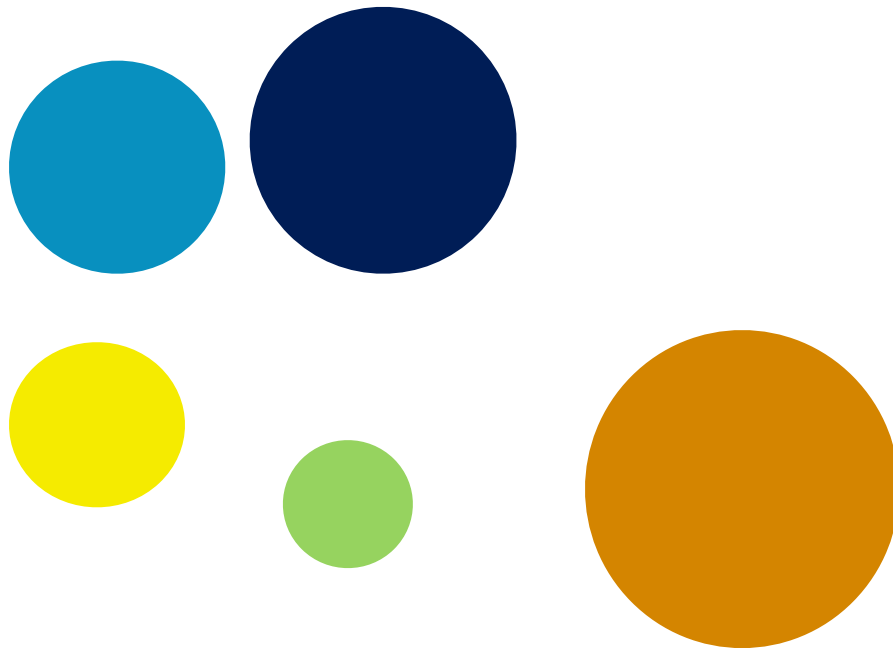

Parent Handbook

KIDZINC School Age Care Society of Alberta

(Registered Charity #89383 8466 RR0001)

Since 1975



Accessible, Inspired Quality Care

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1.0 – Overview

1.1 Welcome to KidZinc!

Please carefully read this Parent Handbook to become familiar with the Policies and Procedures of our program. The information in this booklet will help guide you and your child through your KidZinc experience. We look forward to your family's involvement and hope that your time with us is filled with many positive experiences and memories for years to come!

1.2 About our Organization

KidZinc School Age Care Society of Alberta is a licensed and registered charitable non-profit society. KidZinc was established in 1975 to help meet the needs of working parents by providing child care to elementary school aged children outside of school hours.

KidZinc has since grown to offer out-of-school care at seven different locations in southwest Calgary for over 300 children. Funding for KidZinc comes largely from parent fees and special events such as casinos. We also receive support from the Province of Alberta through parent subsidies and accreditation grants. KidZinc programs are licensed under the Province of Alberta Child Care Licensing Act and Regulations and are accredited by Accreditation of Early Learning and Care Services (AELCS),

1.3 Mission, Vision, and Values

Mission

KidZinc is an accredited organization providing emergent learning opportunities in a safe environment.

Vision

A leading provider of accessible inspired quality care for school aged children.

Values

KidZinc upholds the following values in its program delivery:

- ✓ **Safety** – Ensuring children are safe at all times while participating in KidZinc programs
- ✓ **People** – Leading employer of engaged child care professionals
- ✓ **Dedicated** – Providing sustainable, quality care to school aged children
- ✓ **Inspired** – Offering staff and children opportunities to be creative and innovative while having fun

1.4 KidZinc Philosophy

A busy child is a happy child! Children at KidZinc are given the opportunity to choose from a wide variety of activities. We provide an active schedule of field trips, art, and recreation activities. KidZinc staff blend childcare experience with their unique talents to provide a rich program that highlights their personal strengths. KidZinc staff come from education, music, fine art, drama, outdoor pursuits, and special needs backgrounds. The children in our programs are encouraged to work with their leaders and contribute to monthly programming at their centres.

