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Out-Of-School Care



Parent Handbook

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Parent Handbook

Introduction

Welcome to Millwoods Christian School Society Out-of-School Care (MCSS OOSC). We have prepared this booklet for your information to help answer your questions and to explain some of our policies at the Centre.

We want to encourage you at any time to stop and chat with the staff and ask questions concerning your child and (in) his/her development. It is important to keep communication lines open between you and the child care staff, as it is our working together that provides the basis for your child's happiness and security.

Background

MCSS OOSC has been operating as Calvary Community Church OOSC. In 2009 we became part of the MCS Society. The program was originally started because of the requests from numerous parents who needed/wanted to have an on-site after school care option for their child(ren) attending Millwoods Christian School. Calvary Community Church (CCC) has been a huge support of this program and has been very generous in allowing the Centre use the Fellowship Hall since its early beginnings in September 2004 until April 2012. Now we have been blessed to facilitate the program in the Discoveryland Children's Wing of CCC.

The Centre is non-profit running under MCS Society. The program is run by the Centre's Executive Director and MCS Society. The Executive Director reports to the CCC Pastoral Team and the CCC Board of Elders. **Every parent is requested to attend at least two committee/parent meetings per year.**

Calvary Community Church is a non-denominational church.

MCSS OOSC has an accredited standing since 2011 as it meets and/or exceeds all of the standards established by the Provincial Government of Alberta. In 2013 MCSS OOSC piloted their first summer program; subsequently, the OOSC now offers year round care. The OOSC posts all holidays and days of closure on the bulletin board.

Objectives

Our goal is to create a warm, secure, healthy and challenging Christian environment with learning opportunities for school age children in cooperation with family and community.

Our centers emphasis is to teach and interact with parents and children by implementing Biblical points of view, and maintaining the values of Millwoods Christian School and Calvary Community Church.

Our objective is to develop the following skills at each child's individual learning pace, through self-selected activity time:

Gross Motor Skills developed through gym activities in games of team sports, individual play and outdoor play.

Fine Motor Skills developed through various interests including: Lego, block, crafts knitting, crocheting, beading, weaving, art, molding and sculpturing, games and puzzles etc.

Social Skills developed through interaction in play and interest areas such as table games, housekeeping corner, dress up, play school area, etc.

Language Development is enhanced through dramatic play, reading, music, and interaction in play, etc.

Cognitive Skills are developed through educational games, puzzles, continuous interaction with peers and staff, and other programs.

It is also necessary for the children to learn the skill of sitting quietly through structured organized activities.

Centre's Philosophy

At MCSSOSC we believe that each child is a unique creation of God, full of potential to be treated with love, care and respect. It is our goal to encourage a positive, healthy self-concept by providing consistent quality child care. Our staff's philosophy is to accept, respect and share both the children's positive and negative feelings. Our environment is to maintain an atmosphere of warmth, support and create an enriching place for individual development. Children should master basic gross and fine motor skills, consistent with our program. Our goals are to instill that the child has a sense of belonging and responsibility. All activities provide structure for learning. All parents play an important role in fostering good attitude and development of their children toward good citizenship.

Open Door Policy:

At Millwoods Christian School Society Out of School Care we have an open door policy. We welcome parents to share their ideas, vision, and suggestions in how to enhance our program. We will do our utmost to incorporate ideas that will add to the greater vision and philosophy of what our program stands for. Parents are welcome to come into our program at any time; we are here to listen, share ideas, and come alongside families in every way possible.

Child Guidance Philosophy

The goal of the Centre is to create and provide a safe environment where children can learn how to develop self-control and to learn appropriate skills in social behaviors. By implementing a positive environment of learning sensitivity in the children interacting with others, it is our goal as primary staff members to encourage the development of self esteem and to promote growth in dignity.

With response to behavioral management, or conflict, our primary step is to guide and encourage the child to behave in an acceptable manner. We believe that it is imperative to guide the child's behavior in an enriching method as to teach the child positive skills in resolving problems while maintaining the directive to respect others and learn self control. This guidance is an integral part of the primary staff member's responsibility which is implemented continually throughout the day.

Should the initial behavior management prove unsuccessful; the child will be gently taken aside for a short period of time to reflect upon his or her actions. Once the child has had adequate time to process his emotions, the primary staff members will again attempt to gain an understanding of the emotional needs of the child in conflict. The goal of the staff is to educate the child in gaining an empathy and compassion for another child who may be in distress because of his actions.

