

After School Care Handbook



After School Care Handbook

PROGRAM DESCRIPTION

Our Suzuki After School Care program is a service to parents whose children are registered at Suzuki Charter School. The quote, "Man is the son of his environment", by Dr. Shinichi Suzuki, best describes our child care philosophy. The Suzuki After School Care program believes children have physical, social, intellectual, creative and emotional needs that need to be met to be happy, confident, sensitive and contributing persons in our society. Positive role models creating a nurturing, respectful and safe environment are essential to promoting healthy children.

HOURS OF OPERATION

After School Care will start at 3:15pm and go to 5:30pm Monday through Friday except on school holidays.

Parents will be charged \$1.00 per minute per child for every minute past 5:30pm. Our supervisors are expecting parents to be on time as they have other commitments and families to go to; parents will be asked to seek alternative care after 5 infractions. If you cannot commit to this, you are expected to seek alternative childcare that will better meet your needs.

ADMINISTRATIVE PROCEDURES

Child Discipline Procedures

a) To promote a safe and caring environment students are expected to respect themselves, others and property, be cooperative, be tolerant and be responsible. Staff will model these expectations, inform students daily through informal conversations and praising positive behaviour when needed and inform parents of the handbook that can be downloaded on the school's website. Posters of positive play expectations will be made visible on the premises as well.

b) Students are responsible and accountable for the choices they make. Behaviour that infringes on the well being of others is inappropriate and will not be accepted. Our first strategy is preventative discipline whereby students are empowered with skills to make good decisions. Supportive discipline includes interventions intended to prevent an escalation of inappropriate choices. Corrective discipline will apply to those circumstances where consequences are required. If a child displays inappropriate behavior an incident report will be written up describing the particulars of the incident and the follow up that was done. The parent and the school as well will be informed of the incident. After three infractions, or for bullying and seriously harmful behaviour a letter will be sent home requesting a meeting with parents to address the repetitive behaviour and to establish a plan of action to constructively resolve the situation. Any disciplinary action taken will be reasonable in the circumstances

with the focus on reinforcing desired behaviour. No form of physical punishment, verbal or physical degradation or emotional deprivation will be inflicted or cause to be inflicted on a child. No student will be denied or threatened to be denied any basic necessity or have any form of physical restraint, confinement or any form of isolation used on them.

Consistent Consequences utilized by the staff on common decorum issues are as follows:

1. Students are responsible to clean up their own toys and materials.
 - Go back to their station before they go onto another.
2. Students are to use respectful language to other students and staff.
 - Think time to discuss and reflect orally or in writing the inappropriateness of their action and give appropriate language and using practice.
3. Students are to respect others personal space and are not to use aggressive behaviour towards another.
 - Staff and students use problem-solving techniques to come to a compromising solution.

Use of Outdoor Activity Space and Supervision Procedures

In the event that the ASC Director determines that students will be provided with the opportunity to participate in supervised outdoor activities, the following procedures will be in place as needed to ensure a safe and caring environment for all students: (1) staff will wear safety vests for optimal visual presence; (2) walkie-talkies will be used for optimal communication; (3) pre-determined positioning will be communicated and implemented to ensure optimal supervision of students; (4) students and staff will be reminded to report if there is an animal within the outdoor activity area to ensure safety and staff will ask owners to remove dogs from the park; and (5) staff will continue to meet on a regular basis to discuss the importance of maintaining a safe activity space by reinforcing the city bylaw regarding the importance of having no dogs within Edmonton parks.

Off-Site Activity and Emergency Evacuation

Suzuki After School Care does not plan off-site activities. However in the event of an emergency evacuation the children will be evacuated to a neighboring school (St. Gabriel Catholic Elementary School) and a staff member will take the portable records of each child in the program to contact each parent.

Accident or Illness

In case a child becomes ill or has an accident the parent will be notified by phone and the child will receive medical attention if necessary.

Where a staff member knows or has reason to believe a child is exhibiting the signs or symptoms of illness, SCSS must ensure that the child's parent arranges

for the immediate removal of the child from the program's premises. When a parent fails to arrange for the immediate removal of a child the child's emergency contacts are contacted.

A child removed from the program because he/she is ill is not returned until SCSS is satisfied that the child no longer poses a health risk to other persons on the program premises. Acceptable evidence may include a child is symptom free for at least 24 hours or a parent-provided physician's note.

The program will record and document children who are ill including the name of the child, date the child was observed to be ill, name of staff member who identified the child was ill, time the parent was initially contacted, name of staff person who contacted the parent, time the child was removed from the program and the date the child returned to the program.

Parents are informed of the program's management of children who are ill through the After School Care Handbook posted on the SCS website.