Our programs strive to encourage independence and positive decision-making skills among the children. Children are encouraged to choose from a variety of activities each day, to participate in free play as well as structured play activities, and to resolve conflicts with their peers on their own or under the supervision of program staff.

1.5 Open Door Policy

KidZinc values transparency in its programs. As such, parents are welcome to drop in to their child's program at any time during program operating hours. Additionally, parents are welcome to arrange a time outside of program hours to meet with staff members. Parents are also welcome drop in to the KidZinc Head Office during office hours or to arrange an appointment to meet with the Executive Director or Finance Manager.

1.6 Diversity in Programs

KidZinc values diversity and believes that children of all cultural, ethnic, and religious backgrounds can successfully participate in our programs. KidZinc also works to promote inclusive environments for children of all abilities. Over the years we have found that many children with mild to moderate special needs have integrated into our programs with great success. Our experience has shown that success comes from open communication between parents, KidZinc staff, and other helping professionals supporting the child. KidZinc staff will work with the child and parents to ensure that all children have equal opportunities to participate in any and all activities offered.

There may be occasions when KidZinc determines that the program is unable to meet the needs of a specific child. In such cases, KidZinc staff and administration will work with the family to provide suggestions for community resources and/or other available child care services.

Please note that not all KidZinc programs are wheelchair accessible.

2.0 – People

2.1 Board of Directors

As a non-profit society, KidZinc is governed by a Board of Directors. Board members are parents of children in the program or members from the community. They are elected annually at the KidZinc AGM. Board members serve a 12-month term and may serve up to six consecutive terms. Specifically, the Board of Directors:

- Develops a strategic plan for the organization
- Oversees the recruitment and performance of the Executive Director
- Develops Board policies and procedures
- Oversees the financial activities of the organization
- Holds regular meetings including the AGM
- Recruits new Board members
- Promotes the organization in the community

Contact the Board of Directors at kidzbd@telus.net for more information about becoming a Board member.

2.2 KidZinc Staff

Our employees are our most valuable resource. KidZinc strives to hire employees who are committed to the childcare profession and have long-term goals to work in the sector.

The majority of KidZinc staff have post-secondary education in Early Childhood Education, Education, Social Work, Psychology, and variety of other social science fields. In accordance with Provincial Licensing Regulations, all employees are required to have at minimum Child Development Assistant Certification, current First Aid certification, and a valid Police Security Clearance.

2.3 Volunteers

Parent Volunteers

KidZinc recognizes the importance of parent involvement in its programs. Parents are invited to participate in social activities in the program that occur throughout the year. In addition, parents are asked

to complete a Parent Volunteer form as part of registration and are expected to participate in at least one volunteer event each year.

Requirements of Parent Volunteers

Parents wishing to volunteer with KidZinc are required to provide proof of a successful Police Check through Calgary Police Services. Police Checks must be no older than six months in order to be considered valid.

Parents wishing to volunteer must also complete a Parent Volunteer application form and participate in an Orientation session. Parents must sign a declaration indicating they are aware of and agree to abide by KidZinc's Confidentiality and Volunteer policies.

Additional Requirements

Parents wishing to volunteer for special fundraising events, such as Casinos, may be subject to additional requirements as related to the policies of outside agencies conducting the special fundraising event.

Teen Volunteers

KidZinc offers volunteer and employment experience to youth in the community. Often, requests are made from previous participants to continue involvement in our programs after grade 7. KidZinc has policies and training systems in place for teens who wish to help with the program and act as positive mentors to the enrolled children.

