



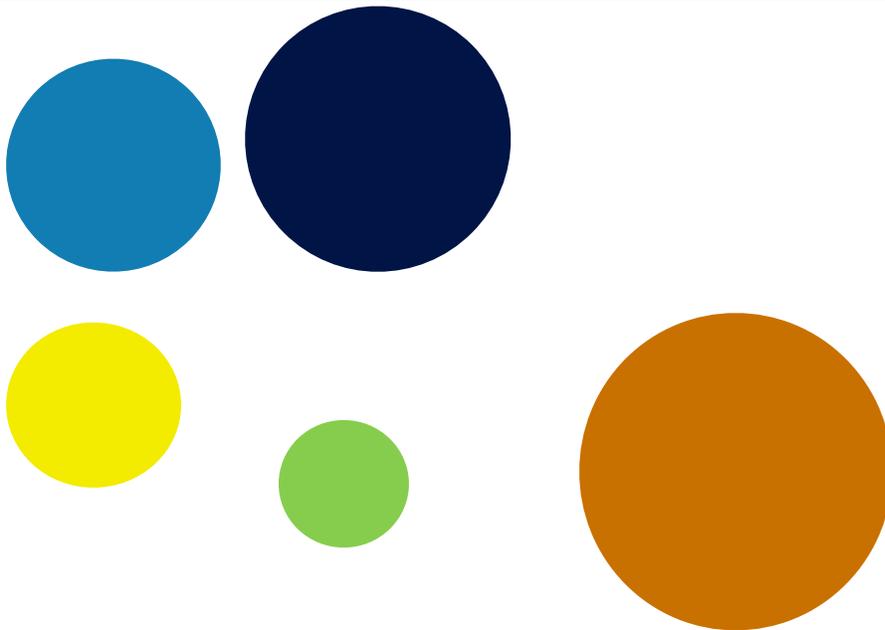
# KidZinc Family Handbook

**KIDZINC** School Age Care Society of Alberta

(Registered Charity #89383 8466 RR0001)

Since 1975

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## Accessible, Inspired Quality Care

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Updated March 2020

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## **1.0 – Overview**

### **1.1 Welcome to KidZinc!**

Please carefully read this Family 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 families by providing child care to elementary school aged children outside of school hours.

KidZinc has since grown to offer out-of-school care at several different locations in southwest Calgary for approximately 300 children. Funding for KidZinc comes largely from monthly fees and special events such as casinos, as well as private donations. KidZinc programs are licensed under the Province of Alberta Child Care Licensing Act and Regulations. KidZinc programs are accredited, but the Provincial government is cancelling the Child Care Accreditation program effective April 1, 2020.

### **1.3 Mission, Vision, and Values**

#### **Mission**

KidZinc is a licensed child care 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/guardians are welcome to drop in to their child's program at any time during program operating hours. Additionally, parents/guardians are welcome to arrange a time outside of program hours to meet with staff members. Parents/guardians are also welcome to arrange an appointment to meet with the Executive Director, Program Manager, or Finance Manager during office hours.

## **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 varying 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 families, KidZinc staff, and other helping professionals supporting the child. KidZinc staff will work with the child and families to ensure that all children have opportunities to participate in any and all activities offered.

There may be occasions when KidZinc determines that our 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.

If your child requires extra support to participate in KidZinc programs, please contact our Head Office to discuss your child's specific needs and support required.

## **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/guardians 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](mailto: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, Child and Youth Care, Social Work, Psychology, and variety of other social science and human service 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**

#### Family Volunteers

KidZinc recognizes the importance of family involvement in its programs. Parents/guardians (and/or other family members) are invited to participate in the program throughout the year. Parents/guardians are asked to complete a Volunteer Commitment Form as part of registration to support KidZinc programs.

#### Requirements of Volunteers

KidZinc volunteers may be required to provide proof of a successful Police Security Clearance with Vulnerable Sector Search through Calgary Police Services. Police Security Clearances must be no older than six months in order to be considered valid.

Parents/guardians who indicate their interest in volunteering in a KidZinc program will be contacted by program staff and provided with specific orientation and training applicable to their volunteer role.

