two OOSC programs for special events (i.e. carnival at the end of the school year, special guests, etc.) during the school year.
 2. CBE Midnapore School Playground- 55 Midpark Rise, SE, ~2 minute walk. Daily when weather permits. Outdoor space consists of ~4 foot fence adjacent to cul-de-sac, school grounds and large green space which backs onto residential housing making up the other borders so as to enable Educators to view children at all times.
 3. CCSD St. Teresa of Calcutta School Playground- 121 Midlake Blvd SE, (500m, ~3 minute walk). Daily when weather permits. Outdoor space consists of ~6 foot fencing on the north perimeter along Mid-Lake Blvd, school grounds and large green space which backs onto residential housing making up the other borders so as to enable Educators to view children at all times.
 4. Midnapore Lake- 185 Midlake Blvd SE, (700m, ~10 minute walk). Monthly as weather permits. The lake offers a variety of activities during all seasons, such as skating, swimming, parks, opportunities for nature walks and talks, and ample space for games and activities. The Lake is ~30 acres in size and is surrounded by ~7 foot chain link fence as well as a manned entrance for extra security. Facility includes 2 washrooms. The following are some of the rules we will adhere to while at the lake:
 - Skating- children must wear a helmet, regardless of whether they are playing hockey or just skating on the upper rink. Children need to supply their own skates, helmets, hockey sticks and pucks.
 - Swimming- **There is no lifeguard on duty.** Staff will be at the water's edge at all times when children are in the water. Children are not permitted to go any deeper than their belly buttons.

5. Fish Creek Provincial Park, Glennfield Day Use Area- 14428 Bannister Rd SE, (1.9km, ~25 minute walk). Twice annually when weather permits. Fish Creek offers the opportunity to explore the natural environment by providing areas for nature walks and talks, and ample space for games and year round activities. Washrooms as open all year.

Safety/Supervision on Off-Site/Community Excursions

- Child's parent/legal guardian has consented in writing to child's participation in the Community Excursions and consent has not been retracted.
- Educators will go over safety rules with the children before leaving on an off-site excursions (i.e. bus rules, off-site rules, rules specific to the site, etc.) Boundaries will be set upon arrival.
- Educators will carry a First Aid kit and a list of participating children in their group.
- Digital or portable records of emergency information with respect to each child are taken while off-site.
- Supervisor will carry a cell phone and other Educators may carry a walkie-talkie while off-site.
- Any medications (emergency or not) for children may be carried by Educators on off-site excursions.
- Whenever possible, children will be placed in smaller groups.
- The Program will not exceed ratios of 1:15. When able, we will enhance our ratios. The Mid-Sun Community Child Care Programs will ensure that minimum staff to children ratio will be adhered to at all times.
- Children will be within eye sight of staff at all times.
- Complete visual checks upon arrival to any destination for safety hazards.
- Before leaving the program site, head counts will be done and double checked against the key tag board and sign in sheets.
- Children will be counted before they get on the bus; as they get on the bus and will be counted again as they get off the bus. Frequent head counts will be done throughout the day while off-site.
- A list of who is in attendance will be with the supervisor on all off-site excursions.
- Educators may use two way radios to remain in contact with each other while in smaller groups.
- Washrooms- Educators will be within either eye sight of or within listening distance of children at all times. Female staff will remain right outside boy's washroom and vice versa if there are no family washrooms available.
- Child Care Director or Alternate will remain on-site during community excursions, ensuring contact with excursion groups.

Dressed Appropriately for the Weather- If your child is not dressed appropriately for the daily forecasted weather conditions, a call will be made to the parent/legal guardian and the child will be required to be picked up immediately unless proper attire is provided.

