



**CANMORE COMMUNITY CHILDCARE**

[www.canmorechildcare.ca](http://www.canmorechildcare.ca)

# Parent Handbook

This handbook is intended to provide you with a general overview of the Policies and Procedures that guide Canmore Community Childcare including The Roundhouse Daycare Centre, Out of School Care (OOCs) and Junior Kindergarten (JK). Specific policies and procedures provide full details on how the program operates.

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## 1. Mission

To support Bow Valley families and the development of each child by providing a stimulating and nurturing environment.

## 2. Vision

Growing a bright future for the Bow Valley.

## 3. Goals

- To recognize, respect, and meet the developmental needs of each child in the context of their entire day.
- To provide an environment that encourages and motivates all levels of development (cognitive, social, emotional, physical, and creative).
- To give each child optimum opportunity to experiment, explore, and discover for him/herself as much as possible in a safe environment.
- To provide the children with activities which are appropriate to their age, interests, and abilities, and to give children the choice of playing and engaging in both structured and non-structured activities.
- To balance each child's day by giving special opportunities for rest, nutrition, socializing, outdoor play, physical activity, and learning through play.
- To recognize the importance of individuality in each child and to encourage autonomy and independence.
- To encourage interpersonal skills and to support each child's self-esteem by fostering a sense of self-worth, self-awareness, and self-confidence.
- To help each child learn to develop wholesome relationships with others by providing understanding and guidance.
- To be flexible in program planning and scheduling to meet individual and group needs.
- To remain sensitive to the feelings and needs of the children.

## 4. Philosophy

Canmore Community Childcare is a support service for parents, which aims to supplement and support the family and home environment in the development of each child by providing a safe, secure, stimulating, and nurturing environment. Our programs provide a quality play-based program, which is engaging and ensures a creative child-centered atmosphere.

## 5. History

Canmore Community Childcare has a long history within the Bow Valley. It was established in 1973 and was incorporated as Canmore Community Daycare Society under the Societies Act as a Not-for-Profit Daycare in June 1978.

In 1995, the Canmore Community Daycare Society recognized a need in the community to provide families with quality out-of-school care and established Bow Valley Before and after School Care. The program was initially offered in the “Old Red Barn” and then moved to Elizabeth Rummel School (ERS) in 1998.

The level of care and education of our children has always been a priority to the community. In 2011 the Society was invited and took the necessary steps to deliver Junior Kindergarten programming at Elizabeth Rummel School. This program continues today, providing children with two full days of Junior Kindergarten per week.

In 2012, the CCC collaborated with multiple community stakeholders including parents, volunteers, multiple levels of government, and local trades to successfully construct and open a new state-of-the-art daycare building, called the Roundhouse. The facility boasts a professional kitchen and employs a full-time chef. Our service includes a nutritional food program for children and employees. We have six spacious classrooms, a mini gym, a courtyard, playgrounds, a garden, and access to outdoor spaces around Canmore.

