



# EARLY LEARNING PROGRAM

## Handbook for Parents



Heritage Christian Education Society Calgary

2003 McKnight Blvd NE, Calgary AB T2E 6L2 | 403.219.3201 | [www.hccalgary.com](http://www.hccalgary.com)

## Table of Contents

|  |    |                                     |    |
|--|----|-------------------------------------|----|
| WELCOME                                | 3  | Child Discipline Policy             | 11 |
| Vision                                 | 3  | Off-Site Activity Policy            | 12 |
| Mission                                | 3  | Emergency Evacuation Policy         | 13 |
| About us                               | 3  | Accident or Illness Policy          | 13 |
| Philosophy                             | 3  | Administration of Medication Policy | 15 |
| Meeting Children’s Developmental Needs | 3  | Health Care Policy                  | 15 |
| Staff                                  | 4  | Smoking Policy                      | 15 |
| Hours of Operation                     | 5  | Nutrition Policy                    | 15 |
| Ratios                                 | 5  | Children’s Records Policy           | 16 |
| Fees                                   | 6  | Portable Records Policy             | 16 |
| Late Fees                              | 10 | Emergency Procedure Policy          | 16 |
| Refunds                                | 10 | Supervision and Practices Policy    | 16 |
| Withdrawal                             | 10 | Grievance                           | 17 |
| Closures                               | 10 | Toys and Electronics                | 17 |
| Orientation                            | 10 | Weather Guideline                   | 17 |
| POLICIES AND PROCEDURES                | 10 |                                     |    |

## WELCOME

Welcome to the Heritage Early Learning Program. You have chosen a quality program where your child's safety, needs and interests are our priority. This manual provides you with important information that can answer many of your questions. You are welcome at any time to speak with the Heritage Early Learning Program team to address your individual concerns as we have an open-door policy.

### Vision

Heritage Early Learning Program students will be encouraged to build their personal relationship with Jesus, share their faith, and serve others.

### Mission

Heritage Early Learning Program supports and extends the HCA mission, which is to equip students for life through quality Christian education that inspires commitment to Jesus Christ, and excellence in academics, Christlike character and service to others.

### About us

Heritage Early Learning Program operates as a licensed program under the Alberta Early Learning and Child Care Licensing Act. We are part of Heritage Christian Academy, which means we share the same beliefs, goals, values and expectations. The staff has high standards and works hard to maintain and go above and beyond what is required.

### Philosophy

Heritage Early Learning Program believes in holistic development. We address social, physical, intellectual (including language), creative, emotional and spiritual needs through developing respectful and trusting relationships with children and their families, and by providing rich programming.

- We emphasize the connectedness of the child's mind, body and spirit where God is at the centre of all. With that focus in mind, we provide equal

learning opportunities regardless of child's culture, ethnicity, gender, or abilities.

- We promote social competence as one of the most important keys for success. Children are involved in activities through which they learn teamwork, negotiations, perseverance, independence and many other essential social skills.
- Our curriculum is highly engaging where children actively explore and discover in a safe and positive environment.
- We believe in the importance of providing children with opportunities to exercise their creativity as it helps them to learn to think outside of the box.
- We encourage children to respect and love everyone and everything around us. We choose natural materials for our classroom whenever possible to show its wonderful aesthetic qualities.
- We try to spend as much time outside as we can to show children the world of which they are part of and to support children's limitless imagination and inventiveness.

### Meeting Children's Developmental Needs

Heritage Early Learning Program program recognizes the needs of children which include a strong need to feel accepted and worthwhile, being able to share their thoughts and opinions, practice decision-making, exercise creativity and imagination, be proud of their accomplishments and abilities, being able to explore new interests and practice new skills, be independent and develop a sense of responsibility, continue to build physical strengths, coordination and confidence, refine small motor skills, and recognize what healthy lifestyle is.