Incidents While on Off-Site Excursions- The safety of each individual child within the group is our main priority. At times we must follow the specific rules of the site we are visiting; these rules are discussed prior to the activity as well as the programs rules for off-site excursions. If the safety of any or all the children is jeopardized by the behaviour of a child, the following actions will be taken:

1. An incident report will be written and the parent/legal guardian will be notified with a warning stating that re-occurring behaviours may result in suspension from further off-site excursion.
2. In the case of re-occurring behaviours, a second incident report will be completed and the parent/legal guardian will be informed that their child may not attend the next off-site excursion. FINDING ALTERNATE CARE WILL BE THE PARENT/LEGAL GUARDIANS RESPONSIBILITY.
3. Chronic suspension may result in permanent cessation of participation during any off-site excursions provided by the Mid-Sun Community Child Care Programs.

**If at any time during an off-site excursion a child becomes a serious threat to him/herself, the group or another individual, the parent/legal guardian will be contacted and informed to pick their child up from the site immediately

HEALTH AND SAFETY POLICY

Potential Health Risk- When an Educator knows or has reason to believe a child is exhibiting signs or symptoms of illness; The Mid-Sun Community Child Care will ensure we contact the parent/legal guardian to arrange for the immediate removal of a child if he or she has any of the following symptoms:

- Vomiting; Fever (a temperature greater than 37.2 degrees Celsius/ 99 degrees Fahrenheit); Diarrhea; A new and unexplained rash or cough; Requiring greater care and attention that can be provided without compromising the care of the other children; Having displayed any other illness or symptom the staff member knows or has reason to believe may pose a health risk to persons on the program premises

When one or more signs/symptoms of illness are present (see above), the parent/legal guardian will be notified, Educators will keep child as far away as is practicable from other children and supervise child until parent/legal guardian arrives.

In order to assess if a child is ill, Educators will undertake a daily health inspection of all children. Educators will observe the following using all senses:

- General mood and changes in behavior; Fever or elevated body temperature by using a thermometer; Skin rashes, unusual spots; Listen to child re: complaints of pain and not feeling well; Signs, symptoms of illness (coughing, sneezing, breathing difficulties, diarrhea, vomiting, etc.)
- Educators will record and document children who are ill by completing the Illness Report Form; parent/legal guardian must sign that they have read and understood the illness protocols regarding their child (i.e. when child may return to care; providing a doctor's note, etc.)
- Once sent home from the program, the child will not be allowed to return until the Program receive a note from the child's physician or the child has been symptom-free for at least 24 hours. Mid-Sun Community Child Care will report communicable diseases to Alberta Health Services
- Parent/legal guardians are informed of the Mid-Sun Community Child Care's Potential Health Risk Policy by way of the parent handbook, orientations and posting on the parent information board.

Administration/Self Administration of Medicine- Medication will be administered to children only where the written consent of the child's parent/legal guardian has been recorded on the Medication Administration/ Self-Administration form; the medication must be in the original labeled container; have an expiration date; and the medication is administered according to the labeled directions.

- If dosage is different from what is on the label, a doctor's note is required to explain the change.
- Where medication is administered, the following information is recorded; name of medication, time of administration, amount administered and who administered the medication. Parents/legal guardians are then notified that the medication was administered and kept updated on child's condition by phone, text or email.
- All non-emergency medication is stored in a locked container in a staff drawer/refrigerator that is inaccessible to children. Medication forms are stored with non-emergency medication in locked container.
- Emergency medication (i.e. epi pen, asthma inhaler) is stored in a place inaccessible to other children but easily retrieved if required. Parents/legal guardians and Program Director/Manager/or Supervisor will discuss and agree upon a medication plan (located on the Self/Medication Administration forms). This plan includes where the medication will be located and stored.
- Educators will be made aware of procedures and of any children with medication/health issues during the orientation. Photos of children will be posted with pertinent information such as medication plans.
- Any medications for children will be carried by staff on off-site excursions.
- Program Director/Manager/or Supervisor will be responsible for reviewing and maintaining medications.

Health Care- Health care will be provided only if the written consent of the child's parent/legal guardian has been obtained or if the health care is in the nature of first aid or emergency first aid. Health care forms will be filled out if necessary. A written health plan will be required to be submitted by the parent/legal guardian for a child with an ongoing health condition as to how staff will attend to the child (i.e. feeding tube, diabetes, seizure condition, etc.)