3.0 – Administrative Policies

3.1 Registration

Registration for programs is ongoing throughout the school year. Registrations will only be accepted under the following conditions:

1. Registration must be done through the KidZinc Head Office. Registrations will not be accepted at KidZinc program locations.
2. Parents must submit a fully completed registration package for each child.
3. Parents must provide a void cheque for direct debit payments or credit card information for monthly fee payments.
4. A deposit of \$100.00 is due at the time of registration to hold your spot. This deposit is applied to the last month of care and is non-refundable. For families enrolling for the first time there is one time only administration fee of \$50.00 that is non-refundable and non-transferrable.

3.2 Evaluation Period

The first month of enrollment in a KidZinc program is an evaluation period. During this time program staff observe how the child is integrating into the program. They monitor the child's behaviour, compare observations, and communicate any concerns or difficulties observed with parents. Program Supervisors will make a recommendation to parents/guardians at the end of the evaluation period as to whether the program is suitable. Program Supervisors will recommend that the child continue with KidZinc or terminate care and suggest alternative program options within the community.

3.3 PD & Early Dismissal Days

KidZinc offers care on Professional Development days, early dismissal days, and during Teacher's Convention at no additional charge to parents. However, spaces are limited and are on a first come, first served basis. Every effort will be made to accommodate families requiring care on these days, but care is not guaranteed.

Parents are required to sign up a minimum of 2 weeks in advance of each PD day, early dismissal day, or Teacher's Convention days. Once the maximum registrants for each day has been reached parents will either be accommodated at another KidZinc location for the day or waitlisted for care. If space is not available parents must make alternate care arrangements for the day.

Parents who sign up for care on early dismissal days, PD days, or Teacher's Convention days and then wish to cancel must provide 3 business days notice in writing via email to the KidZinc Head Office. Failure to provide 3 business days notice will result in being charged a \$35.00 no-show fee.

KidZinc is not able to accommodate children who have not been signed up for care for care for PD days, early dismissal days, or Teacher's Convention

3.4 Fees and Payments

School Year Fees:

Fees are due monthly and will be **processed on the 25th day of each month for the upcoming month.** (i.e. December fees will be processed on November 25th).

Fees are processed via credit card or direct debit. Parents must provide payment information at the time of registration. It is the responsibility of parents to update the KidZinc Head Office of any changes to payment information.

Declined Payments:

If a fee payment comes back as declined, parents will be contacted via email and will have **24 hours to respond** and make payment. Failure to respond or make payment will result in termination of child care for the upcoming month. All declined payments are subject to a \$50 re-processing fee.

Fee Subsidy:

Parents can apply for childcare subsidy through Calgary and Area Child and Family Services. Applications can be made online at www.humanservices.ab.ca. Please note that there are minimum attendance requirements that MUST be met in order to maintain their subsidy coverage.

Parents are responsible for informing the KidZinc Head Office of their subsidy approval status. If subsidy information is not provided to the KidZinc Head Office, full fees will be charged until information is received. Parents are responsible for renewing their subsidy approvals prior to expiry and providing this information to the KidZinc Head Office.

Refunds:

KidZinc does not offer refund of fees for any reason including unexpected program closures, days of closure, child absences for illness or vacation, or for PD days when the program is full and parents must make alternate care arrangements.

3.5 Hours of Operation & Days of Closure

During the school year (from September to June), the hours of operation are before school from 7:00-9:00 am (up until the children leave for school) and after school from 2:30-6:00pm. KidZinc is open from 7:00 am to 6:00 pm on PD days and during school breaks (unless otherwise posted).

KidZinc is closed on the following days:

- New Year's Day
- Family Day
- Good Friday
- Victoria Day
- Canada Day
- Heritage Day
- Labour Day
- Thanksgiving Day

- Christmas Eve Day
- Christmas Day
- Boxing Day

KidZinc is also closed between Christmas Day and New Year's Day (see our "Days of Closure" document) and may be closed on Remembrance Day if it falls on a Monday or Friday.

3.6 Unexpected Program Closure

In the event of a program closure (due to unforeseen circumstances), KidZinc will make every effort to provide advance notice to families so that they can make alternate childcare arrangements.