Intervention and redirection is implemented in some situations to assist the child's who is having difficulty in adhering to simple rules set out by the primary staff. It is also a prime directive of the staff to have programming planned and to have a clear set of simple guidelines and boundaries in effect. In some incidences a parent may be brought in for discussion. Preventative strategies will be based on the overall awareness of the child's developmental abilities.

Corporal punishment or humiliation is not permitted under any circumstances.

Guiding Behavioral Expectations

It is our aspiration to ensure a safe and desirable environment for a child to flourish and expand his or her developmental growth in a positive and affirming manner. In light of this, we are advising you (parent or guardian) of our behavioral expectations in the center.

- 1.) Be a positive role model in appropriate behavior by showing respect to oneself, others, and the property in the center.
- 2.) Bring awareness as to the individuality and uniqueness of each child's needs; whether, developmentally, emotionally, spiritually, culturally, temperament, or family needs. This awareness is imperative in understanding the ability of the child to respond to directions.
- 3.) Establish clear limits with toys that are age appropriate for each child. It is requested that potentially dangerous property, weapon toys, expensive toys, and such, are not brought to the center.
- 4.) Provide opportunities for children to demonstrate their independence.

The following examples are measured as inappropriate behavior and are considered a major offense in our centre.

- 1.) Physical abuse. (Any incident in which physical force is used to harm another child; whether, bodily or by the use of an object to inflict pain on another.) Physical abuse will not be tolerated and will result in suspension; should the abusive behavior continue the actions will result in termination.
- 2.) Willful disobedience and direct opposition to the authority placed over a child.
- 3.) Vandalism to the centers property and/or toys.
- 4.) Disrespectful abusive language will not be tolerated this includes talking back or swearing.
- 5.) Continuous minor offenses will be addressed.
- 6.) Leaving the grounds or premises without permission or running away from staff is a direct violation of the center rules.
- 7.) Continuous disorderly behavior sets the stage for a disruptive environment and must be dealt with as to ensure the safety and quality of the centers needs.

Please note:

- a.) Should a child be disruptive and inattentive while participating on an outing, he will be penalized on the next scheduled field trip. The parent will be advised to keep their child at home as his safety and the safety of the other children is our first concern.
- b.) Because we consider the safety of the children a primary concern, should a child run away from a staff member, we will immediately contact the parent to come and remove the child from the centre for the remainder of the day. If the problem of running away is ongoing, the child may be suspended for a longer period of time

Intervention Methods

In ALL of the previously mentioned inappropriate behavioral actions, the primary staff will strive to work with the child as to intervene where possible before an offense occurs.

- 1.) The staff will be expected to remain calm in all circumstances. The staff is instructed to establish eye contact with the child and to speak in a manner that is respectful. Staff is also expected to move within close proximity of the child to provide needed reassurance. If necessary, the staff may need to compose herself before speaking as to insure a controlled voice.
- 2.) The staff is to acknowledge the child's feelings showing both compassion and empathy for his or her emotional needs. In instances of poor choices on the part of the child, the focus of the staff is to be on the behavior of the child as being unacceptable as apposed to the character of the child. Reassurance that the child is valued and created by our Mighty Lord, and cared about is essential in maintaining a healthy self-esteem within the child. Physical and verbal affirmation in the form of a hug and a smile is extremely effective in character building. We believe that God turns all things for good – and in that ask the child 'What did you learn today.... Because Jesus will turn everything to good if we listen, believe, have faith, and honor Him.' ... in this redirecting the focus from doing 'wrong behaviour' to rebuilding the future to support a more 'positive behavior.'
- 3.) When necessary, the child will be given a time of 'reflection' in regards to his or her actions. The child will be informed that he or she needs to think about his actions and how it affects his peers. The child will have time to assess his or her behavior and to come to an understanding of what is expected of him/her within the center setting and also what is expected of him/her in regards to having a healthy relationship with his or her peers. During this time of 'reflection' an adult will be in close proximity at all times to support the child in his or her needs in processing the situation.

Medical Policies

Children must remain home when ill or unable to participate in activities normally held during the Centre's hours. If a child becomes ill during the day the child will be supervised and kept as far away as practical from other children until the parent arrives to take the child home.

In case of an accident or serious illness involving a child, the parent or guardian will be notified immediately. Staff will ensure that the child receives medical attention as necessary, that being either First Aid or calling an ambulance.

Only medication prescribed by a doctor will be administered to a child. Parents must give written consent and medication should be in its original labeled container. The label should include the child's name, doctor's name, time and dosage required. Medication will be administered according to labeled directions. Medication must be stored in locked cabinet and staff must initial the "individual medication record" for child once medication has been administered.

