**MCKENZIE LAKE COMMUNITY ASSOCIATION**

**BEFORE AND AFTER SCHOOL CARE**

**SEPTEMBER 2024 – JUNE 2025**



**CHILD CARE DIRECTOR KINDY DIRECTOR FACILITIES MANAGER**

**Amy Pearson Daniela Panama Nadine Jack**

**(587) 889-2283 (403) 465-3932 (403) 257-1823**

**bas@mckenzielakecommunity.ca** **manager@mckenzielakecommunity.com**

*\*Parents/Guardians are responsible to download and thoroughly read the parent handbook\**

*\*Parents/Guardians, childcare staff and children are responsible to abide by these policies\**

**PARENT/GUARDIAN HANDBOOK**

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Contact Information

*Childcare Director: Amy Pearson*

Phone: (587) 889 - 2283

*Kindy Director:* Daniela Panama

Phone: (403) 465 - 3932

Email: bas@mckenzielakecommunity.ca

Office Hours: Monday - Friday 9:00AM -5:00PM

*\*Please text or email Miss Amy or Mrs. Daniela to set up a meeting during office hours\**

*Facilities Manager: Nadine Jack*

Phone: (403) 257 -1823

Email: manager@mckenzielakecommunity.com

Hours of Operation

*Morning Hours*

6:45AM Open for service

7:45AM Children leave for school

*Afternoon Hours*

2:30PM Staff collect children from school

5:45PM Closed

*\*Please text Miss Amy before 2:00PM if your child will be absent from the afternoon program – failure to do so will result in a $10 trace fee. \**

*\*Please make sure your children are collected by 5:45 or a late pick up fee will occur\**

PD Days – All Day Service

6:45AM – 5:45PM

\*If you are planning on dropping your child off at BAS for PD days please have them dropped off by 10:00 am as we have our whole day planned and sometimes at not at the program after 10 am. The doors for drop-off will be closed at 10:05 am.

Registration and Rates

*Grade 1 to 5 Monthly Rate:* $450 + GST

*Kindergarten Monthly Rate:* $800 + GST before government subsidies

*Drop In Rate:* $50/day + GST

*\*Drop in space is limited. Please contact* (587) 889 -2283 *to reserve your spot.\**

* Monthly fees due 1st day of month Sept-June via direct withdraw or credit card or cash.
* Any service charge and full monthly fees must be received by 5th day of the month.
* Failure to receive full payment will result in suspension of care until payment received in full.
* A second occurrence may result in this slot being filled by another child.
* Refunds and credits are not given for days absent. Fees are not pro-rated, no exceptions.
* Invoices will be printed and shared with parents end of January
	+ There will be $10.00 Receipt Reprint Fee

*To register your child, we require:*

* Completed child registration form
* Photograph of child
* Completed banking information
* Non-refundable $50 registration fee due immediately for each family
* $25.00 [MLCA membership](https://www.mckenzielakecommunity.com/membership) purchased annually online required to register for program.

BAS Hours and Closures

*Morning Hours*

6:45AM Open for service

7:45AM Children leave for school

10:50AM Staff collect AM Kindys from school

11:30AM PM Kindys leave for school

*Afternoon Hours*

2:30PM Staff collect children from school

5:45PM Closed

***\*Please text Ms. Amy at* (587) 889-2283 *if your child (grade 1 to 6) will be absent from the afternoon program – forgetting to do this will incur a $10 trace fee\****

***\*Please text Mrs. Daniela at* (403) 465-3932 *if your child (Kindy) will be absent from the afternoon program – forgetting to do this will incur a $10 trace fee\****

***\*Please make sure your children are collected by 5:45 or a late pick-up fee will occur\****

The First Day of School for Each School is as Follows:

August 29th – First Day for McKenzie Lake

September 3rd &4th – Staggered Entry for Saint Newman

We will be **OPEN** on the following PD days:

