Family Handbook

Accessible, Inspired, Quality Care

KidZinc School Age Care Society of Alberta
Registered Charity #89383 8466 RR0001

TABLE OF CONTENTS

1 – Overview
- Welcome to KidZinc
- About KidZinc
- Mission, Vision, and Values
- Philosophy
- Open Door Policy
- Diversity, Inclusion and Accommodations in Programs

2 – People
- Board of Directors
- Employees
- Volunteers

3 – Administrative Policies
- Registration
- Waiting Lists
- Care on Early Dismissal, PD days, Non-School Days and Staggered Entry Days
- Fees and Payments
- Hours of Operation and Days of Closure
- Unexpected Program Closure
- Cancellation of Care
- Communication and Confidentiality
- Complaints
- Family Code of Conduct

4 – Program Policies
- Dropping Off and Picking Up Children
- Attendance
- Separation and Costody
- Transportation
- Off Site Activities
- Meals and Snacks
- Appropriate Clothing and Weather Precautions
- Electronic Media and Technology
- Personal Belongings

5 – Health and Safety
- Child Supervision
- Child Guidance
- Warnings, Suspensions, and Termination of Care
- Administration of Medication
- Illness
- Accidents
- Incidents
- Locked Programs
- Emergencies

OVERVIEW

Welcome to KidZinc

Please carefully read this Family Handbook to become familiar with the Policies and Procedures of our organization. The information in this handbook 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!

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 childcare to elementary school aged children outside of school hours. KidZinc has since grown to offer out-of-school care at 10 locations in Calgary for over 500 children. Funding for KidZinc comes largely from parent fees, government grants, 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.

Mission, Vision, and Values

Mission: KidZinc is a licensed childcare organization providing emergent learning oppoturnities 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 and staff are safe at all times while participating in KidZinc programs
- People – A leading provider of engaged childcare professionals
- Dedicated – Providing sustainable, quality care to school-aged children
- Inspired – Offering educators and children opportunities to be creative and innovative while having fun.

KidZinc Philosophy

An engage child is a happy child! KidZinc strives to encourage independence, self-regulation, and positive decision-making skills within children. Typically, children are free to choose from the wide variety of plan opportunities provided daily ot to engage in self-directed play.

KidZinc educators use the principles of *Flight: Alberta's Early Learning and Care Framework* to guide their professional practice. KidZinc educators view children as mighty learners and citizens and encourage children to share their interests, ideas, and hypothesis to co-imagine play possibilities with their peers and educators alike. Educators utilize their diverse educational and experience backgrounds, interests, and skills to support children's play experiences. Using their observations of children's interests, skills, and dispositions educators thoughtfully develop engaging and meaningful paly opportunities that include elements of art, drama, science, sports, music, outdoor pursuits, and more.

KidZinc educators facilitate children in developing self-regulation, independent decision making, and conflict resolution skills through providing easily accessible tools and strategies within the program environment. Educators act as coaches to support the building of these skills through children's everyday experiences.

More information on *Flight: Alberta's early Learning and care Framework* can be found at www.flightframework.ca.

Open Door Policy
KidZinc values transparency in its programs and encourages families to drop in to their child's program during program operating hours. Additional families are welcome to arrange a time outside of program hours to meet with program educators. Families are also welcome to arrange an appointment to meet with the Executive Director, Assistant Director, Program Team Leads, or Finance Manager during office hours.

Diversity, Inclusion, and Accommodations in Programs
KidZinc values diversity and believes that children and families of all cultural, ethnic, and religious backgrounds can successfully participate in our programs. KidZinc works to promote inclusive environments for children of varying abilities, and we have found that children with mild to moderate diverse needs can successfully participate in our programs. Our experience has shown that success comes from open communication between families, KidZinc employees, and other helping professionals supporting the child.