Any child who contracts a communicable disease, such as mumps or measles, must remain home as specified by the City of Edmonton Public Health Policy. Where a staff member knows or has reason to believe that a child may be suffering from a communicable disease, parents will be contacted and the child will be sent home.

Emergency Procedures

In case of emergency that necessitates the evacuation of the after school program the children would be evacuated:

- in inclement weather, to the Millwoods Christian School main gym in the high school building.
- in mild weather, to the north western most basketball hoop (closest to the school office).
"8710 Mill Woods Road, phone 780-462-2627"

The alternate site is:

- the residence of Kathy and Daryl Tochenuik
- 8851 40th Avenue

The children will be walked over and kept until the parents can pick them up. Parents will be contacted by the staff of the after school program. The program supervisor or designate is responsible to take the portable records and daily attendance sheet with them when leaving the program premises.

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Children are spoken to and drilled about evacuation procedures. Parents are aware of this emergency procedure as it is included in our parent handbook as well as in our administrative manual for staff. It is also posted at our entrance.

Lockdown Procedures

MCSSOSC will practice a lockdown as set out by Millwoods Christian School Director/designated will check to ensure that all the children have been brought to the safe room. She/he will shut all the doors and/or roll shutters as well as turn off the lights in the centre. She/he will collect the attendance sheets, portable emergency records, and the emergency cell phone. The Director/designate will be the last person to enter the safe room and is responsible for taking attendance.

In the event of a lockdown situation, more information will be given as events happen. Critical thinking skills will be utilized to ensure that the safety of the children is maintained.

**EMERGENCY AFTER HOURS/FIELD TRIP
CONTACT NUMBER: 780-237-0418**

Ambulatory Services:

In the unfortunate event that your child will require ambulatory services, the parent is responsible to pay all fees incurred.

Smoking:

MCSSOOSC does not allow smoking on the premises or property (outdoor spaces) at any time. Smoking is prohibited on the property of Calvary Community Church at all times.

Late Pick up of Children

All children and parents are expected to be out of the Out-of-School Centre by 6:00 p.m. sharp. A charge of \$2.00 per minute will be imposed for every minute from 6:00 p.m. to 6:15 p.m. that a family is still in the Centre. After 6:15 p.m. the charge will be \$1.00 per minute. This charge is to be paid to the staff member on duty on the spot, without exception. Parents who feel that a charge was unjustified may discuss the matter the next day with the Executive Director.

There are certainly times when a parent is unavoidably late, such as when weather and traffic conditions are bad, but this does not alter the fact that a staff member has to stay on duty after normal working hours. The Centre feels that this policy will discourage routine lateness and also help compensate employees who have stayed late caring for our children when a parent's delay

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was unavoidable. When possible, a phone call to staff to let them know you will be late will be appreciated.

In the event that child still remains at the Centre after 7:00 p.m. the protection unit of Edmonton Emergency Social Services will be contacted. The phone number is 780-427-3390. This will be done after all efforts to contact parents and all emergency contacts, on file have been exhausted.

FAILURE TO ARRIVE/ FAILURE TO PICK UP POLICY

Created: February 4, 2014 Reviewed: September 2018

Purpose:

To advise MCSS OOSC parents of the center's procedure should their child have a 'Failure to Arrive' from Millwoods Christian School and/or 'Failure to be Picked Up' by the parent from MCSS OOSC in a timely manner.

Failure to Arrive Procedure:

- Children are asked if they may or may not have seen the missing classmate
- School Office is called to determine if child was marked absent and/or left the school
- Once verified that the child was at school
 - o Visual check is made outdoors to ensure that child is not on the school premises
 - o Parents are called to verify if child was removed from the school
 - o If parent cannot be contacted, emergency contact persons are phoned
 - o If emergency contacts cannot be contacted after the half hour missing mark
 - Police will be contacted (911)
 - Licensing will be contacted
 - Business Hours Mon-Fri: 780-422-2001
 - After Hours 24/7: 780-427-3390

Parent Removing Child Directly from School:

Parents you are responsible to contact the OOSC if you pick up your child directly from school. Failure to do so will result in a fee of \$50. This amount will be payable to the MCS Society the following day, or the funds will be deducted from your automatic payment setup with the Society Accounting Department.

