



Where Imagination Takes Flight

Serving the 4 Wing Community for Over 30 Years!



# OUT OF SCHOOL CARE HANDBOOK

UPDATED April 2025



4 Wing Military Family  
Resource Centre Society  
PO Box 5260 Stn Forces  
Building 674 Kingsway Road  
Cold Lake, Alberta T9M 2C3

1-780-594-6006

[www.firstflightschildcare.com](http://www.firstflightschildcare.com)

[ff.manager@4wingmfrcs.com](mailto:ff.manager@4wingmfrcs.com)

Follow us!

[4WingMFRCS](#)

[@4WingMFRCS](#)

# Contents

WELCOME .....	1
Welcome to 4 Wing MFRCS First Flights Out of School Care Program .....	1
First Flights Out of School Care Philosophy .....	1
First Flights Inclusion Philosophy .....	1
Centre Code of Conduct.....	2
Guiding Principles for Appropriate Behaviour.....	2
Developmental Capabilities of Children .....	2
Appropriate Use of Technology.....	2
Proactive Strategies.....	2
Parent Code of Conduct.....	3
Social Media .....	3
Policy for Handling Parent Concerns .....	4
Curriculum Framework Statement.....	5
CENTRE OPERATIONS, ENROLLMENT & FEES.....	6
Hours of Operation .....	6
Enrollment.....	7
Monthly Fees.....	7
Cancellation Policy .....	7
Casual Care .....	8
Procedure .....	8
MFSS Subsidy Rates 2025-26 School Year .....	8
Alberta Child Care Subsidy .....	9
Returned payments, Late Charges & Outstanding Accounts .....	9
Late Pick Up.....	10
Fee Payment.....	10
No School Days Fees, Registration and Booking (registered full-time or part-time users) .....	10
Requested Times of Care.....	11
Closures or Diminished Services.....	11
Notice of Termination of Enrollment .....	11
Termination of Care.....	12
PROGRAM POLICIES & PROCEDURES .....	12
Court Orders Affecting Enrolled Children.....	12
Attendance.....	12
Suspected Intoxication/Drug Abuse.....	13
Late Pick-up .....	13

Release of Children Policy .....	13
Staffing.....	15
Child Guidance Policy .....	15
Child Supervision .....	16
Aggressive Behaviour .....	17
Biting.....	17
Child Abuse Reporting Protocols.....	18
Managing Ill Children.....	18
Accident/Serious Illness Policy .....	20
Medication Administration Policy and Procedures .....	20
Parental Authorization to Administer Medication .....	21
Chronic Medical Conditions .....	22
Medication Requirements .....	22
Medication Handling and Storage .....	22
Medication Administration .....	23
Record-Keeping.....	24
Confidentiality .....	24
Lice Policy .....	25
Anti-Bullying Policy.....	25
Physical Activity and Outdoor Play .....	25
Weather Conditions .....	26
Sun Safety .....	26
Wind Chill/Cold Temperatures .....	27
Air Quality Index .....	27
Field Trips and Outings .....	27
Clothing.....	27
Food Policy .....	27
Nutrition Guidelines .....	28
Allergies/Anaphylaxis (Life-Threatening Allergies Policy/ Individual Medical Needs) .....	28
Special Events .....	29
Staff/Volunteer Screening Policy .....	29
Personnel Policy .....	29
Smoking/Vaping .....	29
Boundaries.....	29
Photography/Videography Policy.....	29
Building and Emergency Procedures .....	30

Parent/Guardian Expectations.....	30
Use of Technological Materials .....	31
Distal Supervision .....	31
Completing Homework .....	32
General Rules for the Children .....	32
Lines of Communication.....	32
Parent/Guardian Contract and Acknowledgement of Understanding .....	33

## **WELCOME**

### Welcome to 4 Wing MFRCS First Flights Out of School Care Program

We hope you and your child will enjoy participating in our program and that your experience here will be happy and meaningful.

The policies outlined in this manual have been established with careful thought and planning to meet the needs of the children and the parent/guardian, as well as to allow for the efficient operation of the Early Learning Centre.

All parents/guardians are required to read and understand the policies contained in this manual. A form is included in the registration package that is to be signed and returned to acknowledge that you, the parents/guardians, have read, understood, and agree to comply with all policies in this handbook. The entire registration package must be completed and returned, along with applicable payments made prior to your child starting to attend our Centre.

From time to time, the Handbook will be updated, and parents/guardians will be required to re-sign the acceptance form.

### First Flights Out of School Care Philosophy

First Flights Early Learning Services goal is to provide a holistic play-based inclusive learning environment for all children who attend our programs that meets the developmental needs of children in all developmental areas; physical - gross and fine motor, social, emotional, intellectual, and language. We recognize that children learn best in environments that focus on play and are based on children's interests, abilities, and needs. The environment will guide children to self-initiated learning and discovery, this will allow children to have control of their experiences and create their own knowledge and understanding of their world. Children will be provided with a rich array of materials and equipment.

We see the Educator's role as being the co-learner, co-researcher, co-imaginer of possibilities in their daily interactions with children, nurturing the child's disposition to learn and working within a practice of relationships with children and families.

We believe we are a place where "imagination takes flight."

### First Flights Inclusion Philosophy

We believe all people are of equal value and that all First Flights Early Learning Services staff members have the responsibility to make high quality, balanced provisions for all children to help them to achieve their full potential.

We believe inclusive early childhood care and learning environments are an effective way to combat discriminatory attitudes and contribute toward the creation of welcoming and inclusive communities.

We believe that all people benefit from the opportunity to participate and learn in inclusive and diverse communities. We recognize the right of all children and families to participate regardless of ability, gender, race, religion, culture, sexual orientation, or economic status.

We strive to ensure that young children and families in our community have access to a quality early learning and care environment that is developmentally and individually appropriate regardless of differing abilities and needs.

We believe successful inclusion is based on increasing participation by removing barriers, building bridges, and celebrating human diversity.

### Centre Code of Conduct

At First Flights Early Learning programs, we strive to provide a safe, caring, learning environment for children, staff, and families. We believe in equality and respect diversity.

### Guiding Principles for Appropriate Behaviour

#### *Be Respectful*

We are respectful of ourselves and other people. We are respectful of the ideas and feelings of others. We are respectful of the environment, equipment, and materials.

#### *Be Safe*

We work and play safely to help keep ourselves and others from getting hurt.

#### *Be Cooperative*

We solve our problems by talking and listening to each other respectfully to find a solution. When we cannot solve a problem ourselves, we ask for help.

#### *Be Supportive of Learning*

We learn to the best of our abilities and support the learning of others.

### Developmental Capabilities of Children

We understand that it is normal for children to display inappropriate behaviour at times for a variety of reasons. The developmental capabilities of each child will always be considered when determining both expectations for behaviour and consequences of inappropriate behaviour.

### Appropriate Use of Technology

All children, parents, staff, and others involved in our Centre must use e-mail, electronic devices, and the Internet according to our policies. This protects people's privacy and the confidentiality of information.

### Proactive Strategies

We actively strive to create an environment that supports the health, safety, and well-being of the children by:

- having realistic and developmentally appropriate expectations for behaviour.
- setting up the environment and materials to encourage appropriate behaviour and reduce potential for inappropriate behaviour.
- planning a program based on children's interests and developmental needs.

- establishing consistent yet flexible schedules and routines that help children gain trust, security, and self-control.

We create a positive environment for children, parents, staff, and others involved in our Centre by:

- developing positive relationships, including making time to talk and listen.
- establishing clear, consistent, simple limits.
- stating limits in a positive way and periodically reminding people.
- providing explanations for limits.
- working together to solve problems.
- modelling and encouraging appropriate behaviour.

### Parent Code of Conduct

The First Flights Early Learning programs always require the parents of enrolled children to behave in a manner consistent with decency, courtesy, and respect. One of the goals of the Centre is to provide the most appropriate environment in which a child can grow, learn, and develop. Achieving this ideal environment is not only the responsibility of the employees of The First Flights Early Learning programs but is the responsibility of every parent or adult who enters the Centres.

Parents are required to behave in a manner that fosters this ideal environment. Parents who violate the Parent Code of Conduct may have their child care space(s) terminated.

#### **1. Swearing/Cursing**

No parent or guardian is permitted to curse or use other inappropriate language on First Flights Early Learning program property at any time, whether in the presence of a child or not. Such language is considered offensive by many people and will not be tolerated. If a parent or guardian feels frustrated or angry, it is more appropriate to verbally express the frustration or anger using non-offensive language. At NO time shall inappropriate language be directed toward members of the staff.

#### **2. Threatening of Employees, Children of Other Parents, or Adults Associated with the First Flights Centre**

Threats of any kind will not be tolerated. All threats will be reported to the appropriate authorities and will be prosecuted to the fullest extent of the law. Parents must be responsible for and in control of their behaviour at all times.