To set a child up for success, it is important for KidZinc to fully understand the needs of the child. Families who have identified disabilities, delays, disorders, or other diverse needs, are required to complete a Child Needs Assessment form to communicate the specifics of a child's needs. This allows KidZinc educators to assess and understand how to best support the child in our program. KidZinc may also request consent to undertake additional assessment measures including observations, medical note, interviews with previous caregivers/educators or support people, or other measures as needed. There may be occasions when KidZinc determines that the specific needs of a child cannot be met within the parameters of our program. In such cases, KidZinc educators and administration will work with the family to provide suggestions for community resources and/or other available childcare services.

KidZinc is unable to provide care to children who:
- are unable to independently toilet themselves, or independently change themselves following a toileting accident;
- require assistance feeding themselves;
- require a high level of one-on-one care to support their needs and participation in the program;
- pose a safety risk to themselves, other children or staff due to aggressive/harmful behaviour;
- run away from the program;
- are unable to generally follow program routine, transitions, and activities.

Please note that due to facility limitations of our rental spaces not all KidZinc programs are wheelchair accessible

PEOPLE

Board of Directors
As a non-profit society KidZinc is governed by a policy-governance Board of Directors. Board members are volunteers and are parents/guardians of children in the program or members from the community. Board members 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 board@calgarykidzinc.ca for more information about becoming a Board member.

KidZinc Employees
The KidZinc Head Office team consists of the Executive Director, Assistant Director, Finance Manager, and

Administrator. The Head Office can be reached at info@calgarykidzinc.ca or by calling 403.240.2059.

Our educators 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 educators 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 Early Childhood Educator certification, and a valid Police Security Clearance, including vulnerable sector search and current First Aid certification.

Volunteers
KidZinc recognizes the importance of family involvement in its programs. Parents/guardians are asked to indicate which volunteer opportunities they may be interested in when they register. Parents will be contacted based on their indicated area of interest in the registration form.

KidZinc volunteers may be required to provide proof of successful Police Security Clearance with Vulnerable Sector Search through Calgary Police Services. Police Security Clearances must have been completed within the last six months to be considered valid.

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. Family members wishing to volunteer for Casinos may be subject to additional requirements.

ADMINISTRATIVE POLICIES

Registration
Registration is required annually and does not automatically carry over from year to year. Registration for programs is ongoing throughout the school year until programs are full or waiting lists have reached capacity. Registrations are only accepted under the following conditions:

1) Registration must be done online through the KidZinc website (www.calgarykidzinc.ca).
2) Parents/guardians must submit a fully completed registration package. KidZinc reserves the right to decline incomplete registration packages.
3) Parents/guardians must provide payment information and authorization for fee payments as outlined in the fee schedule.
4) A non-refundable, non-transferrable registration fee of $100/child is due at the time of registration.
5) Families must provide payment information and authorization for fee payments as outlined in the fee schedule.

Failure to meet the conditions noted above may result in registration being declined until conditions have been met.

Registration for each upcoming school year is completed as follows:

1) Priority registration – first come, first served for current KidZinc clients and incoming siblings
2) Waiting List – available spots are offered to waitlisted families after priority registration is complete.
3) Public Registration – any remaining spaces are made available to the general public and are first come, first served.

Priority Registration: Children in kindergarten to grade 5 currently registered in a KidZinc program will have access to priority registration for each consecutive school year. Incoming younger siblings of current KidZinc registrants can be registered during priority registration. Please note priority registration does not guarantee a spot for the upcoming school year as programs are subject to capacity restrictions. Priority registration is for re-registration at a child's current program location only. If families wish to transfer to another KidZinc facility for the upcoming school year they must make this request in writing to the KidZinc Head Office at the time of registration. Requests to transfer location will be accommodated after all priority registrations for a designated location have been completed. Transfer requests will be accommodated based on space availability, needs of the children, parent feedback, operational considerations, and program resources. In the event a program transfer request cannot be accommodated, children will be waitlisted to be transferred to their preferred program location.