**Emotional:** Our qualified teachers get to know each and every child as an individual and encourage them to share their culture and their interests. We also make every effort to learn about each family's values and expectations of the program. We see families as partners and provide many opportunities for involvement such as cultural visits, volunteers for field trips, Mother/Father Day events, and other occasions. Participation by parents and guardians imparts a positive impression to the children and promotes a sense of belonging.

Since children's self-concept is directly affected by the important people in their lives such as parents/guardians, primary caregivers and others, we see all the children in a positive light and build on their strengths, and children tend to live up to these expectations.

**Socio-emotional/mental:** Just like God loves and values each and every human being, our caring and warm staff strives to provide an interpersonal environment where every child feels welcomed and accepted. We build strong relationships with children by establishing and modelling an environment that includes and accepts all children. In fact, we celebrate each other's differences and create a sense of classroom community, which contributes to children's positive self-image. By providing meaningful and relevant learning experiences, we promote peer interactions and friendships.

**Cognitive-emotional:** Our enriched curriculum makes learning fun. Program planning is based on children's interests and includes many subject areas that will optimize intellectual development (sensory, dramatic play, cooking, science, gross motor, literature, manipulatives, art, field trips). Children are invited to practice decision making by creating their classroom rules and consequences, influencing classroom design, program planning and choice of play/exploration materials. Providing children with

choices during the program will help them to be more independent.

**Physical:** Our balanced curriculum includes many opportunities for strengthening gross motor and fine motor skills. On a weekly basis we plan activities that build on children's current skills. Many organized games, planned activities and free play materials will be available for children to practice their coordination, agility, dexterity, balance and other skills. Program staff is sensitive to the range of differences in children's development and creates an environment that supports all learners. This lays the foundation for a healthy lifestyle which is also supported by helping children to make proper nutritional choices and healthy habits.

**Creative:** Children's creativity and imagination are supported by provision of open-ended materials that children are able to use during their free play time. Dramatic play is also supported by changing the set-up according to children's interests. Heritage Early Learning Program program staff plan many open-ended activities. Children explore how everyday materials can be used in many different ways. To enjoy their experiences, children are presented with activities that are set up in an aesthetically pleasing manner.

**Spiritual:** Being a Christian program, we put Jesus at the centre of all we do. We pray for, support and encourage each other. On a regular basis we worship with music and songs, have story-like format devotional time, and creative activities related to the devotions to reinforce what children have learned. We also memorize Bible verses so that children internalize what it means to be a good citizen and display excellence in moral character and service to others.

### **Staff**

Heritage Early Learning Program strives to hire highly qualified professionals, who are certified through Alberta Children's Services as early childhood

educators with level 1, level 2 or level 3. We screen our staff through an interview, references and Police Information Checks with Vulnerable Sector Searches. All our primary employees are required to be current with first aid.

### **Hours of Operation**

Our hours of operation are:

#### Out-of-school care

Mornings - 6:45am – 8:10 am

After School - 3:15pm – 5:45pm

Professional Days: 7:30am-5:30pm (subject to change)

JK – 6:45am – 5:45pm

School Vacations (Christmas and Spring Break): closed  
(subject to change)

Statutory Holidays: Closed

Summer time: tbd

### **Ratios**

Heritage Early Learning Program program follows Early Learning and Child Care Licensing Regulation to maintain staff to child ratio for:

- Kindergarten – Grade 6 - 1:15
- 3-4 y.o. – 1:8
- 4 and older – 1:10
- Mixed age group ratio is determined based on the maximum number of children that constitutes the majority of children in the combined group.