Hand Washing- Educators will ensure children wash their hands prior to eating and after using the washroom. Accessible soap, water and paper towels are always available. Posters are displayed in program rooms and both washrooms depicting proper hand washing techniques. Educators will be observant and remind children of the need for proper hygiene etiquette. Educators will use consistent, clear, gentle and timely reminders.

Nutrition- Parent/legal guardians are responsible for providing an afternoon snack daily and a morning snack and a nutritious lunch on non-school/early dismissal days. We encourage families to send extra snacks and

drinks for those days when your child is hungrier than usual. If lunch was not sent at all, a phone call to the family will be made and the parent will be responsible for providing one.

- There will be no trading or sharing of food items except with siblings.
- We are a NUT SENSITIVE environment. Please send nut free foods.
- Parent/legal guardians are responsible for noting on the registration forms of any dietary restrictions due to allergies or cultural beliefs.

Rest Periods- If children are tired or not feeling well, they are able to rest as required where they are most comfortable.

Sanitization of Toys and Equipment- Tables are sanitized with a bleach solution prior to and after all meals and activities. Toys and other equipment are cleaned and sanitized on an ongoing basis according to AHS protocols. Dress up clothes and prop box accessories are washed after each rotation.

Safety Inspection- A daily visual safety inspection of indoor and outdoor environments is conducted to ensure potential hazards are addressed. The School Board performs maintenance checks and repairs of outdoor play areas every 3 weeks.

Weather Safety

- **Dressed Appropriately for the Weather-** If your child is not dressed appropriately for the daily forecasted weather conditions, a call may be made to the parent/legal guardian and the child will be required to be picked up immediately unless proper attire is provided.
- **Extreme Temperatures-** We will not go outside for any planned activities if the temperature or the wind chill reaches -20 Celsius. Alternative activities will be implemented. It is the responsibility of the parent/legal guardian to ensure that the children are dressed appropriately for the weather every day.
- **Inclement Weather-** If schools are closed due to inclement weather; the Mid-Sun Community Child Care Programs will be closed as well.
- **Air Quality-** If an advisory of the air quality reaches 9 or higher, children will remain inside.
- **Tornado Warnings-** If a tornado warning is issued:
 - Mid-Sun Program/Kindergarten- children will be brought to the basement
 - Midnapore Elementary Program- children on the stage will remain on the stage and children in the gym will stay in the gym away from the doors
 - If on an off-site excursion, staff will follow advised protocols.
- **Thunder and Lightning Storms-** If outdoors, will seek shelter immediately until lightning has passed.
- **Sunscreen-** Parent/legal guardians are required to provide sunscreen, bug spray and hats for outdoor play. Educators are only permitted to apply spray sunscreen and bug spray so it is recommended that families apply before attending the program. Children are not permitted to share with other children.

Illness/Incident/Accident Reporting- All illnesses, incidents/accidents must be documented with as much detail as possible. Generally, these are not serious and require no more than elementary intervention (i.e. a band aid, etc.) A report will be completed by Educators and parent/legal guardians notified that same day. We require parent/legal guardians to read and sign such reports.

Below are the steps that will be taken while ensuring the whole group is safe and properly supervised (ratios are enhanced to ensure there are additional personnel to assist in case of emergencies):

- **First Responder:** Educator who witnesses it, becomes responsible for recording it and following up on first aid/illness protocols or by asking another person to assist. If a child approaches after an incident/accident, that Educator will become the first responder and will be responsible for following through with the reporting.
- **Things that will be documented are:** Date and time; Location; Detailed description; Actions taken (i.e. first aid, etc.); Follow up: signatures/date of Educator, Management and parent/legal guardian.
 1. Deal with the immediate issue (i.e. sick child, injury-assess the situation, incident- ensure no immediate threat is visible, etc.) Child's well-being is the first priority. If required, ask for assistance.
 2. Let a Supervisor know. If required, the Director/Manager/or Supervisor will be responsible for seeking assistance (i.e. fire, police, ambulance, etc.) and notifying the parent/legal guardian. Parent/legal guardian will be notified in person by signing the report, phone, text, or email depending on the severity of the incident.