KidZinc Locations
Each KidZinc location serves specific schools and grades. Children are assigned to their designated program location based on school, grade, and availability. Parents can view this information on the Locations page of the KidZinc website.

In some cases, there may be more than one program locations that serves a designated school. In these cases families can select their preferred program location at the time of registration by emailing KidZinc Head Office at info@calgarykidzinc.ca. In the event a child cannot be accommodated at their preferred location, parents will be notified via email within 48hrs of registration and can opt to 1) go on a waiting list for their preferred locations, 2) register for an alternate location, pending space availability, 3) cancel their registration without penalty.

Due to a variety of operational considerations KidZinc reserves the right to assign children to a program location. Parents will be notified in writing via email with sufficient notice if their child's registered location must be changed. In general, and whenever possible, siblings or children living in the same household will be placed in the same program location.

Waiting Lists
Children in grades 1-6 can join a waiting list anytime throughout the year for the current school year only. We do not accept waiting list applications for upcoming or future school years. Families looking for kindergarten care can join the waiting list the January prior to their child's school year start.

KidZinc does not provide waiting list numbers or estimates of when a space may become available as waiting lists may not move in order due to a variety of factors (e.g., sibling groups, school, grade).
When a spot becomes available, families will be contacted by email and will have 2 days to respond. If a response is not received, the child will be removed from the waiting list, and the space is offered to the next family on the list.
Once a waiting list reaches capacity, the waiting list is closed to new applicants. Current waiting list status (open/closed) is available on the KidZinc website.

Early Dismissal, PD Days, Staggered Entry Days
Early Dismissal
KidZinc offers care on early dismissal days, including CBE early dismissal Fridays, as part of regular after school care.

PD Days
KidZinc offers care from 8am-5pm on PD days for an additional monthly charge to families with children in grades 1-6. Families must sign up for PD day care at the time of registration for the program and the monthly fee will be adjusted accordingly. Families can only access PD day care if they are also registered for before and after school care. KidZinc does not permit families to go month to month for PD day/non- school day care. On occasion, PD day care may be offered at an alternate KidZinc location.

Staggered Entry Days
Care on staggered entry days during the first 2 weeks of school is offered during regular Before and After School care hours only. Children may only attend KidZinc on the days they are scheduled to attend school. Care is not provided on days, including full days, when children are not attending school. Families must make alternate care arrangements on these days.

Fees and Payments
School Year Fees:
Fees are processed on the 1st day of each month or next business day. Fees are processed via credit card (Visa and Mastercard only) 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. Parents should contact the KidZinc head office to update their payment information. Changes or updates to payment method must be received by the 20th preceding month.

Families experiencing financial hardship can contact KidZinc to request fee waivers or payment plans by emailing executivedirector@calgarykidzinc.ca. Requests to delay a monthly payment must be received by the

20th of the preceding month.

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

Declined Payments:
If a monthly fee payment comes back as declined for any reason, it will be re-processed the following business day. If the payment is declined a second time care is suspended until payment is made in full. Failure to respond or make payment will result in termination of child care. All declined payments are subject to a $50 re-processing fee regardless of reason. Declined payment fees are non-negotiable and applied automatically. Repeated declined payments are grounds for termination of child care.

Fee Subsidy:
Parents/guardians of children in grades 1-6 can apply for childcare subsidy through Calgary and Area Child and Family Services. Applications can be made online at www.alberta.ca/child-care-subsidy.aspx. Please note that there are minimum attendance requirements that must be met to maintain subsidy coverage.
Subsidy rates can fluctuate which impacts the parent fee portion. KidZinc does not notify parents of changes to their subsidy status or rates as parents are provided this information directly from subsidy. Fees will be adjusted based on the most current information available to KidZinc in the subsidy portal.

Families are responsible for informing the KidZinc Head Office of their subsidy approval status. If subsidy information is not provided to the KidZinc Head Office by the 15th of the month, full fees are charged for the upcoming month and 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.