## Fees

### Out of School Care

\*Pricing may be subject to change.

| <b>BEFORE &amp; AFTER SCHOOL CARE GR. 1-6</b> |                                 |                             |
|---|---------------------------------|-----------------------------|
| DAYS OFFERED                                  | Monday - Friday                 |                             |
| TIMES OFFERED                                 | 6:45 - 8:00 AM & 3:15 - 5:45 PM |                             |
| <b>COST</b>                                   | Full Cost<br>\$3,710/year       | Monthly Cost<br>\$371/month |
| <b>BEFORE SCHOOL CARE GR. 1-6</b>             |                                 |                             |
| DAYS OFFERED                                  | Monday - Friday                 |                             |
| TIMES OFFERED                                 | 6:45 - 8:00 AM                  |                             |
| <b>COST</b>                                   | Full Cost<br>\$1,920/year       | Monthly Cost<br>\$192/month |

**AFTER SCHOOL CARE** GR. 1-6

|               |                           |                             |
|---------------|---------------------------|-----------------------------|
| DAYS OFFERED  | Monday - Friday           |                             |
| TIMES OFFERED | 3:15 - 5:45 PM            |                             |
| <b>COST</b>   | Full Cost<br>\$2,990/year | Monthly Cost<br>\$299/month |

**DROP-IN CARE** GR. 1-6

|               |   |  |
|---------------|---|--|
| DAYS OFFERED  | Monday - Friday   |  |
| TIMES OFFERED | 6:45 - 8:00 AM & 3:15 - 5:45 PM                                     |  |
| <b>COST</b>   | \$12/hour for the first hour and \$6 per each additional half hour* |  |

\*Drop-in Care fees must be paid in cash or debit at pick-up. Priority will be given to parents who pre-register for drop-in care.

**KINDERGARTEN CARE** AGES 3-6

|                     |                                 |         |
|---------------------|---------------------------------|---------|
| Before & After Care | 6:45 - 8:00 AM & 3:15 - 5:45 PM | \$185.5 |
| Before Care         | 6:45 - 8:00 AM                  | \$96    |
| After Care          | 3:15 - 5:45 PM                  | \$149.5 |

## Junior Kindergarten

| <b>OPTION 1: 5 DAYS A WEEK AGES 3-6</b>   |  |
|---|--|
| DAYS OFFERED                              | Monday - Friday  |
| <b>COST</b>                               | \$1,076/month  |
| <b>OPTION 2: 3 DAYS A WEEK AGES 3-6</b>   |  |
| DAYS OFFERED                              | Monday/Wednesday/Friday                                  |
| <b>COST</b>                               | \$700/month  |
| <b>OPTION 3: 2 DAYS A WEEK AGES 3-6</b>   |  |
| DAYS OFFERED                              | Tuesday/Thursday   |
| <b>COST</b>                               | \$464/month  |
| <b>OPTION 4: 2.5 DAYS A WEEK AGES 3-6</b> |  |
| DAYS OFFERED                              | Monday/Wednesday OR Tuesday/Thursday & alternate Fridays |
| <b>COST</b>                               | \$582/month  |

**\*Please note: fees above are for 2022-2023 school year.**



**Non-Refundable one-time Application Fee - \$30.00 per family due with application**

Late Fees will be charged \$10.00 if a parent is 1-10 minutes late; \$1/minute thereafter.

Program Deposit - 1 month program fees due upon registration and will be applied to the last month enrolled in the program.

\* Drop-in out-of-school care fees must be paid in cash or debit at pick-up. Priority will be given to parents who pre-register for drop-in care.  
\* Professional Days (PD) Care is available for \$30/day. Sign-up for PD care 2 weeks in advance.

Heritage Early Learning Program fees are charged separate from Christian Education fees but may be added to your regular payment plan.

Notice for withdrawal from the program must be provided **in writing 30 days prior to the student's last day** in the program. A refund will be provided for any fees paid in excess following the 30-day withdrawal period.

NSF cheque or missed payments will be charged a \$25 fee.

If available, parents/guardians are advised to pre-register for PD days to reserve a spot. Due to high demand, please cancel with no less than 24 hours notice to allow other families who need the spot to attend. With less than 24 hours notice, PD day fee is not refundable.