* September 27th – McKenzie Lake and Saint Newman PD Day
* September 30th – McKenzie Lake and Saint Newman PD Day
* October 11th – Saint Newman PD Day
* October 25th – McKenzie Lake PD Day
* November 1st – Saint Newman PD Day
* November 8th – McKenzie Lake PD Day
* November 12th – McKenzie Lake PD Day
* November 13th – McKenzie Lake PD Day
* November 29th – McKenzie Lake and Saint Newman PD Day
* December 20th – Saint Newman PD Day
* January 31st – McKenzie Lake and Saint Newman PD Day
* February 13th – McKenzie Lake and Saint Newman PD Day
* February 14th – McKenzie Lake and Saint Newman PD Day
* February 28th – McKenzie Lake PD Day
* March 7th – Saint Newman PD Day
* March 21st – McKenzie Lake PD Day
* March 28th –Saint Newman PD Day
* March 31st – Saint Newman PD Day
* May 16th – McKenzie Lake and Saint Newman PD Day
* June 6th – Saint Newman PD Day

We will be **CLOSED** on the following dates:

* September 2nd – Labour Day
* October 14th – Thanksgiving
* November 11th– Remembrance Day
* December 20th – January 5th – Winter Break Closure for Saint Newman
* December 21st – January 5th – Winter Break Closure for McKenzie Lake
* February 17th – Family Day
* March 24th – March 30th – McKenzie Lake Spring Break
	+ **\*\*Program will not be available while your child’s school is on Spring Break.**
* April 18th – Good Friday
* April 21st – April 25th – Saint Newman Spring Break
	+ **\*\*Program will not be available while your child’s school is on Spring Break.**
* April 21st – Easter Monday
* May 19th – Victoria Day

June 25th – Last day of the program for Saint Newman

June 26th – Last day of the program for McKenzie Lake (Early Dismissal)

**\*\*Changes to hours and closures will be posted immediately on the parent board**

Daily Routine/ School Days for OOSC

MORNING ROUTINE

6:45- 7:45 Parents sign in, breakfast table open for food from home, choice craft time and sport.

7:35 Morning Bell – Time to get ready for school

7:45 McKenzie Lake leaves for school.

* Exit back door
* Staff walk children to school.

7:50 Saint Newman leaves for school.

* Exit back door
* Staff do a head count
* Children walk to school in pairs.
* Children meet school supervisor at playground

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AFTERNOON PICKUP ROUTINE

1:30 - 2:30 Staff Hour – Staff meeting and program set up

2:30 Staff leave the facility: 3 staff to ML, 3 staff to SN

2:35 McKenzie Lake children picked up from school.

* Children trickle out of school and meet staff at playground
* Staff do sign in procedure on each child
* Children directed to playground or asked to line up
* Attendance and head count confirmed with director
* Final head count shared with all staff

2:45 Saint Newman children picked up from school

* Children trickle out of school and meet staff at playground
* Staff do sign in procedure on each child
* Children directed to playground or asked to line up
* Attendance and head count confirmed with director
* Final head count shared with all staff

3:15 Saint Newman arrives back from school.

3:15 - 3:30 Snack/Free play outside if weather permits

3:30 – 3:45 Group Time – Announcements and introduction of activities

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FREE CHOICE PLAYTIME

3:45 - 5:00 Gym is divided into the ‘SPORTS ZONE’ and the ‘PLAY ZONE’

Children may choose from the following ongoing activities;

PLAY ZONE

1. Daily Activity – Staff Led – Open until 5:00 PM
* Activities are planned based on children’s interests and availability of materials.
	+ Examples: pool noodle sling shots, salt dough rainbows, plasticine Pokémon, slime, loom knitting, leaf rubbing, bird feeders, perler bead melts
1. Open Table – Independent Play
	* Examples: Beanie Boo colouring pages, Fortnite activity pages, board games, books
2. Snack Table – Children must sit at a table to eat their snack. There is no specific snack time, children are welcome to eat when they are hungry.
3. Floor Activities – Independent Play
	* Examples: Lego, dollhouse, action figures, building blocks, marble run, cars, etc.

SPORTS ZONE

1. Daily Activity – Staff Led - Open until 4:30 PM
* Activities are planned based on children’s interests and availability of materials.
	+ Examples: hockey, dodgeball, badminton, tag games, wall ball, obstacle courses, parachute. Etc.
1. Open Sports Zone – Open after 4:30 PM
* Children may pick out sports equipment under adult supervision

5:00 Clean Up – Secret Garbage Game

5:30- 5:45 Table activities and children's choice sport.