#### **3. Confrontational Behaviour with Employees**

While it is understood that parents will not always agree with the employees of the First Flights Early Learning programs, it is expected that all disagreements be handled in a calm and respectful manner. Confrontational behaviour includes but is not limited to; being argumentative with employees, speaking to employees in a manner that is harsh or belittling, non-verbal body language such as eye-rolling or hand gestures, and actions that make an employee feel unsafe or can cause harm to another person. Responses to parents being informed that their child is required to be picked up from the program due to illness or behavioural concerns must be met with respectful behaviour and acceptance. Concerns regarding these incidents can be brought to the Child Care Coordinator after the child has been picked up.

### Social Media

This social media policy applies to parents, employees, students, and The Board of Directors of The First Flights Early Learning programs.

This policy includes (but is not limited to) the following technologies:

- Social networking sites (i.e., Facebook, Snap Chat, Instagram)
- Blogs
- Discussion forums
- Collaborative online spaces
- Media Sharing services (i.e., You Tube)
- Micro-blogging (i.e., Twitter)

As part of our duty to safeguard children it is essential to maintain the privacy and security of all of our families and employees. We therefore require that:

- No photographs taken within the Centre or at Centre special events and outings with the children, are to be posted for public viewing, except those of your own child.
- Parents are advised that they do not have a right to photograph anyone else's child or to upload photos of anyone else's children. (This excludes those photographs taken by staff for the children's online learning journal, which are sometimes used for display in the setting, for use on The First Flights Centre website and in other advertising material if parental permission is given).
- No public discussions are to be held or comments made on social media sites regarding The First Flights Early Learning programs or First Flights children, staff, or Administrators (except appropriate use for marketing fundraising events) or that could be construed to have any impact on The First Flights Early Learning program's reputation or that would offend any member of staff or parent using the program.
- If a parent names the First Flights Early Learning programs on any social media platform, they must do so in a way that is not detrimental or derogatory to the Centre.
- Parents are not permitted to set up private or public social media (i.e., Facebook, Instagram, Twitter) accounts/groups related to the First Flights Early Learning programs without expressed written consent from the Executive Director.

#### *Violation of the Social Media Policy*

Any parent found to be in violation of the above or by posting remarks or comments that breach confidentiality, bring the First Flights Early Learning programs into disrepute or that are deemed to be of a detrimental nature to the First Flights Early Learning programs, its employees, or other children could result in immediate dismissal from the program the child(ren) is enrolled in.

#### *Policy for Handling Parent Concerns*

At First Flights Early Learning programs we take parent concerns seriously and strive to ensure parent concerns are addressed in a respectful and timely manner. Parent concerns are generally related to areas that directly relate to their child, but there are times when a parent may have a concern or issue about another child and family in the program or other members of our staff besides the classroom Educators.

When a parent has a concern that directly relates to their child, he/she should first discuss it with their child's classroom Educators. If the Educators and parent cannot resolve the concern together and to the satisfaction of both, the matter should be brought to the attention of the program's Child Care Coordinator. If the Child Care Coordinator and parent cannot resolve the matter together to the satisfaction of both, the matter should be brought to the attention of the Child Care Manager. A three-way conference may be arranged at this time. If a resolution is not reached, the matter will then be brought to the attention of the Executive Director.



When the parent concern involves any other child, family, or other members of our staff, the parent is required to bring their concern to the attention of the Child Care Coordinator or Child Care Manager. At no time should a parent be seeking out or contacting a child, family members of a child, or other members of our staff to directly inform them of the concern or issue.

### Curriculum Framework Statement

First Flights Early Learning programs utilize FLIGHT - Alberta's Early Learning and Care Framework as a foundation for incorporating curriculum into our early learning and child care programs.

We use curriculum as a way of thinking about what children are doing in relationships of care, play, learning, and development. We embrace children's everyday experiences as the sources of curriculum, meaning making with a focus on the holistic play-based goals:

- well-being,
- play and playfulness,
- communication and literacies,
- and community and social responsibility,

while nurturing children's dispositions to learn:

- I/we are playing and playful,
- I/we are seeking,
- I/we are participating,
- I/we are persisting,
- And I/we are caring.

Educators support the curriculum by valuing each child as a mighty learner and citizen of our early learning environments and use opportunities to learn about what the children know and what they want to know.

Educators will use their knowledge to create safe, positive environments that promote exploration, experimentation, and children's ability to play, be curious, imagine, problem solve, create, and share ideas and information with others. Children will be provided with a rich array of materials including items that are purchased, natural, recycled products, and loose parts. These materials offer children multiple ways to use them in open-ended activities and play experiences, both practical and imaginative.

Children are guided by Educators in their daily interactions with language and role modeling that supports self-regulation skills such as adapting behaviours, building attention span, managing/labelling emotions, and expressing thoughts to what is happening around them both verbally and non-verbally.

Educators keep Centre routines flexible and based on the needs of the children at that time. This allows for enhanced play experiences, giving children time to fully engage with other children, material, Educators, and their environment. Visual schedules outlining the Centre's daily routine are used, allowing children the security of knowing what will come next, as well as the respect and the right to be informed of the events in their day.

Children are supported with opportunities to develop healthy relationships with peers and Educators through having choices about who they interact with and when, knowing that it is alright to have time alone. Educators support the development of emotions and emotional regulation through the practice of labelling emotions children are experiencing and allowing children to express those emotions in a safe, secure, and non-judgmental environment. Children are shown that they are capable, lovable, and belong through the Educator's empathic responses and use of strategies when needed to provide guidance.

Children are provided with experiences to explore the community/world we live in, the differences and uniqueness of all people, and the opportunity to learn about the differences between each other. Educators create environments that are welcoming, support exploration and conversation while observing children for their understanding of the community/world around them. Educators build upon the information gathered from those conversations and observations to help children celebrate the uniqueness and differences of each child.

Educators work within a practice of relationships, encouraging and inviting families to participate in the program, share their cultural practices and traditions while recognizing and respecting the family connection to the well-being and sense of belonging for the children. Educators incorporate materials that are representative of children and families in the environments and play spaces whenever possible.

Educators are supported in their role as being the co-learner, co-researcher, co-imager of possibilities in their daily interactions with children to create responsive environments, co-constructing knowledge together versus transmitting their knowledge to the children. Educators use a process of reflective practice and documentation of learning stories to make children's learning visible in programs. These learning stories are shared with children and their families, giving the children an opportunity to revisit their experiences and celebrate their accomplishments in learning and play.

## **CENTRE OPERATIONS, ENROLLMENT & FEES**

### Hours of Operation

First Flights Out of School Care program, located at the Art Smith Aviation Academy is open from 6:30 a.m. until the school assumes responsibility for the children, and after school until 5:00 p.m. Children must go to the Out of School Care room after class. Staff do not go to the classrooms to pick up the children. The program is closed on all statutory holidays, and for the two-week Winter break on the school divisional calendar, generally the last week of December and first week of January. Our Centre will also be closed on two designated Staff Professional Development days. These closures will be scheduled in advance and will be communicated to families a minimum of 30 days in advance of the closure date.

Full day programs are open on most No School Days. To be eligible for No School Daycare, children must be enrolled in school. Kindergarten to Grade 6 children are accepted. No School Days are held at Art Smith Aviation Academy located at 4 Wing Cold Lake from 6:30 a.m. to 5:00 p.m. Written notice of any other planned changes in the hours of operation will be given a minimum of five working days in advance of the change.

## Enrollment

The First Flights Out of School Care program is approved by the Province of Alberta to operate an Out of School Care program for school aged children between the ages of four (4) and 12 years of age. Admission to the program is dependent on the availability of spaces.

Spaces are filled on a first-come, first served basis with full-time students taking priority over part-time students. If enrollment is full, parents are encouraged to place their child's name on our wait list.

When a space is available for your child, the parent/guardian and child are requested to come for an orientation interview with the First Flights Child Care Manager or First Flights Child Care Coordinator. **This interview will be scheduled at the parent or guardian's convenience, but it is strongly recommended that the orientation be held prior to your child being registered in the program.**

For a child to be considered enrolled, the Parent Information Book is to be fully read, the Parent/Guardian Contract and Acknowledgement of Understanding signed, and all registration documents fully completed by the parents/guardians and returned to the First Flights Coordinator or Manager. **One months' worth of fees must be paid prior to the first day of care, or care may be denied.**

## Monthly Fees

First Flights Early Learning Services programs are a non-profit organization. The Out of School Care budget is prepared for one full school year and includes the two (2) week winter closure, two Staff Professional Development days as well as the costs assessed to the parent/guardian in ten (10) monthly payments (September – June). Fees are not reduced in December. Fees remain in effect regardless of absences due to illness or vacation.

The following fee schedule is in effect September 1, 2025.

### **Full Time registrations take priority over Part Time.**

- Full-Time Space - Before school care and after school care, \$375 per month.
- Part Time Space - Before school care or after school care, \$275 per month

Please note that mornings (AM) and afternoons (PM) are not interchangeable. A written request must be submitted at least 48 hours in advance and will be considered on a case-by-case basis.

Monthly part-time and full-time fees do not include No School Days and Spring Break. Monthly Fees are due on the first business day of the month prior to care being required.

## Cancellation Policy

No School Day cancellations must be received by 4:00 p.m., five working days prior to the day of required care or a refund will not be given. This cancellation must be during our regular hours of operation, not including weekends.