### Late Fees

We are committed to providing fair work conditions for our Heritage Early Learning Program employees. If a child is picked up after 5:45pm, a late fee of \$10 will be charged for the first 10 minutes and \$1 per minute thereafter (per child).

If you know you will be delayed picking up your child from the program, please inform the staff as soon as you can. If we have not heard from you by 5:45pm, we will try to contact you first and if unreachable, we will contact your emergency number.

If a parent is over an hour late, and authorized persons cannot be reached, Heritage Early Learning Program Staff will contact Alberta Family and Social Services.

HCESC Staff have the right to terminate care for children if fee payments are in arrears.

Late pick-up slip needs to be filled out in the event of being late (no exceptions).

### Refunds

The Registration Fee, deposit, is non-refundable, unless withdrawal is completed before August 30 of the current school year. Otherwise, the deposit will be applied towards the last month of child care service. There are no refunds, partial refunds, or make-up days for any days missed (sickness, school closure, family vacation, etc.).

### Withdrawal

Notice for withdrawal from the program must be provided [in writing a minimum of 30 days prior](#) to the student's last day in the program.

### Closures

The Heritage Early Learning Program Program is closed on all statutory holidays. The program will be closed during Christmas and Spring Breaks, unless there is enough interest from families to run the

program during these days. The Program Coordinator will find out interest and communicate plans to families in advance.

In addition, the program may be closed for one day each year for staff development, which will be communicated to families in advance as well.

In the event of severe weather or other conditions when HCA is closed, the Heritage Early Learning Program will be closed as well.

### Orientation

At the beginning of the school year, all families are invited to a 'Welcome Night'. Parents/guardians and children have an opportunity to get to know more about the program and staff, and spend time together getting to know each other.

Parents/guardians are welcome to spend time in our program at any time it is in session (except times when Alberta Health recommends otherwise – i.e. pandemic).

## POLICIES AND PROCEDURES

### Child Guidance Policy

Heritage Early Learning Program' Child Guidance Policy is based on positive child guidance. The main goal of positive child guidance is to assist children with developing self-control and the ability to take responsibility for their own actions. We believe that by guiding children to take responsibility, we are building a functioning democratic community of children and adults who respect and cooperate with one another. When children feel they are valued members of their family and community, they fulfil their need for belonging and develop healthy self-esteem.

**"It is widely understood that people learn by example. But adults who are respectful of children are not just modeling a skill or behavior; they are meeting the emotional needs of**

**those children, thereby helping to create the psychological conditions to treat others respectfully.”**

**Kohn (2000)**

At Heritage Early Learning Program, we build strong relationships with your children by caring and responding to their feelings and needs. Staff understand that certain behaviour is developmentally appropriate or expected. Our staff are consistent with behaviour guidance techniques and may include:

**Prevention:**

- Meet children’s needs
- Set expectations based on the rule: “Be safe, be responsible, be respectful”
- Set appropriate boundaries/clear limitations by developing clear and simple program rules in discussion with the children
- Set good examples (i.e. acceptance and fairness for everyone)
- Learn the behaviour patterns/triggers
- Have a schedule and transitions that are consistent, predictable and appropriate
- Provide children with appropriate choices
- Plan/provide enough time for transitions
- Observe for potential difficulties
- Recognize differences in children
- ‘Catch’ children being good
- Create an atmosphere with the attention on positive behaviour
- Focus on social-emotional development (not behaviour management)
- Acknowledgement of clear consequences
- Provide interesting and engaging curriculum to avoid situations when children feel bored

**Intervention:**

- Acknowledge feelings of involved children
- Remind children to think, “How does my action affect others?”; focus on the behaviour rather than on the child
- Model problem-solving skills

- When appropriate, promptly apply related to the behaviour consequences (either natural or logical)
- Provide opportunity to make amends, and/or reflect on “What would Jesus do?”

**Challenging behaviour:**

- Direct a child to spend some time at the Quiet Center/Peace Corner of the room where all kinds of calm and sensory materials are available for use, such as a variety of sensory tubes, sensory balls and other calming toys, as well as books. The child is still under supervision in the class with the rest of the children.