Child Care Affordability Grant Funding:
Funding is available from the federal-provincial childcare agreement for kindergarten registrants to help offset the cost of their monthly fees. This funding is available to all kindergarten registrants regardless of family income level. Monthly fees are calculated by taking the KidZinc base rate and subtracting the grant funding amount. KidZinc only offers full time kindercare spots.

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 does not issue monthly receipts. Families will receive monthly receipts by email from our payment processing company. An official tax receipt is sent annually via email no later than February 28 of each year. Receipts are only issued in the name of the payee.

In the event that a family requires monthly receipts from KidZinc directly for child support/custody agreement arrangements or for submission to personal benefits plans, please submit a written request to the KidZinc Head Office by emailing info@calgarykidzinc.ca.

Hours of Operation and Days of Closure
Regular School Days
Monday through Thursday – 7:00am to 6:00pm Fridays – 7:00am to 5:30pm

PD Days/Non-School Days *(including CBE kindergarten alternating Fridays off)*

8:00am-5:00pm

Days of Closure

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 a full list of closure dates. KidZinc does not offer care in July and August.

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.

Cancellation of Care

Families choosing to withdraw from KidZinc programs during the school year (September-June) must provide 60 days written notice to the KidZinc Head Office. Failure to provide 60 days written notice will result in being charged the full fee for the upcoming months. KidZinc does not pro-rate monthly fees. If notice is received mid-month, the full monthly fee will still be charged.

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 cancellation requests must be submitted by completing a cancellation request form on the KidZinc website. Cancellations and changes are not 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.

Communication and Confidentiality

Communication

Open and honest communication clarifies expectations and allows for positive and successful relationship building. KidZinc educators connect with family members daily during pick-up and drop-off to share information regarding their child's participation in the program. Parents/guardians are encouraged to bring any concerns or questions they have regarding their child's care at KidZinc to the Program Supervisor.

Families of children with special needs (behavioral, cognitive, or physical) should inform program educators of any special considerations regarding their child while they participate in KidZinc. Well- informed educators 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) 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 strict confidentiality practices regarding information sharing related to 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, written and informed consent of a child'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 confidentiality agreement must be signed by all employees and volunteers working with children confirming that they are aware of and understand the requirements of confidentiality. A copy of this agreement is to be kept in employee and volunteer files. A record of each release of information shall be kept on the family file.

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

Sharing of Information

To best serve the needs of children in the program, there are times when it is appropriate for KidZinc and school staff to share regarding a child. The information shared may include, but is not limited to, matters involving attendance, illness, transportation, or behaviour (i.e. child went home sick from school).

Parents/guardians provide consent for the exchange of information between the school and KidZinc at the time of registration. This information is shared under the parameters of the confidentiality agreement and is only shared to ensure the best interests of the children are being met.

All children registered in licensed care program must be entered into the Government of Alberta and will be assigned a participant number. Parents/guardians consent for KidZinc to provide child information to the Government, including but not limited to name, birthdate, address, age, enrollment, and attendance hours.

Complaints

KidZinc values open and honest communication. We encourage parents/guardians to contact their Program Supervisor with concerns. Concerns can be elevated to the Assistant Director or Executive Director if they are unable to resolved with the Program Supervisor. We are committed to providing quality programs and a safe environment for all 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 Assistant Director or Executive Director at the Head Office at 403-240-2059.

Complaints of abuse or neglect made by a child, or a family member on behalf of a child, in a KidZinc program towards educators or volunteers will be referred to Calgary and Area Child and Family Services Authority. Complaints should be reported to Child Care Licensing at 1-844-644-5165. During the course of a complaint investigation the educator or volunteer will be prevented from having contact with the child. Allegations made by a child or parent/guardian towards an educator 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.