## Casual Care

Casual care requires pre-booking three (3) business days in advance. Also, cancellation requires 48 hours' notice, or no refund of fees will be given, and future care may be denied. Casual usage is conditional to availability.

- Casual (per usage)                      \$20/morning or afternoon  
    \$30/morning and afternoon
- No School Day (per usage)            \$40/day

Bookings for Casual Care can be taken over the phone or by e-mail. **Casual Care fees must be paid at the time of the booking.** Parents/guardians will be charged for the amount of time the child is booked for; if the child is picked up early, this will not reduce the fee.

## Procedure

When the MFRCS Office is open:

- An online registration form for each child requiring care may be completed anytime at the MFRCS office on weekdays from 8:30 a.m. to 4:00 p.m. The form must be completed and submitted online prior to a child being able to attend the program.
- Children may be pre-booked for specific No School Days, and casual days at the MFRCS office weekdays from 8:30 a.m. to 4:00 p.m., provided spaces are available.
- Payment is required at the time of booking. If payment is not received child care will be denied.

If the MFRCS office is closed, registration can be arranged through e-mail at [FF.Coordinator.2@4WingMFRCS.com](mailto:FF.Coordinator.2@4WingMFRCS.com).

## MFSS Subsidy Rates 2025-26 School Year

The 4 Wing Military Family Resource Centre Society (MFRCS) is pleased to announce an important partnership with the Military Family Support Society (MFSS). This partnership will provide up to a 30% reduction in monthly fees for those parents who have a child or children in the MFRCS' First Flights Out of School Care (OSC) part-time or full-time programs and whose child or children currently attend Art Smith Aviation Academy (ASAA). Children who already receive the Alberta Child Care Subsidy are not eligible for the MFSS subsidy discount.

Kindergarten	40%
Grade 1	40%
Grade 2	40%
Grade 3	30%
Grade 4	30%

## Alberta Child Care Subsidy

Families that enroll their child(ren) in a licensed child care program have access to the Alberta Child Care subsidy program. This program covers a portion of child care fees for any families that meet the eligibility requirements. Parents/guardians can visit the Alberta Child Care website at <https://www.alberta.ca/child-care-subsidy> to find further information regarding this program.

It is a parent's responsibility to apply for and manage their child care subsidy at all times, including expiry dates. Once a family receives approval for the child care subsidy and the program receives notification of the approval, including timeframe and amount, it will then be deducted from the monthly child care fee. The parent is responsible for the whole child care fee until such confirmation of approval is received.

If an approved subsidy expires and we have not received notification of a further approval period, the subsidy will be removed from the monthly child care fee and the regular fee payment will be withdrawn.

Children who do not meet the required hours of attendance for their full child care subsidy to be paid will have the amount not covered by the subsidy program added to the child care fee account. Parents will be notified by email of the amount not covered by the subsidy program that is being added to the child care fee account for withdrawal on the next month's fee payment.

## Returned payments, Late Charges & Outstanding Accounts

1. An NSF fee of \$40.00 will be added to any monthly child care fee that is declined by the financial institution.
2. A notification will be sent by email informing the family that the payment was declined from the bank. It is the responsibility of the parents to keep their email address up to date on the child's registration profile and to check regularly for communication.
3. Payment must be received by the third business day of receiving notice from the MFRCS that the payment was declined. If payment is not received on or before the third business day, the family will be contacted to arrange payment, and care will be denied until the declined payment is received.
4. If the account is still outstanding after 30 days, a late payment charge of \$50.00 will be added to the account. The child care space will be terminated.
5. Failure to resolve the outstanding account will result in a late payment charge of \$50.00 being added each month that the account remains in arrears. After 90 days of a parent fee account being in arrears, further action will be taken. The user's account and personal information will be forwarded to a collection agency.
6. If fees are outstanding from one entity under the auspices of the 4 Wing MFRCS, the users will be denied access to any other service, program or activity until the existing outstanding fee is paid or a diligent effort is being made to make payments.

### Late Pick Up

To follow Alberta Child Care Licensing Standards, we must always follow an appropriate staff to child ratio. Therefore, the following steps will be taken if you pick up your child late (after 5:00 p.m.):

- 1<sup>st</sup> time: After an initial 15-minute time period, if parents/guardians cannot be contacted, the emergency contact person will be called. Should staff be unable to contact that person after half an hour (30 minutes), the Military Police will be called and asked for assistance in locating the parents/guardians. A 'Late Pick Up' form will be given to the parent/guardian to sign. A \$20 late pick up fee for every additional 15- minute interval will be charged. The First Flights Child Care Coordinator will be notified.
- 2<sup>nd</sup> time: The above steps will be followed. The First Flights Child Care Coordinator will contact the family to discuss the incident. The First Flights Child Care Manager will be notified.
- 3<sup>rd</sup> time: The above steps will be followed. The First Flights Child Care Manager will arrange a meeting to discuss the incident with the family. Care can be denied.

### Fee Payment

The First Flights Out of School Care program fees are due on the first day of the month for the present month. No School Day and Casual Care fees are due at the time of booking.

Child care fees will be deducted automatically from your chosen bank account. Pre-authorized Debit Agreement Forms are available for you to complete, and a VOID cheque or a Direct Withdrawal Form from your bank must be included. **This will be the only payment method accepted for full-time and part-time Out of School Care (OSC) fees.**

Families who are applying for subsidies are responsible for paying the full fee in advance until notification of subsidy amount is obtained. Care will not begin until full payment or written notification of subsidy is received.

### No School Days Fees, Registration and Booking (registered full-time or part-time users)

No School Day full day care \$40/day

Parents/guardians must **pre-register and pay the fee for ALL No School days (including Spring break) through Perfect Mind.** A schedule for all No School Day registration dates will be provided to families at the start of the school year. You must register no later than one week before the No School Day. Overstaffing can be costly to the program, and understaffing is not an option. Spaces may be limited.

Parents/guardians can contact the MFRCS office to have their child registered for No School Days through Perfect Mind and if the MFRCS office is closed, registration can be arranged through the First Flights Child Care Coordinator by e-mail at [FF.Coordinator.2@4WingMFRCS.com](mailto:FF.Coordinator.2@4WingMFRCS.com).

### Requested Times of Care

All families are required to have an up-to-date Requested Hours of Care form on file at all times. We use these timings to ensure the required Educator to child ratio is maintained at all times, so we ask parents to complete the typical drop-off and pick-up times for their child(ren) for each day. If a parent needs to change their requested times of care, please provide two weeks' notice to the Child Care Coordinator for your child's classroom.

If your child needs to be dropped off 15 minutes or more before the scheduled time or picked up later, please provide 48 hours' notice to ensure there will be adequate Educators to meet the required staff to child ratio. If no prior communication has been received from a family for alternate drop-off or pick-up times on any given day, children may not be accepted for care if they are dropped off earlier or parents will be contacted for pick-up if the child is there later than the requested times of care on file.

Any care provided on No School Days for the full day is limited to a nine (9) hour window but if a parent requires extended hours of care due to his/her work schedule, a request can be made, and an exception may be made.

### Closures or Diminished Services

There are times that the First Flights Out of School Care may have to close or diminish services due to circumstances beyond our control, such as but not limited to; power outages, loss of heat and/or water, sewer issues, pandemic impacts or health related emergencies that affect our ability to maintain adequate child to staff ratios due to significant decrease in staff. Our goal would be to remain as operational as possible, but we may have to look at; closure of a room(s), asking families to pick up children who may be affected by the situation, asking families if they have alternate child care options they can access for a short period of time, or other options that are deemed appropriate for the situation. During these times, we would work closely with the 4 Wing Air Force Base to access support to reduce the overall impact to all families that use the First Flights Out of School Care Services.

**In all situations beyond the First Flights Out of School Care's reasonable control, no reimbursement will be given.** First Flights Early Learning Services has worked hard to keep parent fees down as seen below.

### Notice of Termination of Enrollment

Should you no longer need child care, the parent/guardian must give one month's (30 days) written notice as of the end of the month, when withdrawing their child from the program for any reason or there will be a charge for one month's fees of care.

Termination of enrollment notices must be made in writing and emailed to the First Flights Child Care Manager at [FF.Manager@4wingmfrcs.com](mailto:FF.Manager@4wingmfrcs.com). Termination of care notices will not be accepted if sent through the Centre Communication app as they easily get missed with the volume of communication that is received each day.

## Termination of Care

Immediate termination from the Program will take place under the following circumstances:

- Abuse of any kind against First Flights staff, or children in the Centre.
- The child's ability to cope with the program is showing no signs of adjustment.
- The Early Learning Centre staff is unable to meet the specific demands and/or expectations of the parents/guardians.

## **PROGRAM POLICIES & PROCEDURES**

### Court Orders Affecting Enrolled Children

In cases where an enrolled child is the subject of a Court Order (i.e., Custody Order, Restraining Order, or Protection Order) The First Flights Early Learning program the child is enrolled in must be provided with a copy of the most recent Order and all amendments thereto. The Orders of the Court will be strictly followed unless the custodial parent(s) requests a more liberal variation of the Order in writing. In the case where both parents are afforded shared/joint custody by Order of the Court, both parents must sign the request for more liberal interpretation of the Order.