In addition to the strategies above, out-of-school care children will be invited to a deeper discussion about a situation when appropriate (as at this age children are able to process information differently and can make complex decisions), finding out whether a child knew that he/she was doing a wrong thing, reinforce the expectations including Bible examples, and how they can do what is expected of them, and/or finding out about child’s emotional needs and addressing it then. The goal is to help each child to develop a positive self-image based on these experiences and feedback.

Quiet Center/Peace Corner time is a place in the classroom where a child is given an option to calm his/her emotions in times of uncontrolled frustration. This space is usually a quieter area of the play space of the classroom with a less stimulating environment. It is a child’s choice to have a conversation with a caring adult by his side or have a space for him/herself and just be supervised in the same classroom with other children. The most important part of this strategy is to show the child that he/she is supported in making the right choices. The child directs on how long to stay at the Quiet Centre/Peace Corner, and the staff is available to discuss and guide the child with alternatives for his/her behaviour, as well as what can be done in order to fix what has been damaged or help who has been hurt.

- Provide the child with tools for alternative behaviour
- Discuss the situation with the child's parents/guardians to identify possible causes of the behaviour and together find possible solutions.

Heritage Early Learning Program program has the right to refuse admission or terminate the enrolment of a child or parent with any severe behaviours that could in any way affect the well-being of the other children or staff in the program. Termination can happen when attempts and resources have been exhausted and the behaviour continues, and/or if the parent is uncooperative with attempts to help to rectify the situation.

We guide children as firmly as necessary, as gently as possible, and always with respect. Any child disciplinary action taken is reasonable in the circumstances. Heritage Early Learning Program program must not, with respect to a child in the program,

- inflict or cause to be inflicted any form of physical punishment, verbal or physical degradation or emotional deprivation.

Physical punishment is any form of child discipline that employs the non-accidental application of force or an agent to a child's body. It can include: striking (directly or with an object), shaking, pushing, grabbing, shoving, slapping, spanking, choking, stabbing or burning a child.

The Heritage Early Learning Program Child Guidance Policy prohibits the use of verbal or physical degradation as a form of child discipline. It includes any harsh, belittling, threatening or degrading response by any adult (parent, staff member, volunteer), that humiliates or undermines a child's self-respect. It includes inappropriate exposure to sexual contact, activity or behaviour, force-feeding, exposure

to profanity or exposure to violence between parents or staff members including volunteers or other adults.

Emotional deprivation can include withholding appropriate affection, comfort or cognitive stimulation to a child. The Regulation prohibits the use of emotional deprivation as a form of child discipline.

- deny or threaten to deny any basic necessity, or
- use or permit the use of any form of physical restraint, confinement or isolation.

Restraining, confining or isolating a child includes tying or taping a child to an object and isolating a child from a group of children.

### **Off-Site Activity Policy**

At Heritage Early Learning Program we understand how valuable it is for children to feel part of a wider community that extends beyond their learning environment: develop an understanding of how society works, make connections to the outside world, and find their place in the world. Therefore, as the schedule/budget permits, we may plan interesting and engaging excursions or field trips according to children's age and interests. All potential risks, including behavioural concerns, number of available educators and volunteers, are assessed. Some field trips may be cancelled due to weather conditions or transportation difficulties.

According to Early Learning and Child Care Licensing Regulation, we can take a child to an activity off the program premises only where:

- the child's parent has been advised of the activity, including the transportation, contact information and supervision arrangements with respect to the activity, and
- the child's parent has consented in writing to the child's participation in the activity and the consent has not been retracted.

Therefore, the Heritage Early Learning Program program must acquire parents'/guardians' written

consent for their child's participation in any off-site activities by signing 'Field Trip/Off-site Permission Form' (annual for regular occurring ones, or any specific ones separately). Due to use of adjacent outdoor space that is not fully fenced (i.e. soccer field, court yard), annual consent form will be required. That form will include the child's name, description of activity, duration of activity, transportation (if applicable) and supervision arrangements, parent's name, signature and date of consent. The families will be advised about how staff can be reached when off-site.