Family Code of Conduct

KidZinc programs are professional childcare facilities and working environments. To ensure a safe and respectful atmosphere for all program participants and employees, all parents/guardians, visiting family members, family friends, or others acting on behalf of parents/guardians are asked to adhere to the following Code of Conduct.

Parents/Guardians, and those acting on their behalf, in KidZinc programs will:

- Bring any concerns directly to a program employee. Should concerns require a significant amount of discussion time, a meeting time will be scheduled 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 educators, KidZinc employees, and program participants
- Support educators in their role as childcare professionals by engaging in collaborative dialogue regarding their child's participation (challenges and successes) in the program.
- Support educators in their child mentoring role by speaking in a positive manner about KidZinc employees to their child.
- Refrain from using profanity or foul language in communication with KidZinc employees.
- Refrain from using abusive or threatening language, behavior, or tone when communicating with KidZinc employees and management. This includes in-person, phone, text, email, and social media interactions.
- 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 (e.g., parking signs).

KidZinc holds the safety of children and employees in the program of highest 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.

PROGRAM POLICIES

Dropping Off and Picking Up Children

Parents/guardians and alternate pick up contacts are required to come into the program in person to drop off and pick up their child. Verbal contact with KidZinc educators and signing the child sign in/sign out form are required to ensure the safe transfer of care. Children may not be dropped off at the program before 7:00am and must be picked up from the program on time.

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/guardians are responsible for ensuring their child arrives at the program by the specified time. Failure to do so may result in parents/guardians having to make alternate care arrangements.

In some cases, parents/guardians may be required to show photo ID when picking up their child from the program (i.e. if an educator is unfamiliar with a parent/guardian).

Late Pick Ups

Late pick ups will result in being charged an additional fee, as per the fee schedule. Late fees are automatically applied. More than 2 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 within 30 minutes of program closing time and efforts to contact parents/guardian have failed, program employees will contact the listed emergency contacts. If program employees are unable to reach emergency contacts, they will contact Children's Services and make arrangements for them to pick up the child.

Alternate Pick Up Arrangements

Parents/guardians may authorize alternate pick up contacts to pick up a child from the KidZinc program. Children are only 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 educators. Parents/guardians must inform program educators if someone else will be picking up their child. If parents/guardians have not informed program educators of alternate pick- up arrangements, the child cannot be released from the program until parents/guardians are contacted.

After School Pick Up

Children must arrive at their program or designated school pick-up spot within 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,educators will call parents/guardians and the school to determine the child's whereabouts. If the child's whereabouts cannot be determined following the phone calls, educators will do a visual search of the school area and then return to the program. If program educators 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/guardians are responsible for informing program educators 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 who walk to and from their home independently, and/or who participate in before and after school extracurricular activities (e.g., patrols, sports clubs, choir), require a signed walk consent form on file. Program educators can provide parents/guardians witha walk consent form as requested.

Walk consent forms are intended to foster children's growing independence. KidZinc does not provide walk forms for children to be released to be picked up outside the program (e.g. to parents/guardians in parking lots or across the street).

For children walking to KidZinc, from school or home, the walk consent form must indicate the latest time at which the child will arrive at the program. If the child fails to arrive by the time indicated on the consent form, educators 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 KidZinc to school or home, parents/guardians must indicate the time the child is permitted to leave the program. Educators will inform the child when it is time to leave and will sign them out of KidZinc care. If the child is walking home, KidZinc educators will notify parents/guardians that the child has left the program premises.

Walk consent forms must indicate the date range and/or weekdays for which the form is valid. Extracurricular activities with flexible schedules (e.g. patrols) require that KidZinc is provided with updated schedules as they are released. Failure to provide updated schedules may result in the child not being released from the program.

KidZinc reserves the right to rescind a walk consent form should the parameters of the form not be adhered to, and/or if other KidZinc policies are violated because of misuse of the walk consent form.