**In the absence of a Court Order on file with the First Flights Early Learning program the child is enrolled in, both parents shall be afforded equal access to their child as stipulated by law.** Any First Flights Early Learning program cannot, without a Court Order, limit the access of one parent by request of the other parent, regardless of the reason. If a situation presents itself where one parent does not want the other parent to have access to their child, the First Flights Early Learning program suggests that the parent keep the child with them until a Court Order is issued. If conflicting Court Orders are presented, the most recently dated Court Order will be followed. The First Flights Early Learning program will report any violations of these Orders to the proper authorities.

### Attendance

The first month of a child's attendance and participation in the program is probationary. This enables the program staff, parents, and children to determine if the program is the appropriate child care setting for the child. After the initial probation period, **if a child becomes continually aggressive or unmanageable, the probationary period may be reinstated.** A decision to ask the parents/guardians to withdraw their child from the program is always a last resort. This decision will only occur if:

- The child's ability to cope with the program and group care shows no signs of adjustment.
- The staff are unable to meet the specific demands and/or expectations of the parents.
- The child care fees are not being paid.

Signing your child in and out daily is a Provincial Licensing requirement. It is the responsibility of the parent/guardian to ensure staff are aware of your child's arrival in the morning and sign them in upon arrival at the program in the morning and again at pick up time, so children are signed out. Casual Care families must be accurate in recording their start and end times.



### Suspected Intoxication/Drug Abuse

The staff of First Flights Early Learning programs will not release a child to a parent if the parent appears to the staff of the program to be under the influence of drugs and/or alcohol. In such a case, the staff will call the other custodial parent or emergency contact named on the child's registration form, to which they may release the child.

If the parent who is suspected to be under the influence of drugs and/or alcohol is not willing to cooperate with the staff, the Military Police and/or Alberta Child Intervention will be contacted.

Any other authorized person who attempts to pick-up a child and appears to the staff of the First Flights Early Learning program to be under the influence of drugs and/or alcohol, will be denied access to the child. The staff of the First Flights Early Learning program will contact the child's parents, Military Police, and Alberta Child Intervention to notify them of the situation.

### Late Pick-up

To follow Alberta Child Care Licensing Standards, we must always follow an appropriate staff to child ratio. Therefore, the following steps will be taken if you pick up your child late (after 5:00 p.m.):

- 1<sup>st</sup> time: After an initial 15-minute time period, if parents/guardians cannot be contacted, the emergency contact person will be called. Should staff be unable to contact that person after half an hour (30 minutes), the Military Police will be called and asked for assistance in locating the parents/guardians. A 'Late Pick Up' form will be given to the parent/guardian to sign. A \$20 late pick up fee for every additional 15- minute interval will be charged. The First Flights Child Care Coordinator will be notified.
- 2<sup>nd</sup> time: The above steps will be followed. The First Flights Child Care Coordinator will contact the family to discuss the incident. The First Flights Child Care Manager will be notified.
- 3<sup>rd</sup> time: The above steps will be followed. The First Flights Child Care Manager will arrange a meeting to discuss the incident with the family. Care can be denied.

### Release of Children Policy

The First Flights Out of School Care staff shall release children in care only to the parent or guardian of the child, or to persons designated on the written release or contract. If a parent/guardian wishes to designate any person(s) not identified on the original written release to pick up a child, the parent/guardian must provide a handwritten, signed note to this effect, including appropriate identifying information before release is to take place. **We will ask for photo ID for any person unknown to the staff.**

Children between the ages of five (5) and 12 years may be released to a designate that is less than 18 years of age. This designate must be age 12 and over. Written documentation must state the exact conditions under which the child may be released and must include the designates name, age, address, and phone number; the name of the program the child is attending; hours of care; and the times the designate under the age of 18 will be dropping off the child or picking them up. It must also give the name of the individual who has permission to sign the child out of the program (whether that is the designate or the staff member). Written documentation must also state that the parent/guardian accepts full responsibility for their child once signed out of the programs.

Written documentation is also required if a parent/guardian requests that their school aged child sign themselves in and out of the Before and After School Care or No School Days for the sole purpose of meeting their parents/designate at home. Documentation must include the times the child will be arriving or leaving the program, method of transportation and must state that the parents/guardians accept full responsibility for their child once signed out of the program. Documentation must also include a statement of intent confirming the child will not be home alone, the child is leaving the program to go directly home and the parents/designate will be there once the child arrives.

In emergencies, a telephone call from the parent/guardian to the Staff Member for the release of the child on a specific occasion may be acceptable. The staff member must ensure that:

- It is the parent/guardian who is calling.
- The parent/guardian provides an adequate physical description of the person or other identifying information; and
- The person who arrives to pick up the child is the one identified by the parent/guardian (by asking to see photo identification).

**PLEASE NOTE:**

All incoming phone calls to the First Flights Out of School Care Program are routed through the main administration office of the 4 Wing MFRCS office between 8:30 a.m. and 4:00 p.m. **If you cannot reach the office and you have an urgent message, please call the First Flights Out of School Care program cell phone 780-545- 0430 or the First Flights Program Child Care Managers after hours contact number 780-545- 0420 which is posted on the windows and door of the Out of School Care program.**

Conditions under which an Educator should not release a child in care to the parent, guardian or designated person include the following:

- There is a legal document prohibiting the person from accessing the child.
- The Educator has reason to believe that the child requires immediate protection from the person or from the situation or circumstances to which the child is going, i.e., parent/designate appears to be under the influence of alcohol or drugs (unable to drive with safety, unable to protect the child).

Whether to release the child or not is a very difficult decision. The Educator must take into account the immediate circumstances and degree of risk to the child, self and the other children in care. If possible, police suggest calling them for assistance while the parent/designate is still at the program to give police the best chance possible of intercepting the parent/designate before the person takes the child out of the facility and/or attempts to operate a motor vehicle.

If parent/designate insists on taking the child, becomes increasingly agitated or is physically or verbally threatening or aggressive, or the Educator feels safety of self or child is at risk, the monitor releases the child to the parent/designated person, obtains vehicle's license number if possible and immediately reports incident to the Military Police (780-840-8222), or the local police (911), The Educator will provide the police with the following:

1. The situation (i.e., incapacitated parent/guardian picked up child from child care service; refused offers of assistance; suspect child at risk for what reason);
2. Name and address of child care service, parents/guardians, child.

3. Description of parent/designates' vehicle (model, make, colour, license number if possible) and direction of travel.
4. Record of incident: The Educator makes notes of the details of the incident including times, dates, names, who said what, when, etc. to assist the police and agency in dealing with the situation.

### Staffing

The First Flights Child Care Manager, and the First Flights Child Care Coordinator are responsible for keeping a current list of staff and must maintain a child/staff ratio of 1:15 for children in Kindergarten to Grade 6, maximum group size is 30. Whenever there are seven or more children there must be two staff present. All staff included in the child/staff ratio must meet the following requirements:

- Be hired in accordance with the First Flights Early Learning Services hiring policies and procedures, and with Provincial Licensing requirements.
- Staff must have personal qualities and capabilities to work with children in group-based care under the supervision of the First Flights Child Care Manager, and Coordinator and, at a minimum, they must complete the Child Care Orientation course within six months of being hired.
- Staff must possess a valid First Aid Certificate at the onset of employment. If a first aid course is not immediately available, we will ensure that at least one staff member in each room is First Aid qualified.

### Child Guidance Policy

In all First Flights Early Learning Services, children's behaviour will be guided in a positive manner while maintaining a safe, healthy, respectful environment, and adhering to Provincial Child Care Licensing Regulations.

#### **Staff will use preventive strategies to guide children's behaviour:**

- state limits in a positive, rather than negative way.
- focus on the behaviour rather than the child.
- staff members are to be consistent in following through when limitations are not met.
- Positive redirection and positive reinforcement are two behaviour guidance strategies which may be used.

#### **Staff will intervene promptly when aggressive actions or bullying occurs, or if a child is endangering him/herself or others by:**

- gaining a child's attention in a respectful way by using proximity and touch.
- Removing from activity or Centre.
- Acknowledging feelings, distract or redirect when appropriate.
- Depending on age and developmental level of child, the behaviour is discussed, and staff and child problem solve together.

**Physical punishment, verbal or physical degradation, emotional deprivation, and time out is not allowed by staff.** Staff must not deny or threaten to deny any basic necessity. Any form of physical restraint, confinement or isolation must not be used as a form of discipline (only on rare occasions if it is for the safety of a child).

Parents/guardians are asked to abide by the policy when they are in the facility.