Parents please understand that when you remove your child from MCS after school without notifying the OOSC, it puts the center on high alert and regular

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programming cannot proceed. School searches are conducted, ground searches are conducted, emergency contacts are phoned; all of these happenings put our child to adult ratio in distress. We are also required to submit an Incident Report to the Province of Alberta Child Licensing Department, and this entails an investigation within our center. We can be contacted at:

OOSC Phone: 780-395-4383

Texting: 780-886-0300

Email: dlund@calvarycommunity.ca

Failure to be Picked Up Procedure:

Should the parent or guardian not arrive at MCSS OOSC within 15 minutes of closing:

- Parents are called to verify that they are on their way.
 - If no contact can be made at this time:
- Within ½ hour of closing
 - Emergency contact persons are phoned
 - If emergency contacts cannot be contacted
- Within 1 hour of closing
 - Police will be contacted (911)
 - Licensing will be contacted
 - Business Hours Mon-Fri: 780-422-2001
 - After Hours 24/7: 780-427-3390

IT IS THE PARENT'S RESPONSIBILITY TO ENSURE ALL PHONE NUMBERS AND ADDRESSES FOR HOME, WORK, CELL, AND EMERGENCY CONTACT PERSONS ARE CURRENT AND UP-TO-DATE.

Children Walking Home Alone:

Effective all year round, ALL CHILDREN MUST BE PICKED UP BY A PARENT OR GUARDIAN OR AUTHORIZED PERSON OF AT LEAST 16 YEARS OF AGE.

Program

The daily program for an Out-of-School Care Centre reflects the developmental needs of children and is concerned with all aspects of the child's life including his/her family and community relationships. We strive to develop the social, emotional, physical and intellectual growth of the child in a positive and sensitive learning environment. While Out-of-School Care Centres provide group care for children, each child's right to privacy, individualized attention and specialized activities is respected. Out-of-School Care Centres also have a particular

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responsibility to work cooperatively with schools to meet the developmental needs of children. The program varies in order to supplement the child's education experience.

A large part of our program follows a 'Learning Through Play' base. Play is the work of children. Throughout play, a child learns about him/herself, what his/her body can do, about the world and its wonders and his/her place in the world. We strive to create an environment that will challenge and stimulate each child.

To complement the learning through play, there are also structured activities: sports (hockey, soccer), indoor games, art activities, drama, music and stories.

During holidays, when the children are with us all day, we have some organized field trips. These may vary from a nature hike, cycling, skating, swimming, movie, etc. We usually have a weekly or monthly theme and all activities are coordinated to fit in with that theme.

Transportation

The Centre mainly has children from Millwoods Christian School in its Out-of-School program as there is no available outside transportation. Parents who can facilitate and arrange outside transportation are welcome to enroll their child/ren. Kindergarten aged children will be escorted to and from their classrooms throughout the entire school year. Children in grade one will be escorted to and from their classes until they are comfortable with getting to the OOSC location. By January the grade one children are usually confident to walk on their own.

Cubbies

Children who attend regularly will be assigned a cubby to keep their belongings in. Cubbies should be cleaned out daily except for indoor shoes.

Toys

We try to discourage children from bringing their toys to the Centre because they often get lost or broken. The Centre is well equipped with play things and your child will learn to share and enjoy these with his/her friends.

Food

The Centre provides a nutritious morning and afternoon snack. No lunch service is provided. On full days (Non-School Days) children are to bring their own bagged lunch (no warm ups). Children are to eat their lunch in their classrooms on school days.

Breakfast Snack will be served NO LATER than 8:10 a.m. in the morning
Afternoon Snack will be served upon arrival after school at 3:30 p.m.

Kindergarten Program & Lunches

Parents are responsible to pack their child's own lunch. It is expected by the Alberta Out of School Care Licensing Standards that each child's lunch meets Canada's Food Guide Criteria (healthy servings of grains, fruits & vegetables, milk products, and protein). A copy of Canada's Food Guide is available to parents upon request.

Nutritional Policy

Created: January 28, 2014 Reviewed: Feb 22, 2016

Purpose:

To ensure that children are properly fed during lunch time while in the care of the OOSC. We feel that it is vital to come alongside parents and point them towards the Canada Food Guidelines and nutritional value in foods.

Policy:

Parents are required to send along lunches that are in keeping with the Canada Food Guide requirements. If the food sent by parents is not in keeping with Canada's Food Guide requirements, staff will provide additional food to meet requirements.

In the event that a child arrives at the center with a lunch that does not meet the Canada Food Guide requirements, parents will be sent home a form stating which foods their child was fed at lunch by the OOSC.

Parents are informed that at the OOSC we adhere to the Canada's Food Guide requirements and that if needed counsel will be given and/or notes are sent home to ensure that children are receiving a balanced meal at school.