#### Additional Requirements

Family members 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.

#### Casino Volunteers

Every 2 years KidZinc participates in a Casino fundraising event through the AGLC. Approximately 40 volunteers are needed to ensure the success of this event. Funds raised from this event go directly to KidZinc programs and are crucial to KidZinc's operations in maintaining reasonable fee rates.

### **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 online through the KidZinc website ([www.calgarykidzinc.ca](http://www.calgarykidzinc.ca)).
- 2) Parents/guardians must submit a fully completed registration package.
- 3) Parents/guardians must provide a void cheque for direct debit payments or credit card information for monthly fee payments. Parents who are eligible for subsidy should submit their subsidy approval letter at the time of registration.
- 4) A non-refundable, non-transferrable registration fee of \$100/child is due at the time of registration.

Children in grades 1-5 registered in a before and after school care program will have access to priority registration for each consecutive school year. Please note priority registration does not guarantee a spot.

Kindergarten children wishing to enroll in a KidZinc program for grade 1 will need to go through public registration.

#### **3.2 Care on Non-School Days and Early Dismissal Days**

KidZinc offers additional care hours on following non-school days for an additional monthly charge to parents. Parents must sign up for PD day/non-school day care at the time of registration for the program and the monthly fee will be adjusted accordingly. Parents are not permitted to go month to month for PD day/non-school day care.

Registration for PD day/non-school day care guarantees care on PD days, Parent/Teacher Conference Days, Teacher's Convention, and Winter Break days (refer to days of closure for specific care days). No sign up is required. Please note, that on occasion care may be provided at an alternate KidZinc location.

KidZinc will make efforts accommodate children on non-school days who are not registered for care, provided space is available. A drop-in rate (see Fee Schedule) will apply.

KidZinc offers care on early dismissal days, including early dismissal Fridays, as part of regular after school care.

Care is offered during Spring Break for an additional fee. Separate registration is required.

#### **3.3 Fees and Payments**

##### School Year Fees:

Fees are due monthly and will be processed on the 25<sup>th</sup> day of each month for the upcoming month, or the closest following business day. (For example, September fees will be processed on August 25<sup>th</sup>.) Fees are

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

Additional Fees:

Additional fees including registration fee, late pick-up fee, drop-in fees, and declined payment fees will be assessed as per the Fee Schedule.

Declined Payments:

If a monthly fee payment comes back as declined, parents/guardians will be contacted via email and will have 24 hours to respond and make payment. Failure to respond or make payment will result in immediate termination of child care. All declined payments are subject to a \$50 re-processing fee. Three consecutive declined payments will result in immediate termination of child care.

Fee Subsidy:

Parents/guardians can apply for childcare subsidy through Calgary and Area Child and Family Services. Applications can be made online at [www.humanservices.ab.ca](http://www.humanservices.ab.ca). Please note that there are minimum attendance requirements that must be met in order to maintain subsidy coverage.

Parents/guardians 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/guardians are responsible for renewing their subsidy approvals prior to expiry and providing this information to the KidZinc Head Office.

Refunds:

KidZinc does not offer pro-rated fees or refund of fees for any reason including unexpected program closures, days of closure, child absences for illness or vacation, or suspension of care. Refunds are not offered if care was terminated by KidZinc for failure to adhere to any of the policies outlined in the KidZinc Family Handbook.

Receipts:

KidZinc issues annual tax receipts each year in February. KidZinc does not issue monthly receipts.

**3.4 Hours of Operation & Days of Closure**

During the school year (from the 1<sup>st</sup> day of school in September to June 30), morning care hours begin at 7:00am until the children leave for school and after school until 6:00pm. KidZinc is open from 7:00 am to 6:00 pm on non-school days and during spring break (unless otherwise posted).

KidZinc is closed on all statutory holidays as well as between Christmas Day and New Year's Day. Please refer to the Days of Closure document for additional closure dates.

KidZinc programs are closed during the months of July and August.

**3.5 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. In emergency circumstances the program may close with no notice and parents/guardians may be contacted to pick up their child immediately.