Please note, should schools be closed due to weather or other mitigating circumstances, KidZinc will also be closed.

3.7 Cancellation or Changes to Care

Families choosing to withdraw from KidZinc programs must provide 30 days written notice to the KidZinc Head Office. Failure to provide 30 days written notice will result in being charged the full month's fee.

If a child stops attending the program and no written notice has been given, KidZinc will make reasonable efforts to contact the family. If KidZinc is unable to contact the family, the child's spot will be held for 1 month and full fees will be assessed. After that time, KidZinc will terminate care for the child and the spot will be offered to another family.

Families wishing to cancel a component of care must provide 30 days written notice to the KidZinc Head Office. Failure to provide 30 days written notice will result in being charged the full month's fee.

Families wishing to add a component of care should contact the KidZinc Head Office. Requests to add a component of care will be accommodated whenever possible.

3.8 Complaint Policy and Procedures

KidZinc values open and honest communication. We encourage parents and guardians to contact program staff or KidZinc management with any concerns or questions regarding their child's care. We are committed to providing quality programs and a safe environment for the children. Parent feedback is integral in the evaluation of KidZinc programs and directs us to examine areas that may require improvement or change.

Parents with concerns regarding their child's participation in the program should speak with the Program Supervisor or contact the Executive Director at the Head Office at (403)240-2059.

All complaints made by a child in a KidZinc program towards staff or volunteers will be referred to Calgary and Area Child and Family Services Authority. Complaints should be reported to Child Care Licensing at the 403.297.8033. Allegations made by a child or parent towards a staff or volunteer that are found to be false will result in immediate termination of care.

3.9 Communication and Confidentiality

Communication

Open and honest communication clarifies expectations and allows for positive and successful relationship building. Parents are encouraged to bring any concerns or questions they have regarding their child's care at KidZinc to program staff or management.

Parents of children with special needs (behavioural, cognitive, or physical) should inform program staff of any special considerations regarding their child while they participate in KidZinc. Well-informed staff can increase the opportunity for a child's successful integration in KidZinc.

Each KidZinc location has a Parent Information Area with notices, resources and other important program information. Parents are encouraged to regularly review the information in the Parent Information Area.

KidZinc also has a website (www.calgarykidzinc.ca) to provide the community at large with general program and contact information.

KidZinc expects that while communicating with KidZinc employees about their child's participation in the program parents refrain from comments or behaviours which are disrespectful, offensive, abusive, racist or sexist. Such incidents will be referred to the Executive Director and/or Board of Directors and are grounds for immediate termination of care.

Confidentiality

All licensed childcare providers are required to adhere to confidentiality practices regarding information sharing related to program personnel and participants. KidZinc adheres to the following Confidentiality Policy:

"Program operators, staff and volunteers shall adhere to the following provisions for the release of information regarding children in care and their families.

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 shall be obtained when information is to be released to another agency, organization, or individual. The written consent shall state the specific information to be given, to whom it is to be given, and the purpose for which it is to be given.

A declaration shall be signed by all adults working with children confirming that they are aware of and understand the requirements of confidentiality. A copy of this declaration is to be kept in employee and volunteer files. A record of each release of information shall be kept on the family file.

Parents will be advised of the program policy on confidentiality."

Possible breaches of confidentiality are investigated and if found to be true, are grounds for termination.

4.0 – Program Policies

4.1 Dropping Off and Picking Up Children

Picking Up and Dropping Off Children

Parents are required to come in to the program in person to drop-off and pick-up their child. Parents must sign their child in and out each day on the sign-in sheet posted in the program. Children may not be dropped off at the program before 7:00am and must be picked up from the program by 6:00pm.

On full days, children may be required to arrive at the program by a specific time for a planned field trip. These times will be posted in the program and listed on the field trip permission form. Parents are responsible for ensuring their child arrives at the program by the specified time. Failure to do so may result in the child missing the field trip and parents having to make alternate care arrangements.