The permission form for other specific off-site activities will be given to families at least one week in advance so that there is enough time for all the parents/guardians to sign it. If parents/guardians will not sign it, they are responsible for their child care that day. Parents will be able to specify on the form if they would like to volunteer (updated criminal record check with vulnerable sector is required).

In case of an activity off the program premises, the staff takes an emergency backpack with portable records for each child taken off the program premises with emergency information. The emergency backpack also includes a first aid kit, pen, emergency medication if any of the children require it, and the telephone numbers of the local emergency response service and poison control centre.

### Emergency Evacuation Policy

An emergency can happen anytime and anywhere. The best way to deal with an emergency situation is to be prepared for it.

Heritage Early Learning Program participates in regular fire drills and lockdowns. This information is recorded in order to track and evaluate effectiveness of the training. Whenever there is a new child in the program, emergency drills may be performed more often.

Heritage Christian Academy and Heritage Early Learning Program alternate emergency locations are football field (muster point), Best Western Port 'O Call (evacuation location), 1935 McKnight Blvd NE, Calgary, AB T2E 6V4, +1 403-291-4600.

### Accident or Illness Policy

While accidents or illnesses can happen when working with children, the Heritage Early Learning Program program strives to use preventive measurements and care.

The Heritage Early Learning Program program staff ensures that in case of an accident or serious illness, a child will receive medical attention if necessary. Also, all accidents and illnesses will be reported to parents/guardians in writing.

- In case of a **minor accident** (when a child does not require first aid or receives first aid and is able to continue to participate in the program), parents will be notified at the time of pick-up by signing their acknowledgement on Accident/Incident Form.
- In case of a **mild accident** (when a child receives first aid and is able to continue to remain in the program), parents will be notified immediately and at the time of pick-up, sign their acknowledgement on Accident/Incident Form.
- In case of a **serious accident** or illness (when a child requires the program to contact emergency medical attention, first aid is administered by a staff member or volunteer and/or results in overnight hospitalization and/or death of a child, during operating hours), parents/guardians or emergency contact will be notified immediately, and Accident/Incident/Illness Form must be filled and signed.

The child's parents/guardians are responsible for any medical and transportation costs incurred by the

Heritage Early Learning Program program. **Serious** accidents or illness will be reported as an incident to the local Child and Family Services licensing office immediately. It also includes emergency evacuation; unexpected program closure; intruder on program's premises; a serious illness or injury requiring emergency medical services and hospitalization; error in the administration of medication by staff/volunteer resulting in the child becoming seriously injured or ill and requiring first aid; death of a child; an allegation of physical, sexual, emotional abuse and/or neglect of a child by a program staff member or volunteer; missing or lost child; a young person involved in crime; child removed from a program without permission (i.e. by a non-custodial parent/guardian); the commission by a child of an offence under an Act of Canada or Alberta; a child left on the premises outside of the program's operating hours.

The Heritage Early Learning Program makes every effort to keep all the children safe and healthy.

Unless child's parents/guardians provide written note from a physician indicating the child does not pose a health risk to persons on the program premises, Heritage Early Learning Program staff member who knows or has reason to believe that a child is exhibiting signs or symptoms of illness, will ensure:

- **that the child's parent arranges for the immediate removal of the child from the program premises.**

In the first instance, a staff member will contact parents/guardians at home/work/ cell. If you cannot be reached, a voice message will be left to contact the program. The designated emergency contact person will then be notified, and the sick child will be kept as far away as is practicable from the other children until he/she is picked up.