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

**3.6 Cancellation of Care**

Families choosing to withdraw from KidZinc programs during the school year (September-June) 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 fee for the upcoming month. KidZinc does not pro-rate monthly fees upon cancellation; if cancellation notice is received mid-month, a full month's fee will still be charged.

As KidZinc is closed during July and August, families wishing to cancel care for September must provide notice in writing to the KidZinc Head Office no later than June 1<sup>st</sup>. Failure to provide notice by June 1 will result in being charged the full month's fee for September.

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 one (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.

All cancellations are processed through the KidZinc Head Office only and all requests must be made in writing. Cancellations and changes will not be accepted in KidZinc programs.

KidZinc requires minimum registration numbers from each school in order to provide care. If enrollment is insufficient or drops below serviceable levels, care may be cancelled. Families will be provided with as much notice as possible, at minimum 60 days.

### **3.7 Complaint Policy and Procedures**

KidZinc values open and honest communication. We encourage parents/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/guardian feedback is integral in the evaluation of KidZinc programs and directs us to examine areas that may require improvement or change.

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

Complaints of abuse or neglect 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 403-297-8033. During the course of a complaint investigation the staff member will be prevented from having contact with the child. Allegations made by a child or parent/guardian towards a staff or volunteer that are found to be false will result in immediate termination of care. Investigations with an inconclusive result will be addressed on a case by case basis.

### **3.8 Communication and Confidentiality**

#### Communication

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

Parents/guardians of children with special needs (behavioral, 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 Family Information Area with notices, resources and other important program information. Parents/guardians are encouraged to regularly review the information in the Family Information Area. KidZinc also has a website ([www.calgarykidzinc.ca](http://www.calgarykidzinc.ca)) and social media pages 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 family members refrain from comments or behaviors 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 parent/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/guardians 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.

### **3.9 Family Code of Conduct**

KidZinc programs are professional childcare facilities and working environments. In order to ensure a safe and respectful atmosphere for all program participants and staff, all parents/guardians and other visiting family members are asked to adhere to the following Code of Conduct.

Family members in KidZinc programs will:

- Bring any concerns directly to a program staff member. Should concerns require a significant amount of discussion time, I will book a meeting time outside of program hours.
- Refrain from directly addressing the behavior of other children in the program.
- Settle disputes or disagreements with other parents outside the program.
- Speak respectfully to and about program staff and participants.
- Support staff in their child mentoring role by speaking in a positive manner about program staff to my child.
- Refrain from using profanity or foul language in the program or in communication with program staff.
- Refrain from using abusive or threatening language or behavior in the program.
- Supervise younger siblings, who are not program registrants, while they are in the program during drop-off and pick-up.
- Support a professional employee/client relationship by understanding that KidZinc policy strongly discourages KidZinc employees and parents from engaging in romantic relationships.
- Support KidZinc’s relationship with community stakeholders by abiding by posted signs and rules in and around KidZinc rented program spaces (i.e. parking signs).

KidZinc holds the safety of children and staff in the program of upmost importance. Family members who violate the Family Code of Conduct may be subject to denial of access to program space, a written warning, or termination of care depending on the severity of their actions. KidZinc reserves the right to terminate care without notice to families in violation of the Parent Code of Conduct.

## **4.0 – Program Policies**

### **4.1 Dropping Off and Picking Up Children**

#### Picking Up and Dropping Off Children

Parents/guardians are required to come into the program in person to drop-off and pick-up their child. Parents/guardians 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. Late pick-ups will result in being charged an additional fee, as per the fee schedule. Repeated

late pick-ups are grounds for termination of care.

If, due to extenuating circumstances, parents/guardians are going to be late picking up they must contact the program to inform them. Parents/guardians who expect to be more than 15 minutes late must make alternate arrangements for their child to be picked up from the program.

If children are not picked up by 6:30pm and efforts to contact parents/guardian have failed, program staff will contact the listed emergency contacts. If program staff are unable to reach emergency contacts, program staff will contact Children's Services and make arrangements for them to pick up the child.