Alternate Pick-up Arrangements

Children will only be released from the program to people who are authorized to do so. Parents must inform program staff if someone else will be picking up their child. This person will be required to show photo ID to program staff. If parents have not informed program staff of alternate pick-up arrangements, the child will not be released from the program until parents are contacted.

Parents may designate a regular pick-up person, who is authorized to pick up the child from the program at any time, by writing a letter of authorization and providing it to the program.

After School Pick-Up

Children are expected to arrive at their program or designated school pick-up spot no later than 10 minutes after the final school bell. Parents should inform the school that children enrolled in KidZinc programs cannot be kept after school.

If a child does not arrive at the pre-arranged pick-up spot within 10 minutes of the final bell a phone call will be made to parents and the school to determine the child's whereabouts. If the child's whereabouts cannot be determined following the phone calls, staff will do a visual search of the school area and then

return to the program. If program staff have not been able to determine a child's whereabouts within 30 minutes of the final school bell, emergency services will be contacted to assist with locating the child.

Parents are responsible for informing program staff if their child will be absent. Absences are to be reported directly to the child's program.

Walking To or From a KidZinc Program Independently

Children may walk to or from a KidZinc program independently, provided a signed consent form is on file. Program staff can provide parents with the appropriate consent form.

For children walking to a KidZinc program independently, (from school or home) parents must indicate the time in which their child will arrive at the program. If the child fails to arrive by the time indicated on the consent form, staff will contact parents and the school. If the child's whereabouts have not been determined within 30 minutes of the expected arrival time, emergency services will be contacted to assist with locating the child.

For children walking from a KidZinc program independently, (to school or home) parents must indicate the time the child is permitted to leave the program. Staff will inform the child when it is time to leave and will sign them out of KidZinc care.

KidZinc is not responsible for children walking to and from programs independently.

4.2 Attendance

KidZinc is required to document the daily attendance of all registered children. Absences, arrivals, and departures are recorded daily and parents sign off on their child's attendance monthly.

Parents are responsible for notifying KidZinc staff when their child will be absent. On school days, if a child is present in the morning and is absent in the afternoon, KidZinc staff will phone the parent(s) and school to determine the whereabouts of the child. If a child is absent in the morning, the staff will assume the child will be absent in the afternoon unless otherwise informed. On full program days, if a child does not arrive in the morning and staff have not been contacted by the parent(s), it will be assumed that the child is not attending and no phone call will be made to determine the child's whereabouts.

4.3 Separation and Custody

Children will only be released for pick up to parents with legal custody. Copies of custody orders must be provided to the Program Supervisor to be kept on file and should be updated, as necessary. KidZinc cannot withhold the release of a child to a parent unless documentation prohibiting the release is provided. KidZinc staff will not become involved in custody disputes and can only follow the instructions on the custody order provided.

Should a parent without legal custody arrive at a program centre to pick up their child, KidZinc staff will make reasonable efforts to dissuade the parent. However, if the parent becomes agitated, belligerent, or aggressive, the staff will allow the child to go with the parent and then immediately contact the police.

4.4 Transportation

KidZinc owns vehicles for the transportation of children. The primary purpose of these vehicles is to transport children between program centres and schools. On occasion, KidZinc vehicles are used to transport children for field trips (if a chartered bus is not required).

Operators of vehicles are KidZinc staff and they are subject to the regulations and standards as set out by the Alberta Traffic Safety Act. Our Operators hold valid Class Four and/or Class Two Alberta Driver's Licenses. KidZinc vehicles undergo safety inspections every six months, all passengers are required to wear seat belts (where applicable), and Operators sign agreements to adhere to courteous and safe driving practices while operating KidZinc vehicles.