Social Media Policy:

Created: February 22, 2016 Reviewed: September 2018

Purpose:

To ensure the protection and privacy of MCSS OOSC children, families, and staff

Policy:

In the protection and privacy of our families/children/staff, there is to be no social media interactions between families that attend MCSS Out of School Care. Please note that during OOSC functions and within the OOSC facility parents may only take pictures of their own children.

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An example of social media would be Face Book, Twitter, Instagram, Snapchat etc. Only with previous written permission will you be able to take or share photographs of a child not your own. A suggested more private alternative for sharing of photographs would be through email addresses as this is a safer form of communication.

Clothing

Your child must be fully and properly clothed for the season and centre activities upon arrival at the Centre. Running shoes are required for use in the school gym.

The Centre uses all due effort in caring for children and their effects; however, the Centre cannot be liable for any lost items(s) or damage to children's clothing or other effects.

Inside Shoes

Your child is required to have a pair of rubber soled inside shoes at the OOSC. Your child will be instructed to wear their inside shoes at all times. In case of emergency it is imperative that proper footwear be on their feet for outdoor evacuation.

Change of Name, Address or Phone Number

Any change of name, address, phone number or employer must be reported to the Centre immediately.

Communication

Please ensure that you have a current email address on your registration forms. Parents/guardians are informed of off-site activities through weekly emailed updates/ newsletters, visible posters, and verbal reminders.

Arrival and Departure

During non-school days, your child should be here by 9:00 a.m. in order to ensure maximum benefit from the program. Field trips are usually planned then and we like to get an early start.

The Centre's staff assumes responsibility for a child only from the time that staff acknowledges that the child has arrived. Parents must ensure that their child has been turned over to the care of staff. If a parent does not make contact with a staff member at the time of drop-off, there is the possibility that staff may not be present when your child arrives. This could be for a number of reasons like a field trip or some unforeseen event.

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When picking up your child at the Centre at night, please make sure that the staff knows you are taking your child home. We MUST also be notified if someone, other than you is to pick up your child. Please do so either by written note or phone call. We WILL NOT release the child to anyone other than those listed on the registration form. Staff may request ID of an authorized person picking up your child if there is any question as to the person's identity.

PLEASE NOTE: In regards to custody/access, the Centre has no authority to keep a child from a parent unless the legal documentation is on file at the Centre.

Absence

Parents are expected to notify staff when they know that their child will be absent. If the child is absent due to a communicable illness, please include this information in your message. Notification can come through:

OOSC phone: 780-395-4383

Texting: 780-886-0300

Email: dlund@calvarycommunity.ca

Hours of Operation

Hours of operation are from 7:00 a.m. to 6:00 p.m. Monday to Friday. The Centre is closed on Provincial and Federal Statutory holidays, and during the Christmas and New Year's holiday break. The center is open during the Summer Holidays from 7:00 a.m. to 6:00 p.m. There will be posted closure days between the end of the school year and the startup of the summer programing; as well as between the end of the summer programing and the startup of the new school year.

School Year Registration

A non-refundable *Placeholder Fee* of \$150 per family will be charged at the time of registration to ensure your child/ren's spot is held. The *Placeholder Fee* will be applied to September's payment or the agreed upon month start-date payment. Should your child/ren not take the position, the parent will forfeit the *Placeholder Fee*.

The Centre will give priority to parents seeking full-time child care and for their siblings.

Fees Owinq

Upon registration we require payment set up via direct withdrawal from your bank account (EFT) or credit card. The fee is payable to Millwoods Christian School Society. Please see the registration form for date options. There will be a \$50 NSF fee charged to your account for any payment that is declined. If amounts owing to the Centre are more than 15 days in arrears, care will be

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suspended until payment is made. If amounts owing to the Centre are 30 days in arrears, care will be terminated. In the case of repeated NSF payments, you may be requested to find alternate care for your child. Parents may make a personal application to the Executive Director for an extension.

Any changes to payment type or date must be submitted to the Society Finance Department (780-462-8444) 10 days prior to the regularly scheduled date.

Parents are responsible to pay for field trip expenses in addition to monthly care fees.

Government Subsidy:

Parents are responsible to apply directly to the government for subsidy of child care fees. The phone number is: 780-644-9992. The Web address to apply is: <https://www.alberta.ca/child-care-subsidy.aspx> Proof of approval is to be provided to the Centre before subsidy amounts are deducted from the monthly fees owing. For children who are attending kindergarten, the government requires that children attend the Centre a minimum of 100 hours per month. For children in grades one through six, the government requires that children attend the Centre a minimum of 50 hours per month. If at any time the government does not provide full subsidy, the child's parent is responsible to pay the difference owing to the Centre within 15 days of notification.