In cases where the behaviour by one child interferes with the safety and well-being of other children or staff, the following procedure is followed:

1. An incident report is completed by a room staff member. The incident is reviewed with parents at pick-up time and signed. Staff will discuss strategies for managing the behaviour with the parents. The report then goes to the First Flights Child Care Coordinator/Manager for review and is then placed in the child's file.
2. Another incident report will be filled out by room staff. The report will be reviewed with parents at pick up time and signed. Staff will further discuss strategies for managing the behaviour with the parents. The report then goes to the First Flights Child Care Coordinator/Manager for review and is then placed in the child's file.
3. Another incident report will be completed by a room staff member, and he/she will personally review the incident with the First Flights Child Care Coordinator/Manager. Dependent on the behaviour, the Child Care Coordinator/Manager will contact the parents to discuss behaviour, advise parents that the behaviour will be monitored closely, and that if the child continues to interfere with the safety and well-being of others, the parents will need to meet with the Management team to discuss further actions. This may include the possibility of the parents being asked to withdraw the child from the program. The report will be signed by all parties and placed in the child's file.

First Flights Early Learning Services reserves the right to withdraw a child if the safety of another child has been compromised, or the program as a whole has been affected by a child's inappropriate behaviour. However, all efforts to set the child up for success will be exhausted and all other options, where there are any, will be made available to the parents before this action is taken.

### Child Supervision

Children at all times are under supervision that is adequate and effective in ensuring their safety, well-being, and development. Based on Provincial requirements, each Out of School Care program will maintain adequate child/staff ratios at all times, both indoors and outdoors, and during field trips.

Staff will become involved and familiar with the children in their care. As children's needs change, effective supervision will also need to change depending on the particular child care setting and ages of children. Staff observe children's play and behaviour directly and by closely monitoring children when carrying out activities that may involve some risk, such as playing near water, or during transition times when children may gather in larger groups.

Staff observe play and anticipate what may happen next in order to assist children and intervene in the event of potential danger. Head counts will be done periodically including during transition times, when children are taken outside or when children leave and return to the facility.

## Aggressive Behaviour

Aggression can be part of a child's behaviour when he/she becomes frustrated or angered. Should your child have an aggressive episode involving another child or staff member:

1. He/she will be removed from the group for the safety of all involved and given time to calm down in a safe environment. The Educator will inform the Child Care Coordinator and request assistance if required. If the child is unable to calm down and safety is still a concern, the parent/guardian will be called to pick the child up.
2. Parents will be notified of the incident, including what guiding behaviour strategies were used, how the child/ren is/are feeling, and how/if the incident was resolved. An Incident report will be completed, signed by parents and a copy will be placed in child's file and given to parents.

If the situation does not improve:

1. The parents may be asked to remove the child from the program for the day.
2. First Flights management team will meet with parents to discuss behaviours and possible avenues of support for the child. This may include referrals to community resources or health professionals, and meeting with the MFRCS Family Liaison Officer.

We believe that every child has a right to feel safe at First Flights Early Learning Services programs. We also feel that all staff have the right to feel safe from harm during their workday. It is our collective responsibility to support and ensure the safety of all children and staff so when a child's aggression **becomes habitual and constantly disrupts the activities and routines of the day**, either by taking staff time away from others, or making other children afraid, then we need to review our capabilities.

First Flights Early Childhood Educators are not designed to, nor equipped for, dealing with habitually, physically aggressive children. At this point, **the aggressive behaviour may result in the permanent withdrawal of your child from the program.**

If a child needs to be withdrawn, the decision to refund the parent will be at the discretion of the First Flights Management Team along with the Executive Director.

## Biting

Biting can be a normal behaviour based on the developmental age and level of the child. Children bite in order to cope with a challenge or fulfill a need. For example, a child may be biting to express a strong feeling (like frustration), communicate a need for personal space (maybe another child is standing too close) or to satisfy a need for oral stimulation.

When biting occurs at the First Flights Early Learning Centre,

- A staff member will stop the action quickly and will tell the child that this is not acceptable behaviour.
- The bite will be washed with mild soap and water and covered if needed.
- The parent/guardian of both children involved will be notified of the incident by the completion of a written incident report. If the skin is broken, the parent/guardian of the child that has been bitten will be called, the parent/guardian of the child who bit will also be called. It is recommended that all human bites that break the skin should be seen by a doctor.
- The identity of each child will be kept confidential.

Staff will try their best to understand the underlying cause of the biting and develop effective responses. They will then work with parents to ensure the same consistent messages and actions are being used by both parties in all environments. This makes it more likely to be successful in eliminating the behavior as learning a new behaviour in place of the biting takes time and consistency.

### Child Abuse Reporting Protocols

Under the provision of the Child, Youth, and Family Enhancement Act, any person who suspects, or is party to any conversation or behaviour that leads them to suspect that a child may be abused or neglected has a moral, ethical, and legal obligation to report the matter immediately to the Child and Family Services Authority.

The staff of First Flights Early Learning programs are not required to discuss their suspicions with parents prior to reporting the matter to the appropriate authorities, nor are they required to investigate the cause of any suspicious marks, behaviour, or condition prior to making a report. The Child, Youth, and Family Enhancement Act is designed to protect the welfare and best interest of all children.

This information is included during the First Flights Child Abuse Reporting Protocol training workshops which are scheduled at least twice a year.

### Managing Ill Children

Due to the nature of their play and their lower resistance to infection, children are generally more susceptible to illness. Alberta Early Learning and Child Care Regulation 8(1) states, when a staff member knows or has reason to believe that a child is exhibiting signs or symptoms of illness, the First Flight Out of School Care program must ensure:

- That the child's parent arranges for the immediate removal of the child from the Out of School Care Program.
- That the child must not return to the program until the program is satisfied that the child no longer poses a health risk.

**Parents are required to notify their child's Educators or the Child Care Coordinator if their child is sick and the nature of the sickness each day.**

A **sick child** is defined as a child who is **unable to participate** in the Out of School Care Program because he/she is:

- Vomiting has a fever, diarrhea or a new unexplained rash or cough.
- Requires greater attention than can be provided without compromising the care of other children in the program.
- Displays any other illness or symptom that a staff member knows or believes may indicate the child poses a health risk to persons on the program's premises.

Once having determined that a child needs to be sent home due to illness, the child's educator will contact the parent and:

- The **child's parent/guardian** arranges for the **immediate** (defined as within 30 minutes of initial contact) removal of the child from the program premises.

- While waiting for the parent/guardian's arrival, the sick child will be kept comfortable and must be kept as far away as is practical from the other children and directly supervised by a primary staff member or provider.
- An illness form will be completed by staff, signed by parents, and kept on site in the child's locked file.
- The child does not return to the program until the child no longer poses a health risk to persons on the program premises or if the parent/guardian provides a physician note indicating the child does not pose a health risk to the persons on the program premises.
- Medical assistance will be obtained when necessary. Parents/guardians are responsible for paying any medical expenses incurred.
- If the child's illness requires emergency health care and/or requires the child to remain in the hospital overnight, the First Flights Child Care Manager and/or the MFRC's Executive Director will be notified immediately, and the Accident/Serious Illness policy will be implemented including notifying the Children's Services' licensing office by completing the incident reporting form for submission.

Children not in attendance due to illness must be kept out of the Out of School Care program for a minimum of 24 hours. Any child must have symptoms resolved for a complete 24 hours before returning to the program.

Common illness conditions that require exclusion from the program but are not limited to the following:

- **High Temperature:** When a child's temperature reaches 38.1 C, parents will be contacted to pick up the child. **If your child requires Tylenol or Advil to control a fever, they are not to attend the Out of School Care program.**
- **Undiagnosed Skin Rash/Skin Condition:** The rash must be diagnosed, and proper treatment begun.
- **Diarrhea:** A change in the normal pattern of bowel movements, resulting in a substantial increase in the number of stools and change in consistency of the stools to watery or unformed. After the second incident within a period during the day, staff must send the child home. Staff may ask that the child is taken home after the first incident if accompanied by other signs of illness.
- **Vomiting:** The child must be taken home after the second incident in one day. Staff may ask that the child be taken home after the first incident if accompanied by other signs of illness.
- **Conjunctivitis (commonly known as Pink Eye):** Can affect one or both eyes, children can experience redness and/or itchiness in one or both eyes, have a discharge in one of both eyes, tearing and sensitivity to light. Staff will ask for the child to be taken home when one or more of these symptoms are present.
- **Ear Infections:** A very common illness in children. Child may show signs such as pain, fever, fussiness, tugging on ears, and fluid or blood coming from the ears. Staff may ask for the child to be taken home when the child is presenting with symptoms and requires greater attention than can be provided without compromising the care of other children in the program.
- **Common Cold:** Contagious viral infection of the nose and throat, symptoms include stuffy and/or runny nose, sneezing, cough, fever, sore throat, and/or decreased appetite. Staff will ask for the child to be taken home if they have a fever, a persistent cough (cough may include choking or vomiting), if other symptoms present are excessive and/or if the child requires greater attention than can be provided without compromising the care of other children in the program.
- **Impetigo:** A common and highly contagious skin infection that usually appears as reddish sores/blisters on the face especially around the nose and mouth and on the hands and feet that ooze fluid and form patches of crusty sores that may look yellow, gold, or brown. Staff will ask for the child to be taken home when one or more of these symptoms are present.