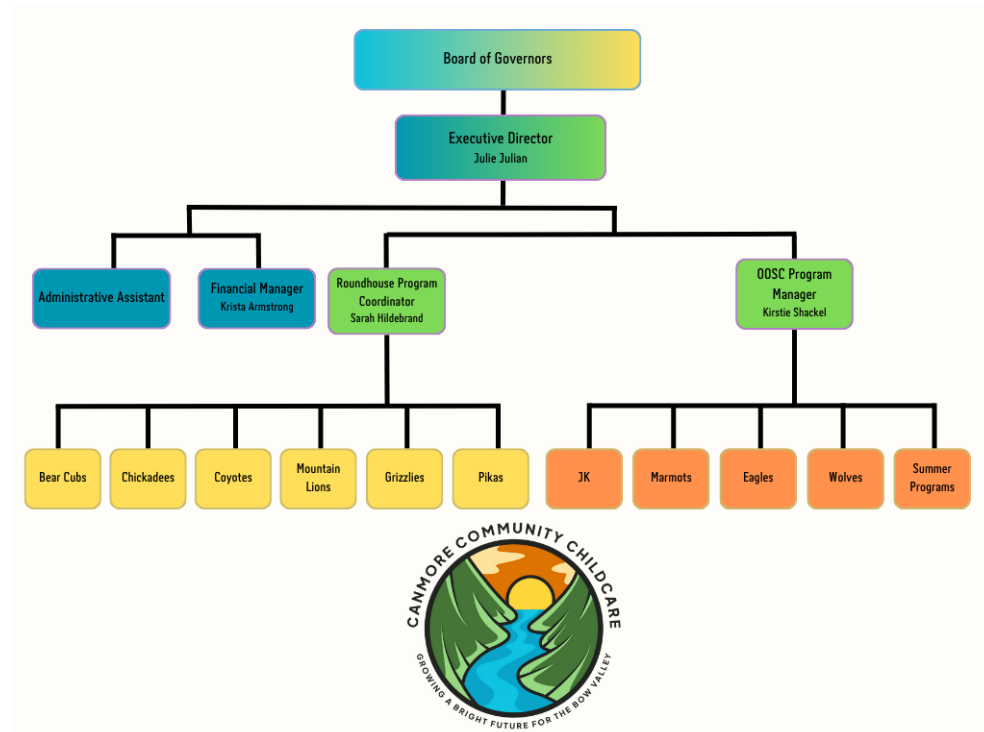
In 2023, we changed our name to Canmore Community Childcare to better encompass the services we offered. Today Canmore Community Childcare includes The Roundhouse Daycare Centre, Out of School Care (OOSC), which includes after-school care and school holiday programs, and the Junior Kindergarten.

## 6. Board of Directors

Canmore Community Childcare is governed by a volunteer Board of Directors comprised of parents and interested community members. The Board members are elected at our Annual General Meeting held each October. The Executive Director is responsible for overseeing the administration of the day-to-day operations of CCC and its programs.

We invite all parents (Roundhouse, OOSC & JK) who are interested to put their name forward at the AGM. Becoming a Board member is a fantastic opportunity for parents to make a substantial contribution to the quality of their child's care. Board meetings are held every 2 months, and all parents and staff members are welcome to attend board meetings.

## 7. Staff & Educators



Each classroom has at least two educators. Every staff member is required to hold a current criminal record check, including a vulnerable sector search, dated no earlier than 6 months prior to starting at the program. This background check is renewed every three years. Staff who work directly with children are also trained in First Aid and Infant/Child CPR.

All educators are certified by the Government of Alberta or must become certified within 6 months of employment. Educators are encouraged to continually upgrade their education and skills, by attending conferences or workshops, or taking relevant classes.

## 8. Parent Involvement

We welcome parent engagement! Parents are encouraged to speak with staff regularly and visit their child's program whenever their schedule allows. Join us on Storypark, our family childcare communication and engagement platform. If you have questions or concerns, please don't hesitate to ask so we can work together in the best interest of the children.

## 9. Fundraising

As a charitable, not-for-profit childcare program we rely on volunteerism and fundraising to remain sustainable. To offset parent fees, we rely on community support, ministry funding and granting. Our fundraising projects help earn valuable funds that go directly to the operation of the Roundhouse, JK and

OOSC programs. Taking part in any of our many fundraising activities is a wonderful opportunity to contribute to the CCC and an effective way to complete your volunteer hours.

Our goal is to leave a legacy of a thriving program that continues to promote the well-being of children and their families for generations to come.

## 10. Volunteering

As a not-for-profit organization, we rely on parent volunteerism to help offset our costs and we value the skills, input, and experience our families contribute. You can find available volunteer jobs posted on Storypark and sign up [here](#). This site will be updated with new volunteer jobs added as needed so check back often.

- Volunteer hours are per family, not per child and are subject to change each year.
- Our big events that require many volunteers are the Tim Horton's Smile Cookie campaign every May and the casino every 3 years (next one in 2026)
- Daycare families - 4 volunteer hours per year.
- OOSC and JK families – 2 volunteer hours per year.
- Families at both locations – 4 volunteer hours per year.
- Your hours owing will be reflected on your monthly invoice.
- Each volunteer hour is valued at \$30. Should your volunteer hours not be completed by June 30<sup>th</sup> we will require payment of the outstanding balance.