3. Complete documentation.

Critical Illness/Incident/Accident Reporting- Accidents will and do occur. In the event of a more serious incident/accident or illness such as, but not limited to; a fall from a surface (chair, bench, playground equipment); excessive bleeding; loss of consciousness, head injury; difficulty breathing; displays unusual behaviour in comparison to typical behaviour; parent/legal guardians will be notified immediately and appropriate care given by an Educator with approved first aid training.

Should the parent/legal guardian or emergency contact person not be available, Educators will take the steps necessary to stabilize the situation and the parent/legal guardian will be informed at the earliest opportunity. If a child has an accident and is seriously injured or becomes seriously ill while attending the Program, the Mid-Sun Community Child Care Programs will:

- Call 911.
- Contact the parent or the child's emergency contact immediately after calling 911.
- Report each incident to the Statutory Director forthwith in the manner required by the Statutory Director.

Parents/legal guardians sign a waiver annually on the registration form that the above is the procedure that will be followed. Educators are informed during their orientation of protocols.

Specific to head injuries- Parent/legal guardian will be notified immediately of any and all head injuries.

The Programs will track and analyze accidents through Management/Educator meetings and record keeping in order to identify trends or issues to create solutions.

In the event of the following, a report will be made immediately by phone to the Children's Services in-take line (either regular line or after hours if applicable) then within two working days of the incident's occurrence, an incident report form will be completed and submitted to the local Childcare Licensing Office.

SUPERVISION POLICY- The Mid-Sun Community Child Care Programs are based on the philosophy that all children will have a well-supervised, safe and secure environment, which encourages the development of self-esteem, self-sufficiency, self-discipline and cooperation. Our environment is set up with a variety of interest centers that allow children to initiate, decide and follow through on their choice of activity. It also enables the Educators to provide adequate and active supervision of the children to ensure the developmental needs of each child are being met. Taking an active approach to supervision will help in identifying and re-directing any problem behaviours before they escalate. Primary Educators, upon hiring, must read and sign off on the Supervision policy, a senior staff goes through the policy to ensure understanding and new Educators then observe the program and supervision techniques.

On-Site Supervision/Safety- On-site supervision and safety protocols will be met through a variety of ways. Our Educators will:

- Not exceed ratios of 1:15. When able, we will enhance our ratios.
- Be engaged with the children to enhance their play in a positive manner without any distractions, such as talking on cell phones, texting, reading, doing homework, or any other non-work related distractions.
- Use the key tag board to track which room or area the children are in and to ensure proper ratios at all times, Educators will turn over children's key tag as they leave.
- Be conscious of the group as a whole and position one-self to accommodate this. Environments may be rearranged to ensure proper supervision and the individual needs of all the children.
- Participate in activities with the children, leading by example, and providing age appropriate activities and materials.
- Limit conversation with other Educators while working with the children.
- Sign children in upon arrival on the child attendance form; check on a regular basis that the number of children present, key tags and children signed in at that moment all coincide and do frequent headcounts.
- Use walkie talkies to communicate to other Educators as to where the children are at all times and help maintain ratios and confirm numbers.
- Be aware of who is arriving at the program and will ensure all children are greeted and signed in accurately. Staff will ensure children are signed out at the end of the day.
- Complete a visual safety check on a daily basis to ensure the safe conditions of the equipment and facility.

Supervised care for sick children- Educators will ensure sick child is kept as far away as is practical from other children.

- If child is under 6 or has special needs that requires direct care, child will be directly supervised by a primary Educator

Off-site Outdoor Space Supervision/Safety (please refer to Off-site Excursion Policy for distances)

Designated outdoor play spaces- CBE Midnapore School (55 Midpark Rise SE, ~2 minute walk) and CCSD St Teresa of Calcutta (121 Midlake Blvd SE, ~5 minute walk) playground structures; Mid-Sun Community Centre fields; CBE courtyard and fields. Playground supervision and safety protocols will be met through a variety of ways.