On occasion, KidZinc vehicles may be out of service due to unforeseen mechanical difficulties. In these cases KidZinc will notify schools and parents. Efforts will be made to provide alternate transportation arrangements. However, if no reasonable alternative is available, parents will be contacted to pick-up their children from the program.

4.5 Off Site Activities

The children are taken on a variety of field trips throughout the year during Professional Development days and school breaks. Parents will be advised of such field trips through written notice. Provincial licensing regulations require that parents/guardians provide written consent for their child to participate in any off site activity. Please note that some field trips may be cancelled due to weather conditions or transportation difficulties.

For all off site activities and emergency evacuations from the program premises, KidZinc staff must have a portable record of each child's information and emergency contacts on hand should a situation arise where medical or parental involvement becomes necessary.

4.6 Meals and Snacks

KidZinc does not provide lunch or snack to registered children. Parents will be given advance notice through newsletters or memos on occasions when KidZinc does provide meals or snacks.

KidZinc encourages parents to send their children with healthy and nutritious food as outlined in the Canada Food Guide. A "NO SHARING" policy exists at all programs to ensure that children do not get exposed to foods that could harm them. KidZinc programs are nut free.

4.7 Appropriate Clothing

Indoor shoes are required at all centres. All clothing items should be labeled with the child's name. Outdoor play is an integral part of KidZinc programs to encourage healthy physical development and activity. Each day, children are required to have appropriate clothing for outdoor activities. During the winter, children must have snow pants, mitts, hat, winter coat, and boots to protect them from the cold and snow. In the spring and summer, children must have hats, light jackets, running shoes or secure sandals, sunscreen and a change of extra clothes. Staff will remind children to apply sunscreen during the day, but cannot be held responsible for sunburns that may occur. All children have different skin types and sensitivities. Staff will do their best to ensure children are adequately protected from the sun.

KidZinc is not responsible for lost articles of clothing.

4.8 Electronic Media & Technology

Movie Showings

KidZinc has licensing approval for group showings of movies during program times. Parents will be informed in advance when movies will be shown in programs. Alternate activities will also be provided should a child not wish to watch the movie.

Movie Ratings – General Approval

All KidZinc program centres may show movies with a "G" rating. No additional consent from parents is required for such showings. Children of all ages may watch "G" rated movies.

Movie Ratings – Additional Consent

From time to time, movies with a rating of "PG" may be shown at program centres. This is to provide opportunities for children in older grades to watch more age-appropriate content. Movies with a "PG" require parental consent before showing. Alternate activities will provided for children who do not wish to watch the movie or who do not have parental consent to view the movie.

Posting Movie Showings

Provincial regulations require that KidZinc program centres post movie showing schedules on the parent notice boards at least two weeks prior to scheduled showing.

Technology

Some KidZinc program centres have interactive game players in their program areas. KidZinc programs also have access to laptop computers for children to use. Children must follow the schedules and guidelines outlined by program staff. All games in program must be rated as “E”.

4.9 Personal Belongings

Children may not bring items from home (ie. toys, electronic devices) to their program unless they have special permission from their Program Supervisor. The Program Supervisor will inform parents of special days where children may bring items from home if they choose (ie. Vid-Kid Day). KidZinc cannot be held responsible for any lost or damaged to personal belongings.

5.0 – Health and Safety

5.1 Child Supervision

Children will be under direct supervision at all times while in KidZinc program rooms or outdoor play spaces. Staff do NOT directly supervise children going to the washrooms or as they transition from one activity room to another. KidZinc encourages children to assume personal responsibility at these times and will advise parents if children are not acting responsibly.

It is KidZinc policy to always have at least two adults on shift at the same time even if the number of children attending drops over time and only one adult is required by licensing standards to supervise.