5:45 Program is closed

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Daily Routine/ School Days for Kindy

MORNING ROUTINE

6:45- 7:45 Parents sign in, breakfast table open for food from home, choice craft time and sport.

7:35 Morning Bell – Time to get ready for school

7:45 AM Kindy McKenzie Lake leaves for school.

* Exit back door
* Staff walk children to school.

7:50 Kindy Saint Newman leaves for school.

* Exit back door
* Staff do a head count
* Children walk to school in pairs.
* Children meet school supervisor

8:00 – 9:45 PM Kindy art time, board games, sensory table, and free play time

9:45 – 10:45 PM Kindy Physical activities (inside or outside if weather permits)

10:45 Staff leave the facility: 1 staff to ML, 2 staff to SN

10:50 AM Kindy McKenzie Lake picked up from school.

* Children trickle out of school and meet staff at playground
* Staff do sign in procedure on each child
* Children directed to playground or asked to line up
* Attendance and head count confirmed with director
* Final head count shared with all staff

11:00 PM Kindy lunch time

11:07 Saint Newman children picked up from school

* Children trickle out of school and meet staff at playground
* Staff do sign in procedure on each child
* Children directed to playground or asked to line up
* Attendance and head count confirmed with director
* Final head count shared with all staff

11:30 PM McKenzie Lake leaves for school.

11:30 AM Kindys are back from school.

11:30 -12:00 AM Kindy Lunch time inside the gym

12:00 – 12:15 Group Time – Announcements and introduction of activities

12:15 -2:45 AM Kindy Physical activities (inside or outside if weather permits)

2:45 -3:00 Group Time – Announcements and introduction of activities

3:00 -5:00 Art time, board games, sensory table, and free play time.

5:00 – 5:15 Clean up time (secret garbage game)

5:15 – 5:45 Go back to the gym -free play time and dismissal time

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FREE CHOICE PLAYTIME

PLAY ZONE

1. Daily Activity – Staff Led – Open until 5:00 PM
* Activities are planned based on children’s interests and availability of materials.
	+ Examples: pool noodle sling shots, salt dough rainbows, plasticine Pokémon, slime, loom knitting, leaf rubbing, perler bead melts, and crafts.
1. Open Table – Independent Play
	* Examples: coloring pages, a variety of toys, board games, books, sensory bins, etc.
2. Snack Table—Children must sit at a table to eat their snacks. They are welcome to eat when they are hungry.
3. Floor Activities – Independent Play
	* Examples: Lego, dollhouse, action figures, building blocks, marble run, cars, etc.

5:00 Clean Up – Secret Garbage Game

5:30- 5:45 Table activities and children's choice sport.

5:45 Program is closed

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Important Kindy Dates

We will be open on the following PD days:

August 29th – First Day for McKenzie Lake

September 3rd & 4th – Staggered Entry for Saint Newman

* September 26th – McKenzie Lake PD Day
* September 27th – McKenzie Lake and Saint Newman PD Day
* September 30th – McKenzie Lake and Saint Newman PD Day
* October 11th – Saint Newman PD Day
* October 25th – McKenzie Lake PD Day
* November 1st – Saint Newman PD Day
* November 8th – McKenzie Lake PD Day
* November 12th – McKenzie Lake PD Day
* November 13th – McKenzie Lake PD Day
* November 28th – McKenzie Lake PD Day
* November 29th – McKenzie Lake and Saint Newman PD Day
* December 20th – Saint Newman PD Day
* January 31st – McKenzie Lake and Saint Newman PD Day
* February 13th – McKenzie Lake and Saint Newman PD Day
* February 14th – McKenzie Lake and Saint Newman PD Day
* February 28th – McKenzie Lake PD Day
* March 7th – Saint Newman PD Day
* March 19th – McKenzie Lake PD Day
* March 20th – McKenzie Lake PD Day
* March 21st – McKenzie Lake PD Day
* March 28th –Saint Newman PD Day
* March 31st – Saint Newman PD Day
* May 16th – McKenzie Lake and Saint Newman PD Day
* June 6th – Saint Newman PD Day