- Educators will ensure each child's parent/legal guardian has consented in writing to child's participation in the activity and consent has not been retracted.
- An Educator(s) is assigned to supervise play at the playground and children are informed about the opportunity to participate.
- Educators will ensure name tags on name tag board are moved to indicate who is going to the playground.
- Supervising Educator(s) will gather digital or portable emergency cards, first aid kit, walkie talkies and a list of children participating. They will also gather any outdoor play equipment.
- Educators will use walkie talkies to communicate with others inside to ensure numbers are correct at all times and help maintain ratios. Also for in case of emergencies.
- Educators will position themselves away from one another and where they can supervise the play areas effectively and will circulate around the play space.
- Educators will conduct periodic head counts and match them to the key tag board with Educators inside.
- Educators will discuss safety rules and boundaries at the beginning of each school year and remind children when necessary to adhere to set boundaries.
- Educators will complete a visual safety check on a daily basis to ensure the safe conditions of the equipment and area.
- Educators will ensure children will be within eye sight at all times.

Program specific

Mid-Sun OOSC- In Addition to previous Supervision/Safety protocols, children are directed to put on outerwear, bring water bottles, hats, use washroom etc. The group will head down to the first floor to put on outside footwear.

- CBE Midnapore School Playground/ MSCA field- The group accesses the playground by walking on the grass around the parking lot. Numbers of Educators supervising or children participating depend on level of interest for the activity, individual needs of children and will not exceed minimum primary staff member to child ratio. When/if a child needs to go back into the center Supervising Educator will radio Center Educator informing them of who is coming in. Center Educator watches from window to ensure child walks on grass around the parking lot. When/if a child needs to go to the playground from the center, Center Educator will radio Supervising Educator informing them of who is coming out. Center Educator watches from window to ensure child walks on grass around the parking lot.
- CCSD ST Teresa of Calcutta Playground- The group accesses the playground by walking on the grass around the parking lot and through the field. A minimum of two educators will supervise children at St Teresa and will not exceed minimum primary staff member to child ratio (does not apply to transportation TO and FROM school). An Educator will always stay back at the program space for additional support and are in contact with group through walkie talkies.

Kindergarten- In Addition to previous Supervision/Safety protocols, children are directed to put on outerwear, bring water bottles, hats, use washroom etc. The group will head down to the first floor to put on outside footwear.

- CBE Midnapore School Playground/CCSD ST Teresa of Calcutta Playground/MSCA field- a minimum of 2 Educators will accompany children and will not exceed 1:10 ratio. Children will not return to Mid-Sun unaccompanied and will adhere to Alberta Health Services recommended age group labels.
- An Educator will always stay back at the program space for additional support and are in contact with group through walkie talkies.

Midnapore OOSC- In Addition to previous Supervision/Safety protocols, children are directed to bring backpacks, water bottles, hats etc. and put on outerwear. Children will be encouraged to use the washroom

before heading out. The Supervising Educator will do a headcount before exiting the school. Supervising Educator may bring wagon with outdoor play equipment.

- CBE Midnapore playground- The group will access the playground by walking around the school. Numbers of Educators supervising or children participating depend on level of interest for the activity, individual needs of children and will not exceed 1:10 ratio unless a second Educator accompanies. Children will not be able to re-enter the school unaccompanied but Supervising Educator may radio for another Educator to come escort the child or will need to bring in the whole group (i.e. if child requires washroom).
- CCSD ST Teresa of Calcutta playground- The group accesses the playground by walking through the field. Numbers of Educators supervising or children participating depend on level of interest for the activity, individual needs of children and will not exceed minimum primary staff member to child ratio. Children are able to return to the school unaccompanied as Educators from the gym can watch the child from the gym doors as they cross the field. Supervising Educator will radio Educators inside about returning child.
- CBE courtyard and field- Numbers of Educators supervising or children participating depend on level of interest for the activity, individual needs of children and will not exceed minimum primary staff member to child ratio. Children are able to return to the school unaccompanied once Supervising Educator radios Educators inside.

Transportation- Each child's parent/legal guardian will be advised of their child's transportation **TO** and **FROM** school by use of the transportation waivers located in the registration package. It is the parent/legal guardian's responsibility to notify the Programs when their child won't be attending.