On full days, children may be required to arrive at the program by a specific time for a planned field trip or activity. 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 parents having to make alternate care arrangements.

In some cases, parents may be required to show photo ID when picking up children from the program.

#### Alternate Pick-up Arrangements

Parents/guardians may authorize alternate pick-up contacts to pick up a child from the a KidZinc program. Children will only be released from the program to people who are authorized to do so. Alternate pick-up contacts must be over the age of 16, unless they are a sibling of the child. This person will be required to show photo ID to program staff. Parents/guardians must inform program staff if someone else will be picking up their child. If parents/guardians have not informed program staff of alternate pick-up arrangements, the child will not be released from the program until parents are contacted.

#### 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/guardians 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/guardians and to 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 after school. 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/guardians with the appropriate consent form.

For children walking to a KidZinc program independently, from school or home, parents/guardians must indicate the time at 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/guardians and/or 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/guardians 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/guardians sign off on their child's attendance monthly.

Parents/guardians must notify KidZinc program staff when their child will be absent. Absences should be reported directly to the program by calling or texting the program phone. Staff will not contact parents/guardians if a child is absent in the morning. Program staff will contact the school and/or parents/guardians to determine the child's whereabouts.

On full program days, if a child has not arrived at the program by 9:30am parents/guardians will be contacted to determine the whereabouts of the child. If staff are unable to contact families on full program days, it will be assumed the child is not attending and a no-show fee will apply.

#### **4.3 Separation, Custody, and Protective Orders**

KidZinc staff will not become involved in custody disputes and will only follow the instructions on the custody order provided. Copies of custody and protective orders must be provided to KidZinc 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.

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 from taking the child and will immediately contact police.

For children with a protective order, parents/guardians are asked to provide a photo of the person from whom the child is being protected so that staff can identify any potential threats and contact police.

KidZinc will not provide documentation for parents involved in a custody dispute, including but not limited to attendance records and incident reports, unless provided with a court order or request from an attorney. Costs associated with the request will be charged to the requesting party.

#### **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 or weather-related issues. In these cases, KidZinc will notify schools and families. Efforts will be made to provide alternate transportation arrangements. However, if no reasonable alternative is available, parents/guardians 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. Parents/guardians will be advised of field trips through written notice, including information about transportation, supervision arrangements, and safety protocols. Provincial licensing regulations require that parents/guardians provide written consent for their child to participate in any off-site activity. If parents do not wish for their child to participate in the trip they must make alternate care arrangements for the day.

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/guardian involvement becomes necessary. During offsite activities children are supervised by a designated KidZinc employee, attendance is taken a minimum of 3 times by program staff

and program staff communicate to each other via walkie-talkie and cell phones to ensure child safety.

For safety and supervision reasons, parents/guardians cannot pick up or drop off their child from an off-site location. If the field trip times do not work for a family's schedule they must make alternate care arrangements for the day.

Please note that some field trips may be cancelled due to weather conditions, transportation difficulties, or extenuating circumstances.

#### **4.6 Meals and Snacks**

KidZinc does not provide lunch or snack to registered children. Parents/guardians will be given advance notice through newsletters or memos on occasions when KidZinc does provide meals or snacks. Parents/guardians must give consent for children to eat any special meals or snacks provided by the program.

Families are discouraged from sending their child with food to share in the program (ie. cupcakes for a birthday). If parents/guardians wish to provide a special food item to share in the program they should speak to the program supervisor so proper permission can be arranged.

KidZinc encourages families to send their children with healthy and nutritious food as outlined in the Canada Food Guide. Due to severe allergies 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 and Weather Precautions**

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. In the spring and summer, children must have hats, light jackets, and appropriate footwear. Children are discouraged from wearing flip flops at programs. It is also recommended parents provide a change of clothes in the event of accidents or spills. KidZinc is not responsible for lost articles of clothing.

During warm months, parents/guardians must send their child with sunscreen. Staff will ensure children apply sunscreen before going outside and will remind children to apply sunscreen regularly but cannot be held responsible for sunburns that may occur as all children have different skin types and sensitivities. Staff will do their best to ensure children are adequately protected from the sun. Due to allergies and sensitivities, each child or sibling group must have their own sunscreen. KidZinc does not allow children to share sunscreen.