Incident Reporting

SCSS will immediately report any incident listed below that occurs while a child is attending the program or any other incident that occurs while a child is attending the program that may seriously affect the health or safety of the child will be reported to school administration and licensing staff. An initial report may be made by telephone to the local Child and Family Services Authority's licensing office. Within two (2) days of the incident's occurrence, an Incident Report form must be completed and submitted to the local licensing office. Copies of the form are available at www.child.alberta.ca/childcare under the Forms link.

The following incidents must be reported:

- an emergency evacuation;
- unexpected program closure;
- an intruder on the program's premises;
- a serious illness or injury to a child that requires the program to request emergency health care and/or requires the child to remain in hospital overnight;
- an error in the administration of medication by a program staff or volunteer resulting in the child becoming seriously injured or ill and requiring first aid, or the program requesting emergency health care and/or requires the child to remain in hospital overnight;
- the death of a child;
- an unexpected absence of a child from the program (i.e., lost child);
- a child removed from the program by a non-custodial parent or guardian;
- an allegation of physical, sexual, emotional abuse and/or neglect of a child by a program staff member or volunteer;
- the commission by a child of an offence under an *Act* of Canada or Alberta;

and/or

- a child left on the premises outside of the program's operating hours.

Once per year, SCSS will submit to their local licensing office an annual summary of all incidents that have occurred in their program.

Potential Health Risk

Where a staff member knows or has reason to believe that a child is exhibiting signs or symptoms of illness as listed below, SCSS will ensure that:

- the child's parent arranges for the immediate removal of the child from the program premises, and
- the child does not return to the program premises until the licence holder is satisfied that the child no longer poses a health risk to persons on the program premises or if the child's parent provides written notice from a physician indicating the child does not pose 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, diarrhea or a new or unexplained rash or cough,
- 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.

Supervised Care for Sick Children

A sick child will be kept as far away as is practical from the other children and directly supervised by a primary staff member.

Administration of Medicine

An after school care worker may administer or allow the administration of medication to a child only where the written consent of the child's parent has been obtained, the medication is in the original labeled container, and the medication is administered according to the labeled directions.

Where medication is administered to a child, the license holder must ensure that the following information is recorded:

- name of the medication;
- time of administration;
- amount administered;
- initials of the person who administered the medication.

All medication, except medication that may be needed in an emergency, is stored in a locked container that is inaccessible to children. However children who need epi-pens due to anaphylactic reactions are to carry them in a

container on them at all times.

No peanut or peanut products are allowed on the premises.

Health Care

Health care may be provided to a child only if a written consent from the parents has been obtained or the health care provided is in the nature of first aid.

Smoking

No person is to smoke on the program premises and no staff member shall smoke at any time or place where childcare is being provided.

Nutrition

After School Care provides a daily nutritious snack to the children. However, students can bring their own healthy snack if they wish. Snacks will be given at around 4:00pm. Two food groups in accordance with the Health Canada Food Guide will be available along with fruit juice.

Children's Records

ASC keeps up to date records of each student on their premise in accordance with FOIP. Each parent is asked to keep the following information relevant:

- name, date of birth and home address
- a complete enrolment form
- parent's name, home address and telephone number
- name, address and telephone number of a person who can be contacted in case of an emergency
- if mediation is administered
 - the written consent of the parent
 - the information required to be recorded
- particulars of any health care provided to the child, including the written consent of the child's parent.
- any other relevant health information about the child provided by the child's parent, including the child's immunizations and allergies, if any.

Administrative Records

Suzuki After School Care maintains on the program premises up-to-date administrative records containing the following information:

- particulars of the daily attendance of each child, including arrival and departure times;
- particulars of the daily attendance of each primary staff member, including
 - arrival and departure times, and
 - hours spent providing child care;
- with respect to each primary staff member:
 - evidence of the member's child care certification, and
 - a current first aid certificate, where applicable;

- with respect to each staff member and each volunteer referred to in section 22(1)(a) of the Child Care Licensing Act Schedule, verification that a current criminal record check required under that section has been provided to the license holder.

Administrative records are to be available for inspection by the director at all times, and that information about each child is available for inspection by the child's parent at reasonable times. Administrative records are kept for a minimum period of 2 years.

Portable Records

Portable records of emergency information includes a) in respect of each child, the information referred to in section 19(1)(a), (c), (d) and (g) of Schedule 4 and b) the telephone numbers of the local emergency response service and poison control centre.

Emergency Procedures

The following telephone numbers are posted.

- o emergency medical service
 - Health Link 780-408-5465
 - Health First Strathcona 780-499-5380
 - Urgent Care Centre
- o ambulance service 911
- o fire department 780-496-3800
- o police service 780-496-8516
- o poison control centre 780-496-8516
- o nearest hospital
 - Royal Alex 780-735-4444
 - Grey Nuns 780-735-7181
 - or emergency medical facility
 - Capilano Medicentre 780-468-2911
- o child abuse 1-800-387-5437

The following after-hours program contact is Director, Nina Wemyss wemyssn@suzukischool.ca or 780.468.2524.