- Each child's parent/legal guardian will be advised of all off-site excursion transportations by use of the Off-site Excursion consent form or Community Excursion consent form. Each child's parent/legal guardian will be required to consent in writing to child's participation in the excursion and consent has not been retracted.

Walking TO School Procedures

Transport to St Teresa School/Midnapore School from Mid-Sun Community Center- Grades 1 to 6

- In the Program space, Educators will go directly to each child or group of children and give verbal warning that playtime will soon be over.
- Educators will flick lights (or designate a child for this task)
- Educators will circulate throughout the room, facilitating clean up, helping with outdoor clothes, backpacks, etc.
- Once children are ready, they are directed to line up along with an Educator to engage with the group while waiting for all children to transition.
- A head count is completed and numbers are confirmed with the attendance sheet.
- Educators who are to transport the children to school gather digital or portable emergency cards, first aid and walkie talkies. (*Number of educators depends upon any approved transport exemptions, primary staff member to child ratio and numbers of children expected at drop-off)
- Children are directed to the first floor area of the building in smaller groups with an Educator where outdoor footwear is put on. Educators will conduct another headcount and ensure children are dressed appropriately for the weather conditions. Educator will radio once group is ready, and subsequent groups come down once previous group has left the building if applicable.
- Once the group is ready with outerwear, Educators position themselves in a staggered fashion amongst the group of children.
- The group begins the walk to St Teresa School or Midnapore School, walking either on the grass around the parking lot or on the southside sidewalk.
- Educators walk with the children until they enter St Teresa or Midnapore School playground space.
- After visual confirmation of school staff supervision, Educators return to the center and sign the children out on the attendance sheet.

Transport to St Teresa School/Midnapore School from Mid-Sun Community Center- Kindergarten

- In the Program space, Educators will go directly to each child or group of children and give verbal warning that playtime will soon be over.
- Educators will verbally let children know it is time to get ready, circulate throughout the room facilitating clean up, helping with outdoor clothes, backpacks, etc.

- The children line up at the door until all are ready and a head count has been completed.
- Educators who are to transport the children to school gather digital or portable emergency cards, first aid and walkie talkies. (*Number of educators depends upon any approved transport exemptions, primary staff member to child ratio and numbers of children expected at drop-off)
- Children go downstairs together, putting their outdoor shoes on downstairs.
- Educators will perform another head count.
- Children will walk either around the parking lot through the field or on the sidewalk to each respective school's Kindergarten door.
- Educators will watch the children until they enter the school through the kindergarten door.
- After visual confirmation of school staff supervision, Educators return to the center and sign the children out on the attendance sheet.

Walking FROM School Procedures

Transport from St Teresa School to Mid-Sun Community Center- Grades 1 to 6

- Educators who are assigned school pickup duties gather digital or portable emergency cards, first aid, walkie talkies and paper attendance list of children expected at pick up. Children who are not attending will be cross off the attendance list. (*Number of educators depends upon any approved transport exemptions, primary staff member to child ratio and numbers of children expected at pickup).
- Educators meet the children at designated meet up space- between basketball net and baseball diamond backstop.
- Each child is noted on paper attendance list.
- Children either head to the center if **Permission Authorizing that a Child may Walk To and From School Unaccompanied by an Adult** waiver has been approved or play on the playground.
- For each child who heads to the center unaccompanied, educators radio ahead to the center, informing them of who is to arrive.
- Educators at the center keep watch out the window as children arrive and each child is signed in on the attendance sheets.
- If a child does not show up within ~10 minutes of the bell signaling the end of school, the Educator will:
 - Contact the Program using the walkie talkies so that efforts can be made to contact the parent/legal guardians and find the whereabouts' of the child.
 - If the child still does not show up, will then page the child inside the school.
 - If still no progress is made in regards to the missing child, police/911 will be notified by the licence holder.
- Once all children expected have been accounted for, Educators may spend additional time supervising at the St Teresa Playground, following minimum primary staff member to children ratio and weather permitting.
- Before leaving the playground, Educators circulate throughout the playground giving verbal warning that playtime will soon be over.
- After the verbal time period is up, children are directed to designated meet up space.
- The paper list of children is reviewed by the Educator, ensuring all children are accounted for.
- Educators position themselves in a staggered fashion amongst the group of children during the walk back to the center, walking on the grass around the parking lot.
- Upon entering the building, children remove outdoor footwear while the Educator radios to center staff that the group has arrived.
- Once in the Program space, the transport Educator and center Educator review attendance sheet to ensure all children are accounted for and are signed in.