We will be closed on the following dates:

* September 2nd – Labour Day
* October 14th – Thanksgiving
* November 11th– Remembrance Day
* December 20th – January 5th – Winter Break Closure for Saint Newman
* December 21st – January 5th – Winter Break Closure for McKenzie Lake
* February 17th – Family Day
* March 24th – March 30th – McKenzie Lake Spring Break
	+ **\*\*Program will not be available while your child’s school is on Spring Break.**
* April 18th – Good Friday
* April 21st – Easter Monday
* April 21st – April 25th – Saint Newman Spring Break
	+ **\*\*Program will not be available while your child’s school is on Spring Break.**
* May 19th – Victoria Day
* June 25th – Last day of the program for Saint Newman & PM Kindy
* June 26th – Last day of the program for AM McKenzie Lake

**\*\*Changes to hours and closures will be posted immediately on parent board**

About the BAS: Philosophy
At the MLCA BAS we combine 3 important words: FUN, SAFETY and RESPECT!

We want children to have FUN at the centre.

We want children to be SAFE at the centre.

And, we want the adults and children, in our community, to model and show RESPECT.

About the BAS: Objectives

1. To assure parents/guardians that their children will be in a safe, healthy environment where staff will strive to meet emotional, social, and physical needs.
2. To create a happy, warm and exciting environment that is inviting, comfortable, flexible, and manageable for the children.
3. To promote respect for self and others, while responsibilities and social skills are both enhanced and encouraged.
4. To provide a variety of developmentally appropriate activities that includes, but is not limited to, arts and crafts, self-directed play, field trips, dramatic play, physical activities (indoor and outdoor), community service, reading, quiet time, or offer an environment where homework is encouraged.
5. To support a caring staff who show genuine respect for the children, have confidence in each child’s potential, and seek to promote the self-esteem of each child.
6. To offer individual guidance to children based upon careful observation of each child’s needs and in keeping with parent/guardian direction.
7. To support and work with the children’s teachers in building a stable and consistent team to promote an environment where children may learn and grow.
8. To accept enrollment to meet the needs of a community, while ensuring the safety and welfare of all children.
9. To provide quality services to parents/guardians during program hours.

Parent Board

Our parent board can be found at the front of the building in the main foyer. A monthly calendar will be posted there as well as any new announcements.

Please check the parent board for the following:

* Hours of operation
* PD Day Plans
* Staff Profiles
* Policy Changes
* Volunteer Opportunities
* Community Events
* Resources

Parents are also invited to post fun and exciting things (children related) on the parent board. Please let the director do a ‘teacher check’ before posting anything.

Drop Off and Pick Up Routine

*DROP OFF*

1. Enter the facilities through the front door.
2. Prepare your child for entering the gym.
	1. Place backpack and belongings in cubby.
	2. Put on indoor shoes.
	3. Sign your child in using the Brightwheel app

*PICK UP*

1. Enter the facilities through the front door.
2. A staff member will grab your child
3. Prepare your child for leaving the building.
	1. Place indoor shoes and belongings in cubby.
	2. Put on outdoor shoes and outdoor clothing
4. Sign out your child using the Brightwheel app

\*Please note, children can only attend the afternoon program if they attended school and were picked up at the designated spot after the school bell.

Release of a Child

Upon registration parents/guardians are asked to submit a list of names of persons authorized to collect their child/ren. Children will only be released to individually named persons. Designated pick-up persons must be 12 years old or older. Phone calls will be accepted to grant permission only if they can be readily verified through voice recognition or return phone call.

When an unknown person to childcare staff requests to pick-up a child, photo identification will be required by staff. Please inform anyone picking up your child of this policy so they are aware we must see photo ID before releasing the child. If the individuals name doesn’t appear on this list then the child will not be released, the person will be asked to wait in the office until the parent has been contacted and gives permission. Your child’s safety is our number one priority!

Code of Conduct When Visiting the Centre
Please keep in mind that this is a child-friendly environment. Staff and parents are required to be respectful and professional.