If you wish to volunteer in your child's class, we ask that you provide us with an RCMP clearance check, including a vulnerable sector search. We can provide you with a letter so you can obtain this at no cost.

## 11. Waitlist

There is a waitlist for all CCC programs. Please visit the enrollment page at <https://canmorechildcare.ca/> for more information about the waitlist for our programs.

## 12. Registration and Fees

All new children enrolling at CCC are required to pay a **\$200 holding fee** at the time of registration. This fee includes:

- **\$50 non-refundable administrative fee**
- **\$150 refundable holding fee**, retained as long as the child remains enrolled in any of our programs (Roundhouse, Junior Kindergarten, or Out of School Care).

The \$150 holding fee will be **refunded** upon receiving a **minimum of four weeks' written notice** of complete withdrawal from all CCC programs. If less than four weeks' notice is provided, the holding fee will **not** be refunded.

**Junior Kindergarten Exception:**

Because Junior Kindergarten does not operate during the summer months, families withdrawing from this program must provide written notice by **June 1st** of the enrolled year to receive a refund of the \$150 holding fee. After June 1st, the holding fee is **non-refundable**.

### 13. Payment

Payments can be made by pre-authorized withdrawal, e-transfer, or six months of post-dated cheques. Cheques may be received by the OOSC Management Team, but cash payments must be made at the CCC Roundhouse office. Receipts for cash will be issued immediately upon payment. The organization will not be held responsible if you choose to leave cheques and cash with anyone other than office personnel.

- Invoices are sent out on the 20th of the month for the following month.
- All fees are due on the first of each month, and this is when automatic payments will be withdrawn.
- If payment has not been received or cannot be processed by the 5th working day of the month, a \$5.00/day fee will be applied. If payment is not received by the 15th, your child's enrolment may be terminated until payment is received. Return to the program will be based on availability. Please speak with the Executive Director before this happens.
- If you require alternative payment arrangements, please speak with our Finance Manager to set up and sign a payment agreement.
- A \$20.00 charge will be applied to all on NSF cheques and if a second NSF cheque occurs, payment will be required by cash, money order, or certified cheque.
- Full-time clients who enroll their child(ren) part way through the month will pay either the full-time rate or the daily rate, whichever is less. An eight day per month minimum booking and payment is required.
- Families with children in full-time attendance will be required to pay the full month's fees during months in which vacations or holidays are taken, in order to guarantee their child(ren)'s space(s) upon return.

If you have any further questions, please email our Finance Manager at [finance@canmorechildcare.ca](mailto:finance@canmorechildcare.ca)

### 14. Subsidy

Alberta Childcare Subsidies are available, to parents that qualify, for school-aged children in grade 1 and up. Applications are available online from the Alberta Government website – <https://www.alberta.ca/child-care-subsidy>

Parents applying for subsidy are expected to pay the full cost of daycare until subsidy has been approved. The subsidy received will be credited to your account. Parents are responsible for any amounts that subsidy does not cover. OOSC families need to apply under Bow Valley Before and After School Care.

### 15. Alberta Affordability Grant

For families with children in daycare and in Marmots who are eligible for the Alberta Affordability Grant, the flat rate of monthly flat rate of \$326.25 FT or \$260 PT will automatically be applied to your bill every



month. No application is necessary. The AAG is intended to make childcare more affordable by helping to reduce parent fees. For more information, please click <https://www.alberta.ca/affordability-grants-for-child-care-programs>

**Fees during Extended Leave from Childcare (applicable to daycare, JK & Marmot children)** If a child is absent from care for one full calendar month or more (i.e., does not attend any hours within the calendar month due to a provider or family vacation), Affordability Grant funding will not be paid. Affordability Grant funding is intended to reduce childcare fees for parents whose children are receiving childcare services each month. This child can remain active in your registration; however, when 0 attendance hours are reported in the claim, they will not be eligible for the Affordability Grant funding.

This means that we are obligated to charge anywhere between \$1400 and \$1670 depending on the age of your child, which are our actual fees without the funding. If your child attends just one day during the month, the flat rate applies. If you have any questions, please reach out the office as you plan your holidays.