Termination of Child Care

- Parents may withdraw their child at any time by providing **14 days written notice on either the 1st of the month or the 15th of the month**
- MCSSOSC reserves the right to cancel your child's care at any time if it is in the best interest of the child or the Centre.
- The following may also be grounds for immediate termination of childcare: disrespectful and abusive language, confrontational and/or aggressive behavior towards any staff, parents or children.

Summer Registration

A non-refundable *Placeholder Fee* of \$150 per family will be charged at the time of registration to ensure that your child/ren's spot is held. The *Placeholder Fee* will be applied to the first summer month in attendance. Should your child/ren not take the position, the parent will forfeit the *Placeholder Fee*.

Staff Qualifications:

MCSS OSC will adhere to the training standards and requirements developed and found in the Alberta Child Care Licensing regulations. Millwoods Christian School Society Out of School Care will ensure that **one in every four of the primary staff members are certified as a Child Development Worker.**

Child to Staff Ratios

Millwoods Christian School Society Out of School Care will ensure that following **staff to child ratios are met and maintained at all times**

Transportation of Children/Field Trip:

MCSSOSC will arrange transportation for children going on a field trip.

MCSSOSC will follow Transport Canada Guidelines in the transporting of children in any situation and only provide/use transportation that complies with these guidelines.

The following procedures will be followed:

- Parents will sign the Field Trip Permission form that will indicate mode of transportation used.
- Parents will pay a transportation fee if requested by the program.
 - Parents will pay any field trip fees
- Mode of transportation may include walking, yellow school bus, or public transit
- The Child Development Supervisor/Worker/Assistant staff member will take the Portable Emergency Record, the signed Permission Form, the portable First-Aid kit, and the emergency cell phone on all off-site Activities/Fieldtrips.
- The permission form for off-site excursions will state the method of transportation including supervision arrangements with respect to the activity.

Appeal Process:

In the event that a registered parent of MCSS OSC feels that they have been unjustly charged with a complaint and/or dismissal, the parent has a maximum of 10 days in which to approach the Director with an appeal. In keeping with the Christian foundation of our center we adhere to Biblical Principles based on Matthew 18: 15-17

¹⁵“If your brother or sister sins, go and point out their fault, just between the two of you. If they listen to you, you have won them over. ¹⁶But if they will not listen, take one or two others along, so that ‘every matter may be established by the testimony of two or three witnesses.’ ¹⁷If they still refuse to listen, tell it to the church; and if they refuse to listen even to the church, treat them as you would a pagan or a tax collector.”

As a center this is translated to: If you have a judgment against you that you feel is unacceptable you are free to speak one on one with the Director of the OOSC. In the event that no resolution is found, the complainant and OOSC Director will speak to the Pastoral Overseer. In the event that there is still no resolution to the appeal, the complainant, OOSC Director, and Pastoral Overseer will approach Millwoods Christian School Society Board. Should there still be no resolution found for the complainant, at this time is advised to seek counsel from the Alberta Human Services Child Care Licensing. The complainant is welcomed to have a mediator and/or impartial witness attend any meetings during the Appeal process.

Grievance Policy and Complaint Process:

In the event that an employee or parent of MCSS OSC feels they have a grievance against a co-worker or workplace situation, he or she has the option to make an official grievance. In keeping with the Christian foundation of our center we adhere to Biblical Principles based on Matthew 18: 15-17

¹⁵ “If your brother or sister sins, go and point out their fault, just between the two of you. If they listen to you, you have won them over. ¹⁶ But if they will not listen, take one or two others along, so that ‘every matter may be established by the testimony of two or three witnesses.’ ¹⁷ If they still refuse to listen, tell it to the church; and if they refuse to listen even to the church, treat them as you would a pagan or a tax collector.”

As a center this is translated to: If you have a grievance against a staff member or co-worker we encourage you to first seek reconciliation one on one with the person. If you feel that you are not being heard you then are encouraged to speak with the Director of the OOSC. In the event that no resolution is found, the complainant and OOSC Director will speak to the Pastoral Overseer. In the event that there is still no resolution to the appeal, the complainant, OOSC Director, and Pastoral Overseer will approach Millwoods Christian School Society Board. Should there still be no resolution found for the complainant, at this time is advised to seek counsel from the Alberta Human Services Child Care Licensing. The employee is welcome to have a mediator and/or impartial witness attend any meetings during the Appeal process.

Check List for Parents

- If possible, try to bring and collect your child at a regular time each day.
- When collecting your child in the evening, please be sure that a staff member knows he/she is leaving.
- Be sure your child is dressed appropriately for the seasons.
- A pair of indoor shoes should be kept permanently at the Centre.
- Please do not send a sick child to the Centre.