Abuse will not be tolerated and may lead to expulsion from the program.

Reporting an Absence

Is your child home sick today?

Does your child have an appointment after school?

If your child will be absent from the afterschool program, please inform the BAS Director or Kindy Director by text message.

TEXT MESSAGE:

Text before 2:00 PM on the day of absence for Grades 1 to 5 and before 10:30 AM for Kindy

Text messages may be sent 24/7 – parents will receive a confirmation text message.

Do I have to text the director if my child will be absent from the morning program? Or absent on a PD day?

No. The before school program is on a drop off basis - we leave for school at 7:45AM. PD days are also on a drop off basis – check the parent board for PD schedules.

Trace Procedure – Afternoon School Pick Up

When staff CAN NOT locate a child during school pick-up, a trace procedure (code purple) will be followed.

Staff will inform the Director of the missing child. The Director will then call parents to determine the child’s whereabouts. If attempts to contact the parents are unsuccessful, messages will be left and the Director will check attendance with the school. If the school office confirms the child was at school the emergency contacts will be called. If no contact can be made, staff will contact the police to report the missing child.

BAS staff assume all children will be present for the afterschool program. We do not remove a child from our afternoon attendance, unless we have confirmation from a parent.

The trace procedure, takes a staff member away from the group, for an extended period of time. This compromises our diligent supervision and makes the group late returning to the centre.

***\*Forgetting to report your child’s absence, from the afterschool program (afternoon), will result in a $10 trace fee. This will be kept track of and billed monthly\****

Program Planning

* All children will be given the opportunity to plan, select and implement programs/activities appropriate to their ages;
* Daily program reflects the children’s interests, backgrounds, preferences, needs and abilities;
* Activities will be designed to enhance the child’s self-respect, self-expression, self-control, responsibility, self-confidence, independence, leadership and friendship;
* A balance of competitive and cooperative games/sports are planned;
* A balance of planned and spontaneous activities;

Programming covers cultural heritage and encourages children and parents to share their traditions and celebrations with the group;

* Daily programming includes opportunities for children to explore indoor and outdoor environments;
* Planning will include a balance of interest centers that include Language arts, performing arts, creative arts, teamwork, science, and technology, homework time.

Materials and Equipment

* Provide a wide variety of materials, equipment and toys to address the needs, interests and capabilities of all children;
* Materials are stored and organized in appropriate containers, baskets, cabinets, etc. and are easily accessible to the children;
* Regular rotation of materials to ensure the children’s interest and needs are met and the area is not cluttered with unused equipment;
* Inventory reflects the following areas of development
	+ Art exploration
	+ Dramatic/creative play
	+ Quiet/reading/homework/puzzles
	+ Science/nature/sensory
	+ Construction/creative play
	+ Large/small motor activity

Behaviour Management

General Behaviour Management

McKenzie Lake BAS staff will treat all children and families with courtesy, respect, and dignity. The methods of behaviour management we use will be age appropriate and inclusive.

Our behaviour management strategy focuses on the following;

* Positive reinforcement – encouraging proper behaviour through praise
* Modeling ideal behaviour
* Involving children in the development of centre rules
* Documenting and posting rules
* Encouraging ownership of negative behaviour
* Conflict resolution using restorative justice
* Group meetings and group wide games

Rules, routines, etc. are explained or demonstrated in the first days of classes and are reviewed consistently throughout the year.

Continued Negative Behaviour Management

As a staff, we understand that school aged children are learning how manage their emotions and impulses. We are here to guide their behaviour and model conflict resolution.

However, some behaviours will not be tolerated at the BAS. These are included but not limited to:

* Running away
* Destroying materials
* Physical aggression towards other children and staff

Continued negative behaviour will result in parent meetings and possible expulsion from the program.

Expulsion from the program is a last result and will be reviewed by staff and parents on a case by case basis. We operate on a three strike policy and several warnings are often given using this.

Child: Staff Ratio

The child: Staff ratio for children 4-12 years old in the Out of School Care program is a minimum of 1:15. Adequate supervision to ensure a fun, safe and respectful experience is important to our program. Our staff are trained to adapt supervision techniques to suit different environments, situations and group dynamics.