- **Croup:** Is a common contagious viral infection that causes noisy breathing, a raspy, hoarse voice, and a barking cough in young children. Staff will ask for the child to be taken home when one or more of these symptoms are present.

**Communicable Disease Outbreak:** An outbreak occurs when there are more cases of a communicable disease than are normally expected in a specific time and place. Child care operators are responsible to protect the health of children under their care, and staff working in their facilities. Child care facilities are required to report outbreaks and other communicable diseases to Alberta Health Services (AHS). AHS collaborates with child care facilities to prevent an outbreak of disease and responds when notified of potential outbreaks. This includes preventing the spread of respiratory, gastrointestinal (GI), rash, and any other unusual illnesses identified within a child care facility. Further guidance will be provided to families on when it is safe for your child to return to care in these situations.

### Accident/Serious Illness Policy

In the case of accident or serious illness in the Out of School Care Program:

- A staff member or support staff with First Aid/CPR will attend to the child and ensure that the child receives medical assistance.
- the child's parent or guardian will be promptly notified.
- An ambulance will be called if necessary and the child will be taken to the hospital in the ambulance. A staff member or support staff with First Aid/CPR will accompany the child in the ambulance and until such time as the parent/guardians are in attendance.
- Parent/guardians are responsible for paying any medical expenses incurred including ambulance fees.
- Incident/Accident forms will be completed by a staff member; these stay in the children's locked file at the program.

All First Flights Early Learning Centre Staff in our Centre are expected to hold a valid First Aid/CPR certificate or to obtain one within three months of employment.

### Medication Administration Policy and Procedures

Administration of any medication to a child registered in our early learning and care programs must meet the Alberta Early Learning and Child Care Regulation for licensed centres. This policy will provide clear direction for First Flights staff to administer medication to children in our early learning and care programs and appropriate record-keeping.

For this policy, medications fall into the following two categories, unless otherwise specified:

- Prescription, intended for acute, symptomatic treatment
- Over the counter including herbal remedies, intended for acute, symptomatic treatment

Items excluded from this policy are sunscreen, lotion, lip balm, bug spray, hand sanitizer, and diaper cream not used for acute, symptomatic treatment.



The policy and procedures support children's health, safety, and well-being by setting out measures to:

- Ensure children receive only those medicines deemed necessary and appropriate by their parents
- Reduce the potential for errors
- Ensure medicines do not spoil due to improper storage
- Prevent accidental ingestion
- Administer emergency allergy and asthma drugs or medications quickly when needed
- Safely administer medications according to established routines

#### Parental Authorization to Administer Medication

Whenever possible, parents will be encouraged to administer drugs or medications to their children at home if it doesn't affect their treatment schedule.

We will only administer prescription and over-the-counter medications for acute, symptomatic treatment to a child where a child's parent has given written authorization to do so by completing the First Flights Medication Administration Consent Form (available at each centre). Staff will not take any verbal direction from parents/guardians for the administration of medication or changes in the written directions for the administration of medications.

There must be one Medication Administration Consent Form for each medication; complete all pertinent sections. There must be one form for each child taking the prescribed medication; in the case of siblings prescribed the same medicines, parents must complete separate medication administration forms. The medication container must have the name of the child who required the prescribed medication.

Where a Medication Administration Consent Form is completed for over-the-counter medication and symptoms have been persistent for more than five days, in the case of teething, known rash, etc., further follow-up with the parent will occur. We may request authorization from a medical professional. The Medication Administration Consent Form must include a schedule that sets out the times the medication is given and the correct dosage.

When a medication is to be administered to a child on an "as needed" basis (i.e., there is no specific schedule or time of the day for administration), the medication must include a Medication Administration Consent Form along with an Individual Health Care & Emergency Response Plan completed by the parent/guardian with a supporting note from the child's physician. Appropriate dosage, signs, and reactions will be disclosed and outlined on the form.

The Medication Administration Consent Form must also clearly indicate the situations under which the medication is to be administered as outlined in the Individual Health Care & Emergency Response Plan, including observable symptoms. Examples may include:

- When the child has a fever of 39.5 degrees Celsius
- When the child has a persistent cough or difficulty breathing
- When red hives appear on the skin

Completed Medication Administration Consent Forms will be reviewed with parents each time the staff portion of the current medication form is complete, or every six months in the case where we did not give the "as needed" medication. This procedure will ensure the dosage continues to be accurate (i.e., based on the child's age or weight).

### Chronic Medical Conditions

Children that have on-going chronic medical conditions such as asthma, anaphylaxis allergies, febrile seizures, will be required to complete an Individual Health Care & Emergency Response Plan along with the Medication Administration Consent Form. Supporting documentation will be required from the child's physician for any medication that is labelled "as needed".

### Medication Requirements

All medications to be administered to children must meet the following requirements:

- All medications must be stored in their original containers as supplied by a pharmacist or their original packages. ***Medications that have been removed from their original package or transferred into a different container will not be accepted or administered to children.***
- ***Prescription medications must have clearly labelled medication containers with:***
  - The child's full name
  - The name of the medication
  - The dosage of the medication and frequency (i.e., 3x daily)
  - The date prescription was issued
  - The expiry date of the medicine, if applicable
  - The doctor's name
  - The pharmacy name

The information provided on the written Medication Administration Consent Form must match all the requirements listed above.

When information is missing on a medication label, or the Medication Administration Consent Form does not match the labeled container label, the child care centre will not accept or administer it. Staff will not administer until the label and the Medication Administration Consent Form accurately contains all the required information.

### Medication Handling and Storage

All medications will be kept inaccessible to children at all times in a locked container and stored out of reach (i.e., in a refrigerator, cabinet, cupboard, or drawer).

There are exceptions for emergency medications as outlined below:

*Emergency medications are prescription drugs/medications used in case of an urgent medical reaction that requires immediate treatment. Emergency medications include medications used to treat asthma (i.e., puffers) and anaphylactic allergies (i.e., epinephrine).*

- Emergency medications will never be locked up and will be made easily accessible to all staff while being kept out of the reach of children, including during outdoor play periods and off-premises activities
- If a child has written permission to carry their emergency allergy or asthma medication; precautions will be taken to ensure that these medications are not accessible to other children (applicable to Out-of-School care program only)
- Parents must complete a Self-Carry Acknowledgement with a Permission Form for their child to carry their emergency medications in their backpacks for transportation to and from school or on their person in either a belt or fanny pack (applicable to Out-of-School care program only)

In case of an emergency, all staff, students, and volunteers will be always made aware of the location of children's emergency medications.

Staff must bring all emergency medications on all field trips, evacuations, and off-site activities.

Staff will store all drugs and medications safely for children, following the instructions for storage on the label. We will store medicine requiring refrigeration in the refrigerator in a locked container. The locked container should only contain current medications for children attending the centre and nothing else.

When medications are past their expiry date, they will return them to the child's parent and document this on the Medication Administration Consent Form.

Staff will return any medications remaining after the treatment period to a child's parent; where possible, staff must document on the Medication Administration Consent Form after medications are returned.

***Parents do not have access to medicine stored in the medicine box. Staff is responsible for depositing and retrieving all medications from the storage box.***

Medications belonging to staff, students, or volunteers for their use will be kept inaccessible (i.e., stored in a locker versus left in a purse in the classroom) to children and will not be administered to children at any time.

## Medication Administration

**Medications will be administered according to the label's instructions and only with written parental authorization on the Medication Administration Consent Form.**

One staff member in each classroom should administer all medications, this will help to reduce the potential for errors, whether on or off the premises. To support the prompt administration of emergency medication, any staff member can administer those medications when needed if the designated staff member is not with the child at the time the medication is required.

A medication will only be administered from its original container as supplied by a pharmacist or its original package. The container is clearly labelled as outlined under the Medication Requirements section of this policy.

A medication will only be administered using the appropriate dispenser (i.e., syringe, measuring spoon/cup, etc.).

Centre staff will not administer medications that are considered intrusive to the child; medications involving excessive demands, which would interfere with staff supervision duties. Invasive medications are defined as but are not limited to suppositories, such as Gravol or those that correct constipation. Intrusive procedures are described as but not limited to taking a child's temperature rectally.

Medications that are expired (including epinephrine) will not be administered at any time.

***Before giving each dose, First Flights staff will:***

- Read both the medication sheet and the label, twice
- Check the expiry date. Do not give expired medications
- Use a proper measuring spoon or other measuring devices (obtainable from a pharmacy) for measuring liquids, clean thoroughly between uses
- Report at once any condition which might be a side effect of a medication

**Record all medications given on the Medication Administration Consent Form:**

- Use one sheet for each medication for each child
- Insert all dates from the consent form
- Write STOP after the last date and draw a line down all other boxes
- Sign each box after giving the medication
- After completion, return medication to parent, getting them to sign to acknowledge
- Return form to the coordinator's office to be put in the child's file

### Record-Keeping

We will complete records of medication administration on the Medication Administration Consent Form every time medications are administered. Completed records will be kept in the child's file.

A child's Medication Administration Consent Form includes a schedule setting out specific times to administer the medication. Should the child be absent one day, document the absence on the form. Doing this will account for all days during the treatment period (excluding weekends, holidays, and planned closures).