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

Attendance

KidZinc is required to document the daily attendance of all registered children. Absences, arrivals, and departures are recorded daily. Parents/guardians must notify KidZinc program educators when their child will be absent. Absences should be reported directly to the program by calling or texting the program phone. Updated February 2023 13

Educators will not contact parents/guardians if a child is absent in the morning. Educators will contact the school and/or parents/guardians to determine the child's whereabouts if the child has not arrived at the designated program meeting spot after school.

On full program days, if a child has not arrived at the program by 9:30am, or the designated time for special events, parents/guardians will be contacted to determine the whereabouts of the child. If educators are unable to contact families on full program days, it will be assumed the child is not attending.

Separation, Custody, and Protective Orders

KidZinc employees 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 Head Office, via email, 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 employees 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 educators 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.

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.

Operators of vehicles are KidZinc employees, and they are subject to the regulations and standards as set out by the Alberta Traffic Safety Act. Our vehicle operators hold valid Class 2 or Class 4 Alberta Driver's License and must undergo additional school bus safety training (S-endorsement). KidZinc vehicles undergo safety inspections every six months, and vehicle 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/school.

Off-Site Activities

KidZinc 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/guardians 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 employees 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 off site activities, children are supervised by a designated KidZinc employee, attendance is taken a minimum of 3 times by program educators, and program employees 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.

Meals and Snacks
KidZinc does not provide lunch or snack to registered children. KidZinc encourages families to send their children with healthy and nutritious food as outlined in Canada's Food Guide. Children are not permitted to share food in programs to ensure that children do not get exposed to foods that could harm them.

Parents/guardians will be given advance notice through newsletters or memos on occasions when KidZinc does provide meals or snacks for special events. 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 (i.e. cupcakes for a birthday). If parents/guardians wish to provide a special food item to share in the program, they must speak to the program supervisor in advance so proper permission can be arranged.

<u>Nut-Free Programs</u>
Due to the severe reactions associated with nut allergies, KidZinc programs are nut free. This includes peanut and tree nut products such as trail mixes, granola bars, and nut spreads (e.g. Nutella). Children who have nut products in their snacks or meals will not be permitted to consume them in the KidZinc program; parents/guardians may be contacted and requested to bring a substitute.

Appropriate Clothing and Weather Precautions

Appropriate indoor shoes are required at all centres; shoes should allow children to participate in all manner of activities in a safe and comfortable manner. KidZinc recommends closed-toe, athletic shoes. Families may request indoor shoes for their child from KidZinc by emailing info@calgarykidzinc.ca.

It is recommended that parents provide a change of clothes in the event of accidents or spills. All clothing items should be labeled with the child's name. KidZinc is not responsible for lost articles of clothing.

Outdoor play is an integral part of KidZinc programs to encourage healthy development and physical activity. Children are required to have appropriate clothing for outdoor activities each day, as programs go outside in all weather, with the exception of extreme, unsafe weather events (e.g., thunderstorm, extreme cold or heat warnings). During the winter, children must have snow pants, gloves/mittens, hat, winter coat, and boots. In the spring and summer, children should have hats, light jackets, and appropriate footwear.
Children are discouraged from wearing flip flops at programs.

Sunscreen
During warm months, parents/guardians must send their child with sunscreen. Educators will ensure children apply sunscreen before going outside and will remind children to apply sunscreen regularly. Educators cannot be held responsible for sunburns that may occur as all children have different skin types and sensitivities. Educators 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.

Electronic Media and Technology
Movie Showings
On occasion, KidZinc may show movies during program times. Movies with a "G" rating do not require additional consent from parents/guardians as 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 provides 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. 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 educators.

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 employees 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. This maintains the professionalism and privacy of our employees, and ensures relevant communication is shared with the entire program team.

KidZinc strives to maintain the highest level of confidentiality and privacy, and asks that ~~you~~ families refrain from posting photos of KidZinc programs on social media. Doing so otherwise may breach the privacy of other families and/or educators.