5.2 Child Guidance Policy

KidZinc has developed the following guidelines for acceptable behaviour from its participants:

- *Children must respect each other and the program staff. Fighting, swearing, and aggression are not accepted behaviours.*
- *Children must respect the KidZinc equipment, furniture, supplies, vehicles, and belongings of other children.*
- *Children are responsible for helping to maintain a tidy and organized environment. They are expected to help clean up after themselves and to put toys, supplies, and equipment away when asked.*
- *Children are expected to understand the difference between outside and inside behaviours. Yelling and running are not acceptable indoors.*
- *Children are viewed as ‘Program Ambassadors’ while on field trips. They are required to behave responsibly, safely, and courteously while participating in events off-site.*

Consequences for Inappropriate Behaviours

KidZinc staff follow a specific protocol to address a child’s inappropriate behaviours. Any disciplinary action taken must be reasonable in the circumstances. The following is a general guide to KidZinc Disciplinary Consequences:

- *Verbal Warning - The behaviour will be identified to the child as unacceptable, and the child will be directed to discuss other acceptable ways to behave.*
- *Removal of Privilege - Privilege to participate in a specific activity or use a specific piece of equipment will be suspended for a pre-determined period of time.*
- *Redirection – Staff will redirect the child to an alternate activity if it is determined the child is not behaving acceptably in their current activity*
- *Cool Down - The child will be removed from the situation to cool down and think of other acceptable ways to handle the situation. During cool down, the child may participate in quiet, calming activities (ie. coloring, reading). Cool down periods can range from a few minutes to parent pick up time. The length of cool down time is determined by the nature of the behavior and*

the needs of the child.

The following disciplinary consequences ARE NOT permitted by KidZinc:

- Physical punishment, degradation, or confinement/isolation
- Abusive or profane language
- Emotional deprivation
- Refusal to provide any basic necessity

Inappropriate behaviours that persist over time will be documented by program staff. Program Supervisors will notify parents if behaviours are persistent and modification strategies being employed are not effective. Efforts will be taken to work with parents and community resources to help children modify persistent inappropriate behaviours. *KidZinc reserves the right to terminate care if after these efforts, it is determined the child's needs cannot be met in the KidZinc setting.*

5.3 Bullying

While all KidZinc programs have a 'zero tolerance' policy regarding bullying, on occasion bullying behaviours can occur within a program. In consultation with the children in our programs, the following policy has been developed to prevent and/or address bullying behaviours:

Bullying is defined as:

- Teasing and name calling
- Purposefully hitting, pushing, shoving, kicking, or other similar behaviours
- Making threats
- Intentionally excluding others
- Betraying confidence (e.g. sharing someone's secrets or personal information with others when asked not to)

Preventive Strategies for Coping with Bullying:

- Tell a leader, parent, or supervisor
- Tell the person doing the bullying, "Stop that. It makes me uncomfortable and I don't like it."
- Ignore it and walk away, and seek help

Consequences for Bullying Behaviour:

- Discuss the inappropriate behaviour with the child who initiated it.
- Ask the child to share their understanding of the bullying policy.
- Administer a consequence if deemed appropriate. Consequences can include but are not limited to: time out from an activity or play with peers, removal of a privilege, community 'service' such as cleaning or helping with centre activities, suspension or expulsion according to KidZinc Discipline Policy guidelines.
- Communicate with parents about the behaviour either verbally or through written notice.

Warnings, Suspensions and Termination of Care

The following are behaviours for which warnings, temporary suspensions, and termination come into effect:

- Striking another child or adult
- Bringing a weapon (real or fake) to the program
- Threatening children or staff
- Derogatory or abusive language

- Running away
- Property or equipment destruction
- Theft of program or other participant belongings
- False accusations regarding staff, children or volunteers

In the event any of the above behaviours occur, the following disciplinary actions will be taken:

First Offense - The child will receive a warning letter documenting the behaviour, actions taken to resolve the situation, and consequences if the behaviour re-occurs. The child is warned that if the behaviour happens again, he/she will be suspended from the program for three days.

Second Offense - The child will receive an immediate three day suspension documented in a letter written by the Program Supervisor outlining the circumstances of the behaviour and actions taken. Community resource information may also be provided to the parents/guardians at this time.