Suppose a dose is missed or given late. In that case, we will document reasons on the record of medication administration and notify a parent as soon as possible to impact the treatment schedule or the child's health.

When a medication is administered on an "as needed" basis to treat specific symptoms (asthma, febrile seizure, or an allergic reaction) as outlined on a child's Medication Administration Consent Form. Staff will document the administration and the reason for administering on the Medication Administration Consent Form and inform the Child Care Coordinator/Manager. Staff will then notify the parent of this administration of medication.

### Confidentiality

We will treat information about a child's medical needs confidentially. Every effort will be made to protect the privacy of the child, except when we must disclose information to implement the procedures in this policy and for legal reasons.

### Lice Policy

If a parent/guardian reports that a child has a confirmed case of lice, the child will not be permitted back into the program until there are no lice or nits (eggs) in the child's hair. The child must not return to the program for a period of 48 hours from the time of pick up. Parents/guardians will be informed through information sheets from the Health Unit and by discussion with the program staff as to what steps they must take to ensure the child is free of lice and nits prior to returning. Checks of the child's hair will be completed by staff prior to the child entering the program area. Letters and information from the Health Unit will be sent home to all parents/guardians informing them of the confirmed case of lice.

If program staff suspects a child has a case of lice or nits, the staff will conduct a check of the child's hair. If lice or nits are found, the child is immediately removed from the vicinity of other children and the parent/guardian will be called to pick him/her up immediately. The child must not return to the program for a period of 48 hours from the time of pick up. The staff will do a check of each child's hair that would have come into contact with the child in the service.

### Anti-Bullying Policy

In all First Flights Program areas, bullying, the persistent behaviour by any individual or group which intimidates/threatens or has a harmful or distressing impact on another individual or group, will not be tolerated.

### Physical Activity and Outdoor Play

First Flights programs believe that outdoor play is a vital part of the children's day. Research suggests that children learn best through play, and the best place for play is outdoors where children connect with nature, explore their physical abilities, spark their curiosity, and develop a sense of place and belonging in the world.

The children in our Early Learning programs play outdoors nearly every day, children will remain indoors only in cases of extreme weather. **If your child is too sick to go outside, they are too sick to come to the program.** If your child is not dressed appropriately for outdoor play, you will be called to drop off appropriate items or to pick up your child. Parents/guardians are required to ensure that their child is dressed appropriately for all weather conditions:

1. Winter: warm lined boots, toque, scarf, snow pants, warm coat, snowsuit, mittens, sweater or sweatshirt, complete change of clothing.
2. Spring/Autumn: hat, raincoat, splash pants, rubber boots, complete change of clothing, sweater or sweatshirt.
3. Summer: sun hat (not "visor"), sunscreen, long sleeve shirt, complete change of clothes, t-shirts, shorts, lightweight long pants, bathing suit and towel.

We will be using the "Get Outside and Play - Outdoor Play Recommendations for Child care Settings in Alberta" and the "Canadian 24-Hour Movement Guideline for The Early Years" guidelines as a guide for physical activity and outdoor play in our early learning and child care programs.

The Canadian 24-Hour Movement Guidelines offer clear recommendations for physical activity:

- Infants (Less than 1 year) being physically active several times in a variety of ways, particularly through interactive floor-based play—more is better. For those not yet mobile, this includes at least 30 minutes of tummy time spread throughout the day while awake.
- Toddlers (1-2 years) get least 180 minutes spent in a variety of physical activities at any intensity, including energetic play, spread throughout the day—more is better.
- Preschoolers (3-4 years) get at least 180 minutes spent in a variety of physical activities spread throughout the day, of which at least 60 minutes is energetic play—more is better.
- School-Age (5-12 years) - need at least 60 minutes of moderate to vigorous physical activity each day.

Educators will incorporate The Canadian 24-Hour Movement Guidelines into their daily plans for children while in attendance at our program. This guideline will be met with both indoor and outdoor physical activity opportunities.

Research shows that children move more and sit less when they play outside. Increasing outdoor time will increase physical activity. First Flights programs will use the Get Outside and Play - Outdoor Play Recommendations for Child care Settings in Alberta as a guide for daily outdoor play time:

- **Infants** - 0–12-month-olds will get outside two times a day, 30 minutes each period.
- **Toddlers** - 13–24-month-olds will be outside two to three times a day for a minimum total of 90 minutes, minimum 45 minutes each period.
- **Preschoolers** - 2–5-year-olds will be outside two to three times a day for a minimum total of 120 minutes, minimum 60 minutes each period.
- **School Age**
  - 5–12-year-olds - Regular school days will be outside one to two times a day for a total of 60 minutes, minimum 30 minutes each period
  - 5–12-year-olds - No school days will be outside two to three times a day for a total of 180 minutes, minimum 90 minutes each period

### Weather Conditions

While attending a First Flights program, children will not be taken outside when the weather conditions are a threat to the health & safety of the children.

### Sun Safety

The following precautions are in place at First Flights programs to prevent children from overexposure to the sun:

- Time outdoors will be limited between the hours of 11:00 a.m. to 2:00 p.m.
- Sunscreen will be applied to children prior to their time outdoors (parent must provide for their child)
- Children will be provided with water to drink during their time outdoors.
- While outdoors, shaded areas of play will be provided for the children.

### Wind Chill/Cold Temperatures

If the temperature is -25 degrees Celsius or colder, including the Wind Chill Factor, all children will remain indoors for Gross Motor Play.

- If the temperature is between -20 to -24 degrees Celsius, including the Wind Chill Factor, the amount of time children will play outside will be reduced.
- Children under the age of 19 months will stay indoors for gross motor play when the temperature is higher than -15 degrees Celsius, including the Wind Chill Factor.

### Air Quality Index

The air quality index will be taken into consideration during times of outdoor play when the air quality index rating is considered high. As air quality index conditions being experienced at any given time can fluctuate throughout the day, the decision about outdoor play time will be made based on the conditions being experienced in the outdoor environment at our Centre locations when children are planning to go outside for any potential health hazards. When conditions are not suitable for children to be outside, then outdoor play time will be re-scheduled.

### Field Trips and Outings

Field trips are a part of the Centre's enhanced programming component. Families will be informed of field trips and outings by a letter handed out in advance, a posted letter in the Centre, or by distribution of consent forms. Consent forms must be signed by you if you would like your child to attend the field trip. **If the consent form is not signed prior to the trip, you will be called to pick up your child.**

Children are prepared before every outing: reminding them of the rules, the adults in charge, and emergency procedures. Parents/guardians may be asked to volunteer as additional supervision.

**Parents/guardians are welcome to accompany us on all field trips.** Staff will take portable records for all children on all field trips and outings.

### Clothing

Please realize that your child will get dirty and messy while at the Program please send them dressed in appropriate clothing to play. The Program will not be responsible for any stains, tears, or dirt on children's clothing.

- Hats and sunscreen are required for outdoor play.
- Kindergarten children are required to have an extra complete set of clothing at the Program.
- Indoor shoes are required at all times.

### Food Policy

All food required for children in attendance at the Out of School Care program must be supplied by parents/guardians from home.

On regular school days, children are encouraged to bring extra nutritious snacks each day. Children will be given time before and after school to have these items if he/she chooses to.

On full day care days such as No School Days, children are required to be provided with two nutritious snacks, morning and afternoon, as well as a lunch. We ask that all food items sent are based off three food categories – vegetables and fruit, protein foods, and grain foods. Snacks should have a minimum of two food categories and lunches have all three food categories.



All containers with food, cups, and water bottles brought to the Centre must be labelled clearly with your child's name. Children not from the same family will not be permitted to share food with any other children from their snacks and lunch, unless it is a pre-planned special event that all families are contributing to a shared snack or lunch. By regulation, all children will remain seated while eating.

### Nutrition Guidelines

- Drinks – please send water, milk, flavoured milk, or 100% fruit juice – no pop or Kool-Aid please.
- Foods – please do not send any products containing nuts, candy, gum, chocolate covered items such as granola bars or wagon wheels, gummies, or sweets – we like to reserve sweets for special celebrations.

Foods containing peanut or nut products are **NOT** permitted at First Flights Early Learning Centre or First Flights Out of School Care.

**If a child arrives with peanut or other nut products, the parent/guardian will be called to provide a nut free alternative for their child.**

When providing baking for the Centre for parties, your child's birthday, or fundraisers please remember that foods containing peanuts or other nut products are not permitted in the Out of School Care Program. This allows for a safer environment due to the severity of these allergies.

### Allergies/Anaphylaxis (Life-Threatening Allergies Policy/ Individual Medical Needs)

\*if needed, the supplemental forms for allergies and medical conditions must be completed\*

First Flights Out of School Care program strives to provide an environment that reduces the risk of exposure to allergens and anaphylactic agents, but even despite our best efforts it is not possible to provide an environment that is guaranteed to provide no exposure to an allergen.