Evacuation Procedures

Students will be prepared for fire drills, lock downs, and evacuation procedures as prescribed by the school.

If ever we were in a situation to evacuate, the school has made arrangements with St. Gabriel Catholic Elementary School, 5540-106 Avenue, to safely house our students until parents are notified and able to pick up their children.

Supervision Policy and Practices

The Suzuki Charter School Society ensures that primary staff members observe children's play and behaviour both indoors and outdoors through staff orientation, ongoing Child Care Director supervision of staff, staff mentorship and ongoing informational staff meetings ensuring that information including the importance of the following is discussed:

- o regular safety checks of the program premises and equipment to remove hazards
- o positioning of equipment and arranging the environment to allow caregivers to supervise the children's play areas
- o knowledge and record keeping including which individuals are authorized to pick-up a child from the program in place of a parent
- o noticing when children arrive and leave the program
- o ensuring that both arrival and departure times are accurately recorded
- o knowing where emergency medications, first aid kits, and emergency contact numbers are kept; and
- o monitoring children at all times

SCSS ensures that primary staff members are aware of the program's indoor and outdoor physical environments through orientation and staff mentorship including the following:

- o directing and closely monitoring children when carrying out activities that may involve some risk, such as playing near water, near doorways, or during transition times when children may gather in larger groups;
- o observing play and anticipating what may happen next in order to provide caregivers with the opportunity to assist children and intervene in the event of potential danger;
- o listening closely to children, even those who are not in the caregiver's direct line of sight (such as those in outdoor play spaces)
- o positioning staff to allow for the supervision of the entire group of children
- o monitoring children's health to identify early signs of fever, illness, or unusual behaviour; and
- o watching and participating in children's play to ensure that children are playing in a safe manner.

SCSS promotes child safety through supervision including ensuring all children are accounted for both on and off program premises, when arriving or leaving the program premises or entering and leaving a vehicle. Our program only operates on the program premises. Students arrive to the program area and are signed in by their homeroom teachers after school. While indoors, sign out procedures for students going to the washroom or to get a drink are maintained using a stationary dry erase board. When outdoors, students sign out using a portable dry erase board and are accompanied by a primary staff member.

When students are picked up, parents sign them out listing the time picked up and their signature.

As students within the After School Care program span from Gr.1-6, the program's supervision practices meet children's developmental needs through careful observation, caring interaction, intervention and thoughtful redirection as needed. To promote safety and reduce injuries SCSS:

- o creates and follows policies and procedures that outline supervision practices for programs
- o reviews policies on a regular basis with all staff
- o records the actual arrival and departure times of children
- o using a consistent system during head-counts or roll call during all transitions
- o establishes simple rules for children (for example, "when we are indoors, we walk"); and
- o maintains staff to child ratios at all times.

The program does not transport children between school and the program's premises as the After School Care is housed in the same building. After School Care supervisors will sign children in from the classroom and walk them directly to the gym.

Parents are informed of the program's supervision policies using information on the Suzuki Charter School Website within the Parent header.

Channels of Communication for Appeals

Background

Suzuki Charter School Society (SCSS) acknowledges the right of every individual to natural justice or due process, and believes that there must be an orderly process to resolve grievances and complaints. Any individual affected by an administrative decision (student, parent, member of the public, or employee) may appeal that decision if he/she deems it necessary.

General Procedures

1. Students and parents shall be made aware of the appeal policy and procedures at the beginning of each school year.
2. It is expected that every effort will be made informally to solve a problem or concern before a formal appeal is filed.
3. Formal appeals may be filed by any individual or group of individuals that wish(es) a reconsideration of an administrative decision. Such appeals shall be filed by their parents. Generally, appeals will be heard in the following order:
 1. By the individual who is responsible for the original decision;
 2. By the immediate supervisor of the individual who is responsible for the original decision;
 3. By the Superintendent, or designate;
4. At each level of appeal, every effort will be made to resolve the concern.
5. Once all administrative levels of appeal have been exhausted, appeals may be heard by the Board as defined in Board Policy 12.
6. Following a decision by the Board, if the appealing party is still not satisfied with the

decision, a request may be made in writing to the Minister of Education to review the matter, pursuant to Section 124 of the *School Act*.

7. Appeals shall be submitted in writing, shall state the nature of the concern, and shall outline the steps that have been taken to attempt to resolve it. A copy shall be provided to any other parties directly involved in the issue.
8. Within fourteen (14) calendar days of the receipt of an appeal (or twenty-eight [28] calendar days in the case of an appeal to the Board), the individual or group considering the appeal shall review all relevant information pertaining to the matter, shall make a decision, and shall communicate that decision in writing to all parties concerned.