Any changes in your name, address, home phone number, work phone number, and place of employment should be reported immediately to any staff member. Changes in your emergency contacts’ numbers and/or addresses should also be reported.

If other arrangements have been made for your child to go home, please let us know with a note and a phone call. If someone else is to pick up your child, please phone and double check that they have done so and not forgotten. The alternate person MUST have photo ID on them in order for us to release your child.

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Payment is to be made promptly on the designated day set up with the accounting department.

Fourteen days notice is to be given if the parent withdraws the child from the program or two weeks fee in lieu of notice.

Please remember that ONLY MEDICATION PRESCRIBED BY A DOCTOR will be administered to a child. Medication must be given to a staff member by the parent and should be labeled to include the child's name, doctor's name, dosage required and expiry date. Over the counter medications will be administered as per the instructions on the bottle. The Centre reserves the right to refuse to administer medication if it does not come in its original container/package.

Homework Policy:

Procedure:

Upon arrival to the center after school the children are instructed during attendance that upon dismissal they have an option to complete their homework. We mention that we have older volunteer students available to help mentor the younger children if needed. We also instruct the children that computers are set up and available for homework that requires internet and/or School Zone. Reminders are expressed regarding the parameters and guidelines that are expected to be followed in using the centers computer (see Technologies & Internet Contract in Registration Form).

Schedule for Day's Activities

Non-School Days (PD Days, Spring Break)

7:00 – 9:00 a.m.	Welcome the children upon arrival. Quiet times in reading, music, games, etc. are encouraged. Encourage conversation with children about previous night activities or whatever topic they choose. Staff topics may be used to initiate conversation or as the main subject.
9:00 – 9:15 a.m.	General cleanup and preparation for morning snack, washing hands, etc.
9:15 – 9:30 a.m.	Snack time – nutritious snacks served which fall under the basic food groups.
9:30 – 12:00 p.m.	Craft choices, cooking or baking, individual activities, outside play, or gym, table activities.
10:00 - 12:00 p.m.	Hand Held Electronics are open until lunch time
12:00 – 1:00 p.m.	Lunch time. Children are encouraged to wash hands before eating. All start together and clean their respectful areas when finished.
1:00 – 1:30 p.m.	Book Nook and/or reading to the children.
1:30 – 3:15 p.m.	Self - directed activity time. Craft, outside activities or indoor gym activities.
3:15 – 4:00 p.m.	Snack Time – nutritious snacks served in accordance with the basic food groups. Children are encouraged to wash their hands.
4:00 – 5:30 p.m.	Quiet activities – specific crafts or games at the table Lego, house area, school areas, individual activities
5:30 – 6:00 p.m.	Story Time - Prepare to leave for home

Schedules/Routines

Time	Kindergarten Activities	Grades 1 to 6 Activities
7:00 – 8:00 a.m.	Children Arrive - All centers are open for quiet or active play.	Children Arrive- All centers are open for quiet or active play.
7:45- 8:10 a.m.	Breakfast Snack available	Breakfast Snack available
8:10 – 8:20 a.m.	Prayer Time	Prayer Time
8:20 - 8:25 a.m.	Bathroom Call – Children are escorted to school by ECP	Bathroom Call – Grade 1 escorted to school by ECP
8:25 – 12:15	P.M. Kindergarten remain in the center and participate in the planned program	***
11:20 a.m.	A.M. Children are picked up by ECP and escorted to OOSC	
11:30 a.m.	Both classes do bathroom Call – Wash Hands	
11:40 – 12:15 a.m.	Prayer - Lunch Time	
12:15 – 1:00 p.m.	P.M. class leaves / A.M. Quiet Reading (Book Nook)	
1:00 – 2:15 p.m.	Imagination Stations – All centers are open for quiet or active play.	
2:15 – 2:25 p.m.	Five minutes transitional call - Children put toys away.	
2: 25 – 2:30 p.m.	Bathroom Call – Wash Hands	
2:30 – 3:10 p.m.	Lesson Plan including Bible Story and related open-ended crafts and/or activities.	
3:10 – 3:30 p.m.	Five minute transitional call- Children and ECP put away open-ended crafts and/or activities.	
3:20 – 3:30 p.m.	Bathroom Call – Wash Hands	
3:30 - 3:45 p.m.		Children arrive from school – ECP picks up grade 1.
3:45 – 4:00 p.m.	Snack Time	Snack Time