Transport from St Teresa School/Midnapore School to Mid-Sun Community Center- Kindergarten

- Educators who are assigned school pickup duties gather digital or portable emergency cards, first aid, walkie talkies.
- Educators meet children directly outside kindergarten doors.
- If a child does not show up immediately, Educator will speak directly to the teacher(s). If the child was not at school, efforts will be made to contact the parent/legal guardians and confirm the whereabouts' of the child.
- Educators will walk either on the sidewalk or through the field around the parking lot to the Community Centre where children will be signed in.

Transport from Midnapore School Classrooms to Midnapore Elementary Out of School Care Locations within the School

- **Gr 1 to 6 walk to OOSC spaces directly from their class without escorts. Children arrive on their own to the program locations.** Children who are not attending will be cross off the attendance sheet.
- If a child does not show up within 10 minutes of the bell signaling the end of school, the Program will:
 - Have an Educator go to the school office and ask if child was at school that day; if they were at school then we would have the child paged then go to child's classroom to speak to the teacher. If they weren't at school, Educators will begin to contact the parent/legal guardians to confirm the whereabouts' of the child.
 - If the child was at school and still does not show up and the teacher is unaware of where the child is, one Educator will contact the parent/legal guardians to find the whereabouts' of the child while another Educator begins searching inside and outside the school (Educators will remain in contact through walkie talkies). If still no progress is made in regards to the missing child, police/911 will be notified by the licence holder.

Leaving the Program Early/Staying After School- If a child has to leave the program early for any reason, a parent/legal guardian is required to give written permission by completing the Permission Authorizing that a Child may Walk To School Unaccompanied by an Adult waiver before a child is allowed to leave.

- If a child has to stay after school (detention or extracurricular activities), a parent/legal guardian is required to give written permission by completing the Permission Authorizing that a Child may Walk To and From School Unaccompanied by an Adult waiver.
- All children leaving the Mid-Sun Community Child Care to attend other programs offered at the Mid-Sun Community Centre **MUST** have a Permission Authorizing that a Child May Leave the Program Unaccompanied by an Adult waiver signed by a parent/legal guardian. The Midnapore OOSC staff are not able to accompany children to the Mid-Sun Community Centre.

Walking Home Alone- A parent/legal guardian must sign a Permission Authorizing that a Child May Leave the Program Unaccompanied by an Adult waiver before the Programs will allow children to leave the Programs on their own, located in the registration package.

Washrooms- Educators will allow 1 child at a time in washrooms from each program space unless Educators supervise. Children are required to be independent in washrooms. No adults will be in washrooms with children unless there is an emergency (ill child, accident, nose bleed, etc...)

MISSING CHILD- The Mid-Sun Community Child Care Programs endeavour to ensure the safety and wellbeing of all children. If a child does not show up to the program and we have not heard from a parent/legal guardian stating otherwise, all efforts will be made to locate the child. This is why it is imperative that parents notify the program if their child will not be attending. If a child leaves the school without going to the Out of School Care (whether it be their own choice or with a family member or friend) and the Program is not notified of the absence, the Mid-Sun Community Child Care is not liable for any illness, injury, incident or accident occurring once the child has left the school and understand that the Out of School Care is NOT responsible for children who are not signed into the Program. If a child goes missing from the Program as stated below, all efforts will be made to locate the child. Program Director/Manager/or Supervisor will report each incident to Child and Family Services in the manner required as per Early Learn and Child Care Regulations.