#### **4.8 Electronic Media & Technology**

##### Movie Showings

On occasion KidZinc may show movies during program times. Parents/guardians will be informed in advance when movies will be shown in programs. KidZinc program centres will post movie showing schedules on the notice boards at least one week prior to scheduled showing.

All KidZinc program centres may show movies with a "G" rating. No additional consent from parents/guardians is required for such showings. Children of all ages may watch "G" rated movies. 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" rating require parental/guardian consent before showing. Alternate activities will be provided for children who do not wish to watch the movie or who do not have parental/guardian consent to view the movie.

##### Electronic Media and Technology

Technology use in KidZinc programs, such as the use of video game systems and computers, is restricted and purposeful. Use of technology in programs is primarily for educational purposes. On occasion, technology may be used in programs for entertainment (ie. VidKid Days or Wii tournaments). Families will

be informed in advance of these activities. Alternate activities will be provided for children who do not want to participate in technology use.

Children may not use personal technology or electronic media items in the program including cell phones, handheld video game devices, and computers or tablets without prior consent from both parents/guardians and program staff.

Due to privacy and confidentiality parents/guardians are not permitted to take photos or videos in KidZinc programs.

### Social Media

We are aware that families may be familiar with staff outside of the KidZinc program; however, we ask that families refrain from using personal messaging and social media to contact employees with regards to your child so as to respect the professionalism and privacy of our employees.

We also ask that you refrain from posting photos of KidZinc programs on social media. Doing so otherwise may breach the privacy of our other families and we always strive to maintain the highest level of confidentiality and privacy.

### **4.9 Personal Belongings**

Children should not bring personal items from home including toys, games, cards, or electronic devices to their program unless they have prior permission from both their parents/guardians and program staff. Program staff will inform families of special days where children may bring items from home if they choose (ie. Vid-Kid Day or Stuffy Day). KidZinc is not 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/guardians 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**

#### Behavior Expectations:

KidZinc has developed the following guidelines for acceptable behavior from children in the program:

- *Respect each other and the program staff.*
- *Respect KidZinc equipment, furniture, supplies, vehicles, program space, and belongings of other children.*
- *Maintain a tidy and organized environment by cleaning up after themselves and putting away toys, supplies, and equipment when asked.*
- *Demonstrate courteous behavior by following program rules for a safe and welcoming space.*
- *Act as 'Program Ambassadors' while participating in KidZinc programs, including outdoor play at public use spaces and while on field trips.*

The following behaviors are not accepted from children attending a KidZinc program:

- Swearing, derogatory or abusive language
- Refusal to follow instructions, program routine, or expectations
- Physical aggression towards children or staff
- Bringing a weapon (real or fake) to the program
- Making threats
- Running away

- Property or equipment destruction
- Theft of program or other participant belongings
- False accusations regarding staff, children or volunteers
- Any behavior which jeopardizes the safety of children, staff, or volunteers

### Anti-Bullying

KidZinc programs have a 'zero tolerance' policy regarding bullying behavior. On occasion bullying behaviors 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 behaviors.

Bullying behavior is defined as intentional, aggressive, unwanted, repeated behavior including:

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

Children experiencing bullying in a KidZinc program should:

- 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
- Tell a staff member or parent

### Consequences for Inappropriate Behaviors

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

- Verbal Warning – The behavior will be identified to the child as unacceptable, and the child will be directed to discuss other acceptable ways to behave. The child will be asked to share their understanding of appropriate program behavior.
- Redirection and Cool Down – Staff will temporarily redirect the child to an alternate activity or to a calming activity (ie. reading, coloring). KidZinc programs are equipped with Cool-Down spaces to support children in managing their emotions so that they can successfully participate in program activities.
- Removal of Privilege – The child will not be permitted to participate in a specific activity or use a specific piece of equipment for a pre-determined period of time.