Personal Belongings
Personal items from home, including toys, games, cards, or electronic devices, are not permitted in the program unless the child has prior permission from both their parents/guardians and the program supervisor Program educators will inform families of special days where children may bring items from home if they choose.

KidZinc is not responsible for any lost or damaged personal belongings.

HEALTH and SAFETY

Child Supervision

Children are supervised while in KidZinc program rooms or outdoor play spaces. Educators do not directly supervise children going to the washrooms or transitioning 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.

KidZinc policy requires a minimum of two educators on shift at the same time, even if only one adult is required by licensing standards to supervise.

Child Guidance

Behavior Expectations:

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

- Respect each other and the program employees.
- 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 employees
- 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 employees, children or volunteers
- Any behavior which jeopardizes the safety of children, employees, or volunteers

Cool Down

KidZinc programs are equipped with Cool-Down spaces to support children's self-regulation so they can successfully participate in program activities. Children can choose to utilize the space at any time. The spaces are equipped with age-appropriate resources for emotional regulation, mindfulness, and conflict- resolution.

Anti-Bullying

As children are still learning appropriate social behaviours, it is important to understand the difference between rudeness (inadvertently saying or doing something that hurts someone), meanness (purposefully saying or doing something to hurt someone), and bullying, which is defined as intentional, aggressive, unwanted, and repeated behavior that involves a power imbalance. A power imbalance may be related to age, size, or social status.

On occasion, bullying behaviors can occur within a program and these behaviours are taken very seriously and addressed immediately.

Bullying behaviours include:

- Physical aggression: Purposefully hitting, pushing, shoving, kicking, or other similar behaviors
- Verbal aggression: Teasing and name calling, making threats
- Relational aggression: 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 immediately speak with a KidZinc educator for support.

Consequences for Inappropriate Behaviors

KidZinc educators 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 – Educators will temporarily redirect the child to an alternate activity or to a calming activity (e.g. reading, coloring). Children may utilize the Cool Down area of the program as part of their redirection if needed.
- 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

Educators 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 educators 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.

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, employees, or the program KidZinc reserves the right to terminate care on the first offence.

Administration of Medication

Medication is kept in a safe location and under the supervision of KidZinc educators. KidZinc educators 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 educators 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

Natural remedies, cough drops, and over the counter medications (e.g. pain killers, cold remedies) are considered medication and the appropriate consent form must be signed.

For safety reasons KidZinc educators 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 (e.g. cannot given children adult allergy medication even with parental/guardian consent)

Illness

Parents/guardians are required to inform KidZinc employees 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 educators 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.

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

Accidents

All program educators are required to possess valid First Aid certificates. First aid will be administered by a certified employee to any child who is injured while at KidZinc. Educators 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 KidZinc 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.

Educators 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 Name
- Date, time, and location of accident
- Employees and other children immediately involved at the time of accident
- Circumstances just prior to the accident
- Details of the accident
- Actions taken by educators after accident occurred (e.g., parent/guardian notification)
- First Aid given
- Strategies for future prevention
- Educator signature, parent/guardian signature, management signature

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 an employee 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.

Locked Programs Policy

Whenever possible, KidZinc programs are kept locked. Parents/guardians can access the program by calling or texting the program phone or ringing a buzzer outside the program door (varies by program location). Program educators 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 may remain unlocked but educators are required to check all publicly shared spaces (e.g., washrooms) prior to children having access.

Emergencies

Evacuations

All KidZinc programs have an alternate evacuation site. This is posted in programs on the Family Information Board and at the main door of each program location. In the event of an emergency situation requiring an evacuation of a program (e.g., fire), KidZinc employees 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 employees 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 possible.
3. Maintain absolute silence. Turn off all cell phones.
4. Silently check attendance.

5 Ignore all school or fire bells.
6 Must not answer the door or phone under any circumstances.
7 Remain in 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.