TECHNOLOGY POLICY- The Mid-Sun Community Child Care Programs acknowledges that we are in the age of technology. Children and Educators will be bringing cell phones and other electronic devices from home. Educators will ensure that these devices are being used appropriately and only when necessary or at allocated times or this privilege will be revoked. Children may bring electronics from home but the center is **not responsible for lost or stolen items**. The use of technology is limited on a daily basis and is for recreational use to help promote literacy and social skills by taking turns.

SOCIAL MEDIA POLICY- The Mid-Sun Community Child Care acknowledges that we are in the age of social media as children, Educators and families will be bringing cell phones and other electronic devices from home that will connect them with the world around them. Social Media is a way of communication and engaging

children, parent/legal guardians, Educators and other stakeholders in our Program's Mission and Philosophy in a responsible manner.

All stakeholders have the right to access social media forums. When using Social Media and internet sites at Program locations and in regards to the Community Association and any of its programs, all parties and stakeholders (children, Educators, parent/legal guardians, etc.) must maintain a professionalism and accountability when posting information. All stakeholders may be held accountable for any statements, posts, communications, or other online behaviour or content that is not consistent with the Centre's mission and philosophy. Any form of slander or defamation of the Mid-Sun Community Association or the Community Child Care on Social Media may lead to the termination of care or employment.

EMERGENCY EVACUATION POLICY- The Mid-Sun Community Association has developed procedures for handling emergencies. Emergency procedures and an after-hours emergency contact number are posted in a prominent location that is clearly visible from the outside of the premises and in all program locations. Educators are informed of procedures during their orientation. Annual Fire Inspections are conducted and Emergency and Safety contacts are posted in an easily accessible location. Site protocols will be followed (i.e. Midnapore School lockdown procedures; Mid-Sun Community Center emergency evacuations).

Emergency Evacuation Procedures- The Program Director/Manager/or Supervisor and all Primary Educators will be familiar with the following procedures during a fire (drill) and in case of an emergency;

- All Educators and children will exit the building through the closest and safest emergency exit, making sure doors are closed once everyone has evacuated.
- The Program Director/Manager/Supervisor/or alternate will collect attendance, portable records, Program Backpack with first aid kit (Midnapore program will also bring program cell phone) and delegate another adult to check washrooms and collect any backpacks with emergency medications. The use of walkie talkies will be used to communicate between groups (i.e. Educators with children outside or in a different room) to ensure all have exited the building and are heading to the primary muster point.
- Educators will take children to the primary muster point unless deemed unsafe to do so then will take children to secondary muster point (please refer to diagram below).
- Educators will take attendance to ensure all children attending the program have exited the building.
- No one will re-enter the building until it is deemed safe to do so by responding emergency personal.
- Parent/legal guardians and Children's Services (licensing) will be informed by either phone or text of the situation in a manner required by the Early Learning and Child Care Act/Regulation.
- Fire drills will be practiced (approximately) once a month, weather permitting or when there is a new child in care and are in accordance with the Calgary Fire Department. Fire drills are recorded. Educators will have age appropriate safety discussions and go over emergency procedures with children in September and practice a fire drill; subsequent fire drills may be planned or spontaneous. Children who may have issues with fire drills will be made aware before the drill to reduce any anxiety. Plans will be created for any children with exceptional needs.
 - When alarm sounds (actual fire alarm, whistle or phone alarm), children are to stop what they are doing, listen carefully and line up immediately. Children will be instructed to grab their coats if weather deems necessary. Children are reminded to remain silent to be able to hear instructions.

Emergency Evacuation Muster Points

Mid-Sun Community Center Programs

- 1- Midnapore School- Children walk around the parking lot to access school, 55 Midpark Rise SE; 35 m, ~2 minute walk
- 2- Midnapore Lake- Children walk around the parking to and across the field to access the Lake Building at 185 Midlake Blvd SE, 700m, ~10 minute walk

Midnapore Elementary Program

- 1- Mid-Sun Community Center- Children walk around the parking lot to access school, 50 Midpark Rise SE; 35 m, ~2 minute walk
- 2- Midnapore Lake- Children walk across field to access the Lake Building at 185 Midlake Blvd SE, 700m, ~10 minute walk