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

Staff will inform parents/guardians of inappropriate behaviors that occur in the program. If behaviors are persistent and modification strategies being employed are not effective, a meeting between parents/guardians and program staff will be requested. Efforts will be taken to work with families to offer community resources to help children modify persistent inappropriate behaviors. 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 Warnings, Suspensions, and Termination of Care**

Serious or persistent negatives behaviors may result in the following disciplinary actions:

- Warning Letter/Incident Report – Parents/guardians will receive a warning letter/incident report documenting the behavior, actions taken to resolve the situation, and consequences if the behavior re-occurs.

- Suspension – The child will receive an immediate three-day suspension from the program. Parents/guardians will receive written documentation outlining the circumstances of the behavior and actions taken. Community resource information may also be provided to the parents/guardians at this time.
- Termination – Care for the child will be terminated immediately. Advisement of such will be through verbal and written notice provided by the Program Supervisor to the parent/guardian.

In cases where a child's behavior is uncontrollable, parents/guardians will be contacted and instructed to come and pick up their child. In cases of extreme behavior or behavior 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, or consent for children to self-administer
- Medication is in the original container and is clearly labelled indicating medication name, 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/guardian consent)

#### **5.5 Illness**

Parents/guardians 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 or persistent cough, significant nasal discharge, or fever cannot attend the program until they have seen a doctor or the symptoms have resolved. In some cases, parents/guardians may be asked to provide a doctor's note.

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

If a child becomes ill while attending KidZinc, parents/guardians will be notified and asked to pick up their child immediately or arrange for someone else to pick up their child immediately. Emergency contacts will be notified if the child's parents/guardians 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. It is expected that sick children are picked up from the KidZinc program within 30 minutes of contacting parents/guardians.

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 by a certified staff member 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/guardians must sign these Accident Reports acknowledging they have been informed of the incident.

Parents/guardians are required to inform program staff if their child received additional medical treatment for an injury that occurred in a KidZinc program.

Parents/guardians 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/guardians 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.

Accident reports must be completed immediately after an injury and presented to the child's parent/guardian the same day. Staff must contact parents/guardians by text or phone immediately after the injury to inform them of the accident and let them know an accident report has been completed and requires their signature. Accident reports must contain the following information:

- Child's full name
- Date, time, and location of accident
- Staff and other children immediately involved at time of accident
- Circumstances just prior to the accident
- Details of the accident
- Actions taken by staff after accident occurred (e.g. parent/guardian notification)
- First Aid given
- Strategies for future prevention
- Staff signature, parent signature, management signature

## **5.7 Reportable 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)
- death of a child
- 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.

## **5.8 Locked Programs Policy**

Whenever possible, KidZinc programs are kept locked. Parents/guardians can access the program by ringing a buzzer outside the program door and staff member will provide access to the program. For safety

reasons we ask that parents/guardians do not hold the door to allow other people into a KidZinc program space.

Some KidZinc programs operate out of shared community spaces. If other user groups are in the building program doors will remain unlocked but KidZinc staff are required to check all publicly shared spaces (ie. washrooms) prior to children having access.

## **5.9 Emergencies**

### Evacuations

All KidZinc programs have an alternate evacuation site. This is posted in programs on the Family Information Board. In the event of an emergency situation requiring an evacuation of a program (ie. fire), KidZinc staff will evacuate the children from the program, conduct head count and attendance check, and contact parents/guardians to arrange for children to be picked up.

### Lock Down

In the event of a situation requiring a lock-down, KidZinc staff will call 911 and take the following steps:

- 1) Gather all children and take them to the designated lock-down area out of view from external viewpoints.
- 2) Lock all doors and close all blinds. Close doors between rooms where required.
- 3) Maintain absolute silence. Turn off all cell phones.
- 4) Silently check attendance.
- 5) Ignore all school or fire bells.
- 6) Do not answer the door or phone under any circumstances.
- 7) Remain in your location until evacuated by Calgary Police Services.

### Emergency Practice Drills

KidZinc programs conduct monthly fire drill practices with the children. Lockdown drills are conducted twice a year. Drills may be announced or unannounced.