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4:00 – 5:00 p.m.	Imagination Stations – All centers open for quiet or active play. ECP offers an optional programmed activity for those who are interested in participating. Gross Motor Activity Option: Out-Door Play / In-door Gym Play Extension Option Five minute transitional call-Children and ECP put away open-ended crafts and/or activities. Quiet activity - games table and/or puzzles. Literacy corner	Homework Call (Option) Imagination Stations – All centers open for quiet or active play. ECP offers an optional programmed activity for those who are interested in participating. Gross Motor Activity Option: Out-Door Play / In-door Gym
5:00 – 5:15 p.m. 5:00 – 5:30 p.m.		Play Extension Option Five minute transitional call-Children and ECP put away open-ended crafts and/or activities.
5:30 – 6:00 p.m.		Quiet activity - games table and/or puzzles – Literacy corner.

The current program meets the emotional, social, and physical well-being of the children aged kindergarten to grade six. This program allows for down-time, active times, creative times, bathroom times and eating times. The children are given independence at their choice of play. There are plenty of learning through play opportunities, creativity is encouraged through an emergent curriculum.

There is a scheduled activity for the kindergarteners as well as the older children. The children are given the option to participate in planned activities or choose imagination stations. Open-ended activities are encouraged throughout the day; whether it be crafting, quiet play, dramatic play, or gross motor. The programming is emergent and teaches the children social skills, and cooperation in a mixed-group setting.

This program offers plenty of uninterrupted time for free open-ended play. The schedule meets the needs and interests of the children. Our children are exposed to themes that include drama, science/math, music, gross motor, and fine motor manipulative activities.

The ECP's listen to the needs and interests of the children (in all age groupings) and are willing to incorporate their ideas into the programming.

Principles for Planning Schedules

- The OOSC schedule is adaptable and the ECP's are able to manage and handle unplanned situations. The schedule is a set guide-line, yet the children set the tone of how programming unfolds throughout the day.
- The children understand the routine and are familiar with it; should there be a break in the routine for unforeseen circumstances (fire drill or incidence) the ECP's explain the situation. Breaks in routine for extended play periods are allowable (the ECP's are flexible).
- The children have a time to sit quietly after lunch and the freedom to play actively as well.
- The children have an excellent variety of centers to actively engage them in many types of play.
 - The centers are placed in a manner as to promote quiet play; the dramatic and/or activities do not infringe on quiet areas.
- The children have the option to engage in indoor and outdoor play.
- The children have the freedom to choose their activities, whether indoor or outdoors. The gym is an excellent substitute for outdoor play in gross motor activities in undesirable weather conditions.
- The children have opportunities to engage in extended play periods.
- The children are given transitional warnings between activities or routines.
- The programming is developmentally appropriate with a healthy balance between imagination stations and ECP directed learning centers. There is an excellent variety of centers to actively engage the children in many types of play.
- The ECP's have some down time during quiet moments. The ECP's are encouraged to engage in areas of play for observation and initiation. ECP's are required to develop play opportunities and research program development. Time is allowed for snack preparation and tidying up.
- The ECP's in our center take time to develop relationships with the parents as they arrive and depart with their children.

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PARENT Orientation Check List:

- Tour of Centre including resource rooms, library, alternate room, storage areas, office, outdoor play areas, gymnasiums, church office, kitchen area, laundry area
- Introduction to staff members in the OOSC
- Introduction to administrative staff
- Tour of entire building, especially washroom facility
- Copy of Policy Manual is reviewed & given upon request
- Copy of Parent Handguide Book is reviewed and given to parent
- Copy of Registration Form is reviewed and given to parent
- Direct Deposit information filled out and given to Accounting Clerk
- \$150 Place Holder Fee
- White Binder Weekly/Monthly Sign in/out Sheet is reviewed
- Parents are informed of our yearly Orientation Evening
- Parents are informed of our Yearly Surveys
- Parents are informed of our Suggestion Box
- Parents are informed that all email addresses are current as this is our means of weekly communication

Parents Name: _____ Date: _____
(printed)

Parents Signature: _____

Directors Name: _____ Date: _____
(printed)

Directors Signature: _____

Parent Acknowledgement Form

I, _____ acknowledge that I have read and understand the policies in this Parent Handbook and agree to adhere to these policies of the Centre. I have reviewed the relevant information with my child. I understand that failure to follow the policies as outlined in the Parent Handbook may result in my Child Care Contract being terminated at and the Centre ceasing to provide care for my child(ren).

Name of Child

Signature of Parent

Signature of Executive Director or Designate

Signature of Parent

Print Names

Print Name

Date