The following procedures will be followed in our program:

- Parents/guardians will inform the Out of School Care program in writing on the enrollment form of any serious medical conditions or if the child is at risk of anaphylaxis.
- A list of known allergies of enrolled children will be posted in classrooms and portable child records.
- Educators will be informed of the foods/causative agents.
- Parents will be notified of any foods/causative agents that are not allowed in the program.
- The parent/guardian of an enrolled child with an anaphylactic allergy or serious medical condition will assist with the development of an Individual Health Care Plan and Emergency Response Plan for their child. This is important as it notifies all staff on the proper procedures and responses to your child's health needs, especially in the event of an emergency.
- All staff employed in the program will participate in an annual review on the use of Epi-pens and inhalers as well as review on how to handle seizures. Any other medical conditions will be reviewed on an individual basis and specific training will be provided if required.



### Special Events

Special parties are planned by the staff for holidays and other celebrations. For these events, parents/guardians are requested to send in a snack for all children for the afternoon snack. The Centre staff will work with you to determine what to bring. When volunteering for this it is asked that you keep allergies in mind. Staff can assist you in finding out what allergies are present.

### Staff/Volunteer Screening Policy

All staff and volunteers working directly with children and/or vulnerable people will have a Criminal Record Check and a Children & Family Services Authority Intervention Record Check completed at the onset of employment and a mandatory update every three years.

### Personnel Policy

The MFRC Board of Directors has adopted the Canadian Forces Personnel Support Agency Human Resources Policy and Procedures in its entirety.

All First Flights Early Learning Centre staff hold a Level One Early Childhood Educator, Level Two Early Childhood Educator or Level Three Early Childhood Educator certificate. They also must have a First Aid Certificate or are required to have one within three months of employment.

### Smoking/Vaping

No person is allowed to smoke or vape on the Centre's premises. At no time will any staff member be allowed to smoke or vape where child care is being provided.

### Boundaries

We strive to have close yet professional relationships with the families that we serve. Please respect the personal boundaries of Management and Child Care Providers by not asking to "friend" or follow them on social media sites or asking for their cell phone or home phone numbers.

### Photography/Videography Policy

Photographs and videos are an important way of documenting your child's experiences in our programs. Please only take videos/photos of your child at any time in attendance at our Centres, including any special events that families are invited to attend. Taking photos or videos of other children is strictly prohibited and may result in a restriction of all photography/ videography in our Centres. Posting videos/photos of other children on social media is also strictly prohibited for safety/security reasons. Please be aware of who may be in your photo/video before you shoot.

## Building and Emergency Procedures

1. Fire drills are practiced on a monthly basis to prepare the children for such an event. Fire Drills are conducted at various times during the day, including during the rest period. Educators and children will exit through the nearest exit door and proceed to the muster point at the Canex Mall, attendance will be taken once there. If a parent/guardian is in the Centre at the time of a Fire Drill, the parent/guardian is also required to actively participate in the drill. If a parent/guardian arrives at the Centre while the children are going outside or are waiting outside for clearance to return to the building, the parent/guardian may not enter the building in advance of the children. The Fire Safety Checklist is posted beside the fire extinguisher in the cubby area.
2. Other emergency drills such as lockdown and shelter-in-place drills are practiced periodically. These drills are practiced in a manner to best avoid upsetting the children in the classroom. Educators will inform parents through a message on the program communication app (Lillio) that a drill was practiced on the day of. If a parent/guardian is in the Centre at the time of a lockdown or shelter-in-place drill, the parent/guardian is also required to actively participate in the drill.
3. In the event of a power outage, loss of water, or sewer back-up, the following guidelines are implemented:
  - If the power outage lasts for more than one hour, the building loses heat, and the emergency lights go off. The Early Learning Centre staff will notify the parent/guardian by telephone that they must pick up their child as soon as possible, and not more than one hour after the call is placed. In the summer when the weather is nice and we can run the program outside, an exception may be considered.
  - If the Wing Commander orders a stand down due to a power outage, all parents/guardians are required to pick up their children within one hour of the start of the stand down.
  - If water is cut off for more than an hour, unsanitary conditions arise. Personal hygiene cannot be maintained. Every effort will be made to relocate, however if this is not possible, the parent/guardian will be called to pick up their children.

**Staff will take portable records for all children in the event of an emergency evacuation.**

## Parent/Guardian Expectations

1. Notify a staff member when your child arrives and when your child leaves the Centre. You must print the exact time you sign your child in and out, and sign at the end of each day. We use the attendance sheets as a part of our head-count process to ensure we account for all children in each room on a regular basis.
2. Please drop off/pick up your child during regular operating hours. If your child is not picked up by 5:30 p.m. and we have not heard from you, staff will follow the Late Pick-up Policy.
3. Inform the staff or coordinator if another person will be picking up your child. Children are not released to any person other than those indicated on their authorized pick-up list. Please inform any new pick-up persons to bring a piece of picture ID.
4. Let your child's Educators know of any situations at home that may cause your child to behave differently than usual (lack of sleep, parent out of town, death in the family).
5. Update the child's portable emergency information records every six months. These are used in offsite trips, or excursions, or in the event of an emergency. It is crucial that we have the most up-to-date information possible.
6. If your child will be away from the Centre for an extended period of time, please let us know at least two weeks in advance. Fees remain in effect regardless of absences due to illness or vacation.

7. Please fill out all forms accurately so that we may reach you if necessary. It is very important that we are aware of any changes such as change of address, phone, emergency contact, etc.

### Use of Technological Materials

The use of technological materials and equipment in the First Flights Out of School Care Program is limited based on the following procedures and is monitored by the First Flights Child Care Coordinator/Manager.

Technological equipment and materials may include TV, DVD, I-Pods, radio, computer, video game devices, videos, TV programs, music arrangements, CDs, computer games and cellular phones.

Technological equipment and materials may or may not be used in the First Flights Programs based on the following criteria and after consultation with the First Flights' staff and Child Care Coordinator/Manager:

- are developmentally appropriate and follow the age restrictions and rating as labeled on the material.
- are pre-viewed by Program Staff and/or Coordinator before children use them.
- encourages active involvement including hands on activities rather than passive watching.
- materials are used to support and extend children's current interests and experiences (e.g., video showing children's everyday experiences)
- are unbiased, culturally sensitive, non-violent, and not sexually explicit.
- portrays all people in a positive, realistic manner.
- materials are used to support planned activities (e.g., Video on insects for nature theme)
- TV is used as an educational experience.
- Child care Staff are actively engaged and interact with children during the use of technological materials (e.g., watch and discuss a video with the children.).

Children are not permitted to bring technological materials from home unless they are pre-approved by the Program Coordinator and decisions are made based on consultation with the family.

### Distal Supervision

School age children are able to leave the supervised room, and staff will provide distal supervision under the following conditions:

- Children must ask the Out of School Care Staff for permission to leave the room.
- The request may be for the child to go to the bathroom, get a drink or retrieve something from their locker.
- If the request is approved the child may leave and staff will check the time to ensure the child is not gone for more than five minutes.
- If the child is not back within five minutes, steps must be taken to locate the child and bring them back to the room.

Children nine years of age and older may earn the privilege of distal supervision while taking part in individual or small group activities while on-site that are time, activity, and location specific, while within intermittent direct supervision of an Out of School Care staff member.

This will be an activity, location, and time frame approved by the staff member, who will periodically check on the children.

Children must ask for permission before leaving the room.

Taking part in an activity outside of the room will allow children greater responsibility and trust.

If a child demonstrates that they are not capable of making responsible choices while on distal supervision, this privilege will be revoked, and parents/guardians will be notified.

The Out of School Care staff will determine if a child has not made a responsible choice. This may include leaving the facility or space where they have said they would be; being gone longer than the allocated time; not participating in the predetermined activity; or not cooperating with the other children while engaged in the activity.

The privilege of distal supervision will be revoked, an incident report will be completed, and parents will be notified.

### Completing Homework

Children have a quiet space available that provides opportunities to relax, read, or complete homework at the First Flights Out of School Care Program.

### General Rules for the Children

Based on compiling the rules and expectations at the beginning of the program year with the children, they may fluctuate with each facility and each year, however the following are common expectations for the programs:

- Show respect and kindness to everyone.
- No hitting, name-calling or using bad language.
- Remain with the group at all times.
- Listen to the Early Childhood Educators.
- Use inside voices when inside.
- Help with the clean-up.
- Take care of the toys and the equipment.
- Sit down when you are eating.
- Wear indoor shoes and do not run in the classroom.

### Lines of Communication

The First Flights Early Learning Centre maintains open lines of communication with families, children, staff members, schools, and community members. Parents/guardians are requested to notify the staff of any emotional upset or accident the child has experienced prior to their arrival. This will enable the staff to deal more effectively with their behaviour.

## Parent/Guardian Contract and Acknowledgement of Understanding

I,

---

(Parent or Guardian name)

I have read and understood the policies and procedures outlined in the First Flights Out of School Care Parent Handbook, and have received an orientation to the area that applies to my child:

---

(Child's name)

I have also been given the opportunity to ask questions and have been notified that I can communicate with the staff any future questions or concerns that may arise.

Signed:

---

(Parent or Guardian signature)

(Date)

---

(First Flights Child Care Coordinator signature)

(Date)