- **that the child does not return to the program premises until the program staff is satisfied that the child no longer poses a health risk to persons on the program premises.**

Signs or symptoms of illness exhibited by a child include the child:

- vomiting
- having a fever over 37.5°C/99.5°F (Alberta Health Services)
- diarrhea
- a new or unexplained rash or cough
- with exposure to or presence of any contagious diseases such as measles, mumps, diphtheria, scarlet fever, conjunctivitis (pink eye), hand, foot and mouth disease, haemophilus influenza type B, hepatitis A, impetigo, fifth disease, rubella, strep throat, meningococcal infection, head lice (with live lice) and others
- requiring greater care and attention than can be provided without compromising the care of the other children in the program, or
- having or displaying any other illness or symptom the staff member knows or believes may indicate that the child poses a health risk to persons on the program premises.

The child must be symptom free for at least 24 hours or parents/guardians must have a physician's note for the child to be able to come back to the program. In case of communicable disease, a physician's note is mandatory. In case of live head lice, the child may be readmitted only after one medicated shampoo or lotion treatment has been given. In case of pandemic, please refer to the current temporary amendment of this Policy for exact instructions or details (usually posted on the website).

It is parents/guardians' responsibility to contact the Heritage Early Learning Program about absence of their child(ren) due to illness. If a child has become sick at school, the Heritage Early Learning Program program is not able to accept the child into the care.

Parents/guardians may be asked to make alternative care arrangements in case of any vaccine-preventable disease at the Heritage Early Learning Program program.

### **Administration of Medication Policy**

To ensure the safety of all children in the program and to be in compliance with the Early Learning and Child Care Licensing Act, Heritage Early Learning Program staff may administer or allow the administration of medication, either prescription, over-the-counter, or herbal one, to a child only where:

- the **written** consent of the child’s parent has been obtained
- the medication is in the original labelled container, and
- the medication is administered according to the labelled directions.

Please do not send medication in your child’s backpack. It must be handed directly to program staff.

Heritage Early Learning Program ensures that all medication, except medication that may be needed in an emergency, is stored in a locked container that is inaccessible to children. Medication that requires refrigeration is also kept in a locked container. The backpack with emergency medication is stored in a place that is inaccessible to children.

Heritage Early Learning Program will be administering medication for a maximum period of two weeks, with exception of emergency and ongoing medication specified in a child’s care health plan.

Program staff may apply sunscreen, bug spray or any other products only with the written consent of the child’s parent.

### **Health Care Policy**

Heritage Early Learning Program may provide or allow for the provision of health care to a child only if the

**written** consent of the child’s parent has been obtained, or the health care provided is in the nature of first aid. Educators responsible for a child who requires health care will be trained in the proper method of administering the type of health care required by the child’s care plan.

The names of children with allergies or children who require emergency medication are posted in a visible place with a red cross indicator.

### **Smoking Policy**

No person (staff, parents, or visitors) smokes on the program premises (indoor and outdoor, including parking lot) or during any off-site activities at any time where children are present.

Smoking Policy applies to any tobacco, medical marijuana products, e-cigarettes/ smokeless cigarettes, and any smoking or vaping substance.

### **Nutrition Policy**

Families are required to provide meals and snacks for their own child(ren) in our program. Diet has a direct effect on the quality of a child’s long-term health and well-being. Therefore, parents are encouraged to choose nutritious food and limit foods that are high in sugar, fats, sodium, and calories.

Parents are advised not to pack candies, lollipops, chewing gums, pop for their children while attending Heritage Early Learning Program program.

Children are responsible for how much they eat, and whether or not they eat. Therefore, children are never forced to eat their food, they may only be gently encouraged.

All staff/volunteers at Heritage Early Learning Program program are made aware of any food allergies or food-related specifics that children have. Parents of children with special dietary restrictions are required

to provide food for their child(ren). Due to food allergies and sensitivities children are not permitted to share snacks.

Meals/snacks are required to be nut-free. That means that food items that are labelled as “may contain traces of peanuts or tree nuts” are not permitted in our program.