No Nuts Policy

* We are strictly a nut free facility. There are children in the program with severe nut allergies and we ask parents to do their part and never send nuts with their child.
* No peanuts, walnuts, almonds, pecans, hazelnuts, cashews, pistachios, Brazil nuts, pine nuts or macadamia nuts.

Friday Lunch Routine – McKenzie Lake School

On Friday’s McKenzie lake children eat their lunches at the centre.

* Please send a large lunch and variety of snacks.
* All children are required to wash their hands before and after eating.
* Children are not allowed to trade or share food while eating at the centre.

Packing Lunch on a PD Day

PD days are busy and full of adventures. We suggest overpacking your child’s lunch to ensure your child does not get hungry. Hungry children are grumpy children.

Special Diets:

Parents may request food restrictions based on medical conditions, cultural or religious preference. The program staff will maintain a record of all children with special diet restrictions. Staff will ensure that appropriate substitutions are available to children with medical, cultural, or religious food restrictions.

Medication

Medication may be administered by staff only if the medication is:

* A medical authorization form has been signed and dated by parents and the director
* In the original container labeled and showing the name of the physician;
* Has a label with the patient’s name;
* Labeled with date of issue and expiry date;
* Labeled with instructions and times for administering.

Medication Record

The primary staff member who administers medication shall complete and initial the medication record each time the medication is administered.

The medication record must be signed by the parent and include:

* Date
* Full name of child
* Name of medication
* Date and time this medication was administered;
* Name and amount of medication administered;
* Signature of staff administering medication.

Patent medications such as Tylenol and cough syrups will not be given unless parents give an indication of the exact times and dose that should be administered by staff. The medication record cannot indicate “if needed” or “as needed”. An indicator would be, for consistent cough, for fever, or give an exact time for administration.

Staff are not authorized to determine if the children needs the medication-these indications are to be determined in writing by the parent.

The Centre shall not, without the written consent of the parent, giving specific information and instructions on administering medication, give the child any form of medication other than emergency medication, where time is of the essence. The most common medication in this category will be those to treat allergies including such things as:

* EpiPen, Acupen
* Adrenaline base medication (Anaphylactic)
* Asthma and diabetes medications

Close liaison and consultation with the parents shall be maintained on an ongoing basis in order to ensure that staff and parents are fully aware of when medication have been administered to the child.

Persons administering emergency medication shall have a valid first aid in children care certificate.

 911 will be called if administered.

Offsite Excursion Policy

When children are brought off site for a field trip, permission slips are signed ahead of time by the parents. The permission slip has the date, time of departure and return, pace and supervision plan on it
The children all wear wristbands with the Centre’s phone number on it.

Announcements are made in the Centre and the children are counted. Photo copies of the attendance records are made and brought on the field trip.

Children are counted as they get on the bus and roll call is done on the bus.

Groups are assigned ahead of time (if applicable) and they gather into groups after leaving the bus.

A meeting spot and time are assigned to the leaders of each group.

The groups gather near the bus pick up at the appointed time.

The children are counted as they get on the bus and roll call is done on the bus.

Weather Policy

In the event that weather advisory is sent out regarding severe weather, children will remain in the Centre. Alternate activities will be planned. We go outside up to -15.
Our Centre will follow the weather forecast given on Environment Canada’s website at [www.ec.gc.ca](http://www.ec.gc.ca)

Cubby Policy

Children will be assigned personal cubbies. Children are asked to keep all personal belongings in their cubby. Indoor and outdoor shoes must be stored in cubbies and not on the boot racks. Each cubby contains a microfibre cloth for children to place their wet and muddy boots on.

Toys from Home Policy

Children are only allowed to bring one toy from home and it must fit in their backpack.

Lost and Found

Please label all of your child’s clothing!

Belongings left at the end of the night are sorted by staff. All labeled clothing is placed back in your child’s cubby. Unlabeled clothing is placed in the lost and found.

The lost and found bin located outside the gym.

Every second Friday, lost and found items will be displayed in the gym. Items that are not claimed will be donated to Calgary’s Emergency Shelter for women and children

Birthdays and Special Occasions

 Should you wish to share your child’s achievements or milestones with us, please feel free to discuss your ideas with the staff.