Third Offense - Care for the child will be terminated immediately. Advisement of such will be through a verbal and written notice provided by the Program Supervisor to the parent/guardian.

*In cases where a child's behaviour is uncontrollable, parents will be contacted and instructed to come and pick up their child.

In cases of extreme behaviour or behaviour that constitutes a significant safety risk to children, staff, or the program KidZinc reserves the right to terminate care on the first offence.

5.4 Administration of Medication

Medication is kept in a safe location and under the supervision of KidZinc staff. KidZinc staff will track all medication usage including the date, time of dose, amount of dose, type of medication, and reason for administration of medication.

Children who require emergency medication (EPIPEN or inhaler) or daily medication (prescription pills, inhalers, etc.) are required to provide KidZinc with medication to keep on site.

Medication can only be administered to children attending KidZinc under the following conditions:

- A Medication Form has been completed by the parent/guardian providing written consent for KidZinc staff to administer the prescribed medication
- Medication is in the original container and is clearly labelled indicating Doctor's name, child's name, dosage frequency and amount
- Medication is current and not expired

Please note that natural remedies and cough drops are considered medication and the appropriate consent form must be signed.

For safety reasons KidZinc staff cannot administer medication that:

- Is expired
- Is not labelled or label cannot be read
- Is not in the original container
- Does not match child's name (siblings may not share medication in the program)
- Contradicts the label instructions (i.e. Cannot given children adult allergy medication even with parental consent)

5.5 Illness

Parents are required to inform KidZinc staff if their child has been exposed to or diagnosed with a communicable disease (e.g. mumps, chicken pox, pink eye, strep throat, measles, etc.). Children may not attend their KidZinc program until the infectious period is over and their condition has cleared up.

Children with symptoms of illness such as diarrhea, vomiting, lethargy, unexplained cough, or fever

should not attend the program until they have seen a doctor or the symptoms have resolved. In some cases, parents may be asked to provide a doctor's note.

Should a child contract lice, scabies or another infestation, we ask that they not attend KidZinc until the proper treatment has been completed.

If a child becomes ill while attending KidZinc, parents will be notified and asked that they pick up their child immediately or make arrangements for someone else to pick up their child immediately. Alternate/Emergency contacts will be notified if the child's parent(s) cannot be reached. Sick children, while waiting to be picked up from the program, will be supervised by staff and directed to rest in an area/room away from the other children.

Staff will assess whether or not a child is ill by observing their behaviour, listening to the child describe their symptoms and evaluating their symptoms.

5.6 Accidents

All program staff are required to possess valid First Aid certificates. First aid will be administered to any child who is injured while at KidZinc. Staff are required to complete an Accident Report which documents the circumstances surrounding the injury and outlines possible prevention strategies. Parents must sign these Accident Reports acknowledging they have been informed of the incident.

Parents are required to provide written consent for medical treatment (other than first aid) to be administered to their child while in KidZinc care. In extreme medical emergencies parents will be contacted by phone and arrangements will be made for emergency medical treatment. Ambulance costs, if required for immediate medical transportation, will be paid by KidZinc.

5.7 Incidents

In addition to internal record keeping and communications with parents/guardians, KidZinc is also required to immediately report serious incidents to the Provincial licensing body. Regulations require that incident reports be submitted to a Provincial licensing officer immediately after an incident. Such incidents include, but are not limited to:

- emergency evacuations
- program closure due to emergency
- intruder on program premises
- removal of a child from a program without parental consent
- illness/injuries requiring medical intervention (other than first aid)
- medication administration error
- child lost or left on program premises after operating hours
- allegation of physical, sexual or emotional abuse and/or neglect by a staff member or volunteer
- the commission by a child of an offence under an Act of Canada or Alberta

All incidents are analyzed annually and a report, using the required form, is submitted to the regional childcare office.