When parents want to provide food for other children in the program (i.e. birthday or cultural events), it can only be accepted if it is bought from an approved sources (commercial retail supplier), it is fresh (best before date), unopened, nut-free, and has been properly stored (perishable - kept below 4C or above 60C; non-perishable - must be transported at 4C or colder).

Heritage Early Learning Program encourages all children in our care to drink plenty of water, especially during physical exercises and hot weather.

### **Children’s Records Policy**

Heritage Early Learning Program, in respect of each child, maintains on the program premises up-to-date records which are available for inspection by the child’s parent at reasonable times.

It is a licensing requirement to keep accurate daily attendance of each child in the program. **Please accompany your child to the centre to sign your child in upon arrival and sign-out at the departure time.**

Family emergency contact information will be updated annually.

### **Portable Records Policy**

All emergency information must be completed prior to the child’s participation in our program so that it can be used in portable records in case of emergency evacuation or any off-site activities.

Parents are required to keep their contact information up-to-date and advise the Program Supervisor about any change as soon as possible.

If someone other than a parent or the parent designate will be picking up your child, please let the program staff know. **ID is required.**

### **Emergency Procedure Policy**

Heritage Early Learning Program Program Coordinator ensures that the emergency evacuation procedures are made known to all staff and children. Children are introduced to emergency evacuation procedures during practice drills.

### **Supervision and Practices Policy**

Safety is a top priority. We use a variety of methods to ensure that staff observes children’s play and behaviour both indoor and outdoor:

- maintaining staff to child ratio
- awareness of the number of children and which children each staff is responsible for
- regular headcount especially during and after each transition
- positioning that allows to see all the children
- adjust supervision in different settings depending on the ages and developmental or individual needs of the children
- keeping accurate records of children’s attendance

If a child is absent for the day, parents must notify school by phone call at **403 219-3201 ext. 164** or email Heritage Early Learning Program at ([earlylearning@hcacalgary.com](mailto:earlylearning@hcacalgary.com))

Additional safety procedures that supplement effective supervision include monitoring of indoor and outdoor environments (equipment, strangers, etc.), carrying attendance records and emergency backpacks everywhere (except washrooms), limiting



conversations with parents to ensure effective supervision, restricting the use of cell phones unless used for communication with the parents.

Under no circumstances a child is to be released to an unauthorized individual, including occasions when your child is being picked up by another Heritage Early Learning Program parent.

In the situation when a child is invited on a playdate to his/her schoolmates, parents must notify the Heritage Early Learning Program program in advance. The child will not be released without permission.

When a child fails to show up at the program after school, staff will:

1. Check with the school office if the child was present in school.
2. If the child was marked "in", then the child may be paged by a school office or checked in the classrooms, washroom and other areas of the school.
3. If the child cannot be located, the school, parents and the Program Coordinator will be notified immediately.
4. If parents are not aware of their child location as well, the Program Coordinator will contact the Police.

### **Grievance**

If a family has an issue or complaint that needs to be addressed, please first speak with a staff member who is aware of the issue. If the parent does not receive a satisfactory response, the parent may speak with the Program Coordinator. If the issue remains unresolved, the family has access to senior management of HCA (Society).

At any time, a parent may express a concern to the Alberta Child and Family Services in writing, or by phoning.

### **Toys and Electronics**

Children are discouraged from bringing toys from home. Exceptions to this rule are PD days, show and tell days, and books that can be brought to the program anytime. All personal electronic devices should not be used while attending the Heritage Early Learning Program program.

### **Weather Guideline**

The Heritage Early Learning Program will keep children indoors when the temperature reaches -20 C with the windchill.

Common sense requires Heritage Early Learning Program to look beyond a specific temperature and consider factors such as how well the children are dressed to play outdoors (jackets, gloves, toques, sun hats or rubber boots), what activities the children are participating in, and the length of time that would be spent outside. Parents are asked to always dress your children according to weather conditions and keep extra clothes in your child's backpack.