Portable Records

During all off-site activities and emergency evacuations, staff members will take the portable records for the children. McKenzie BAS will maintain a portable record of emergency information that includes:

Each child’s name, date of birth, home address, parents’ names, addresses and phone numbers as well as the names, addresses and phone number of emergency contacts.

 If parents choose not to allow their child to participate in a fieldtrip or if their child is not at the centre at the stated departure time, the parent/guardian will need to find alternate care for them on that day. Children will not be able to stay at the centre as our staff will need to supervise on the trip. If special arrangements need to be made to drop off your child at the field trip location, these arrangements must be made in advance with the coordinator.

Last-minute changes to scheduled fieldtrips may be necessary due to weather or other unforeseen circumstances. McKenzie BAS will inform parents/guardians of these changes verbally, or by a written notice on the front door. Parents will be responsible for picking up their child from a field trip in the event that their behaviour becomes an issue, or if they are experiencing illness. Children may be excluded from field trips at the staff’s discretion due to poor behaviour. Parents will be informed with due notice if this situation occurs so that they may make alternative arrangements for their child on these days.

Transportation Policy

All parents are responsible for delivering or picking up their own child to and from the program. Childcare staff is not permitted to transport children home from the program.

Staff will walk the children to and from school. Transfer of care will only be done when a school playground supervisor is present and acknowledges the children. The staff will then return to our Centre. After school, children will proceed from class to our designated meeting spot for that specific school. Staff will greet the children and mark attendance upon arrival.

At no time will staff be allowed to transport children in their own vehicles. In any emergency situation where a child requires immediate medical care, an ambulance will be called to transport the child. We will always notify the parents in the event of an emergency situation. Parents may decide to pick up their child and take them directly to the hospital if they do not require immediate medical care. Staff will not be responsible for any expenses that may be incurred. Should the program require transportation for field trips or special outings that are not within walking distance, a school bus will be provided.

School Partnership policy

McKenzie Lake BAS program is not affiliated with the schools. Due to FOIP policy, MLCA staff members are not allowed to enter the school or speak with teachers on parent’s behalf.

Technology Policy

Occasionally, on PD days, children will have access to technology. Children are invited to bring a phone or tablet from home. This special time is called ‘Technology Hour’.

Guidelines we follow during technology hour:

* Tablets are collected from parents when children are dropped at the program.
	+ Tablets are labeled and locked in the kitchen during the day.
* Tablets are handed out after lunch time and a visual 1-hour timer is set

\*Parents DO NOT have send a tablet with their child - Alternative activities are available\*

**Television**

There may be times where we will show movies here at the centre. On such occasions, we will strive to show “G” rated movies. Staff will use their best judgment if the children wish to watch a movie that is rated “PG”. Any movies involved will be communicated with the families ahead of time. Some curriculum activities may have a short video to go along with it.

Personal Electronic Devices:

Personal electronic Devices (handheld games, personal listening devices, cell phone) or any other electronic device are NOT allowed to be used in the Centre. While we understand students’ need for these pieces of equipment, and therefore understand they may choose to transport them to school to be used they are absolutely not allowed to be used during program hours. If a child needs to make a personal call or emergency call, they may ask a staff member to use the centre phone.

McKenzie BAS will not be held responsible for lost, stolen or damaged personal electronic devices.

Emergency Drills

Fire drills are held once per month, minimum, to prepare children in the event of fire or for any other emergency evacuation. Evacuation procedures are posted on all doorways in the gym. The children are guided out of the nearest, safest exit and the office staff will check washrooms and corners to ensure all children are evacuated. Attendance boards, child emergency information and first aid kits are brought along. In the case of a fire drill or practice, the children will meet at the designated location. Attendance will be taken and amount of time taken to evacuate will be noted and recorded before the children are guided back inside the building. In case of an area evacuation (i.e. flood, tornado, gas leak), all children would be transferred to the McKenzie Lake Residents Association across the street.

Emergency and Safety Contact and Procedures

McKenzie Lake Childcare ensures that the following telephone numbers are readily accessible and posted in the BAS rooms:

Emergency medical service

Ambulance service

Fire Department

Police Service

Poison control center

Nearest hospital or emergency medical facility

Child abuse hotline

McKenzie Lake Childcare ensures that the emergency evacuation procedures are made known to all staff and to children where developmentally appropriate. A copy of the Evacuation Procedures is posted in the BAS rooms and reviewed by staff and children where developmentally appropriate.

During off site activity the staff carries portable records that include the child’s name, date of birth and home address, emergency contact information and immunization and allergy records.

Custody Issues

In the case of a separation when one parents/guardian want the program to withhold his or her child/ren from the other parent, legal council should be sought. The program cannot assume responsibility for withholding the child/ren from either parent without a copy of a court order to that effect. In the case where one parent has legal custody, the staff will release the child only to the people authorized by that parent/guardian. A copy of the agreement must be placed in the child’s file.

Confidentiality

We collect personal information in order to provide your child/ren with childcare services. Our commitment to privacy means that we will not collect, use, or disclose your child’s personal information for any purpose other than those identified to you, subject to exceptions permitted by law. All staff working with children confirms that he or she is aware of, and understands the requirement of confidentiality, will sign a declaration. A copy of this declaration is to be kept on the employees file.

If you have any questions about our privacy policy or practices, or if you would like to review your personal information, please contact the Coordinator or Director at the office.

Child’s Records

McKenzie BAS will keep all information and files confidential and locked in the office. McKenzie BAS will maintain on the program premises an up-to-date record containing the following information:

* The child’s name, date of birth and home address;
* A complete enrolment form;
* Parents names, home addresses and telephone numbers;
* Name, address and phone number of emergency contact;
* Any relevant health information about the child including their immunizations and allergies, if any.

All children’s files and records will be kept on site for a minimum of 2 years after care has been terminated. Files and records may be kept longer where required by regulation or with permission of the parents. Financial records must be kept for 7 years. All files and records must be made available for inspection by the Provincial Licensing Staff at all time and by the parent/guardian if requested.

Withdrawal of Child

Parents/guardians may withdraw their child/ren from our BAS Program at any time during the year. Financial commitment to our program will be released on the first of the month following your 30-day notice. Your child can withdraw at any point of the month but full payment is required on the first day of each month your child attends. Example: if you want to with draw on March 24 you should let us know on March 1 so your payment does not come out April 1. A refund will not be given for the remainder of March. A written letter (signed by the parent/guardian) is required to be submitted to the MLCA office stating that you are withdrawing your child from the program and the last day they will attend.

\*If you withdraw your child for the remainder of the current school year and have registered for the following year that registration will no longer be valid.

Termination of Services

Families and the relationship between them and the BAS Program are very important. Every effort will be made to build and support these relationships. However, we do recognize that there may be situations where our program is not the best fit for some families.

The McKenzie Lake BAS Program may terminate its services to a family under the following circumstances:

* If fees are not paid in full and on time or if suitable arrangements cannot be agreed upon;
* If, in the assessment of the caregivers, a child is unable to manage safely in a group of children in the given child-staff ratio;
* If the program cannot satisfactorily resolve a problem with a family;
* If a child demonstrates aggressive behaviour: Striking/physically hurting or threating another child or adult;
* Abusive or foul language by child or parent;
* Failure to abide by policies in this handbook;
* Property or equipment destruction;
* Theft from the program or another child of the BAS.

Grievances

We encourage open relationships with parents

If you would like to make a grievance or complaint, please contact Miss Amy or Mrs. Daniela by email at bas@mckenzielakecommunity.com to discuss a time when both parties can meet.

Licensing

The McKenzie Lake out of School Program is licensed annually and inspected by a licensing officer at least twice per year to ensure the program and staff are meeting all necessary qualifications. Inspection reports from licensing, fire and health are posted in the main entrance area. If you have any questions regarding these reports, please talk to the coordinator.

Policy Changes

Parents will be provided with access to an online handbook. Any time policies and procedures change that affect the operations of the Centre throughout the year, parents will be notified via email. Parents are always welcome to discuss any policy or procedure with the coordinator at any time.