## 16. Change of Registration

For all classrooms, if a change in schedule is requested, e.g., going from full-time to part-time, at least 2 weeks notice is required. We make every effort to accommodate a change of schedule, but there are times when this request may not be possible. For a change of request form, please ask the office.

## 17. Withdrawal

The registration holding fee will be refunded upon a four-week written notice of withdrawal entirely from our programs. The holding fee will not be refunded if less than four weeks' notice is given. The exception to our four-week withdrawal policy is for Junior Kindergarten which does not enroll children in the summer. For JK, the holding fee of \$150 will be refunded if written notice of withdrawal is received by June 1st of the year the child is enrolled. After June 1st, the holding fee will not be refunded.

When your child leaves the program, there may be mixed emotions – friends are left behind, but new adventures await. If we know in advance, we can help to ease the transition and do something special on your child's last day. For withdrawal form, please ask the office.

## 18. Holidays and Closures

All CCC programs are closed on the following days:

- New Year's Day – January 1st
- Family Day – 3rd Monday in February
- Good Friday
- Victoria Day – the Monday before May 25th
- Canada Day – July 1st
- Heritage Day – 1st Monday in August
- Labour Day – 1st Monday in September

- National Truth & Reconciliation Day- September 30th
- Thanksgiving – 2nd Monday of October
- Remembrance Day – November 11th
- Christmas Day – December 25th
- Boxing Day – December 26th

**\*\*Note we close at 3:00 pm on Christmas Eve and New Year's Eve\*\***

Please refer to the **Important Dates** calendar sent out periodically, the monthly calendar & the newsletters for specific closures throughout any given year.

If a holiday falls on the weekend, CCC will notify families if and when programs will be closed in lieu.

Programs may also need to close due to unforeseen circumstances such as power failures, frozen plumbing, gas leaks, or other emergencies. In the event of an emergency the program will contact parents to pick up their children.

## 19. Programs

All programs operated by Canmore Community Childcare are based on a play-based approach to learning, where the child plays an integral role of the active, creative experiences they participate in every day. For more information on Alberta's Early Learning and Care Curriculum Framework, please click [here](#).

Program	Location	Age Range	Duration
Roundhouse Daycare	606B 7 <sup>th</sup> Ave. Canmore	12 months-5 years old (pre-kindergarten)	Year-round
Junior Kindergarten	Elizabeth Rummel School 1033 Cougar Creek Dr, Canmore	4 years old by Dec 31 of the enrollment year.	September – June 3 days per week T/W/Th. Follows public school calendar year
Out of School Care (OOSC)		Kindergarten – Grade 5	Year-round after-school care and during all school holidays & Summer vacation

All CCC programs are licensed by the Government of Alberta. We work collaboratively with Licensing Officers from the Childcare and Youth Services Division of Children's Services and Alberta Health Services, who monitor and inspect our facilities to ensure we are meeting health, safety, and program quality standards. The most recent inspection report is always posted for families to view.

For more information on the primary document governing the operations of our programs please visit the [Early Learning and Child Care Act](#) and the [Early Learning and Child Care Regulation](#).

## 20. Roundhouse Daycare Centre

Each group of children at the Daycare follows a daily routine that allows the children a sense of continuity and security. Certain aspects such as lunch, snack, nap/ quiet time, and bathroom routines are scheduled at the same time each day. All other activities, outdoor play and structured group activities are flexibly scheduled.

When a child enters the Roundhouse daycare program, they are placed in one of six classrooms, according to their age and development.

### **Mid-Year Classroom Transitions: Why They Happen**

Some children move to an older classroom partway through the year. At Canmore Community Childcare, these transitions are thoughtfully planned to support both the children and the centre. Moving a child helps to open up space in our younger age groups where spaces are limited and demand is high. These moves also help us keep class sizes balanced and support smooth daily routines for everyone. We only make these changes when we feel a child is developmentally ready, and we work closely with families to ensure a positive transition. Our big moves continue to happen in September.

The Roundhouse classrooms are as follows:

**Bear Cubs** – 12 months to 19 months – Maximum class size of 8 with two teachers.

**Chickadees** – 17 to 26 months – Maximum class size of 10 with two teachers.

**Coyotes** – 2 to 3 years – Maximum class size of 12 with two teachers.

**Mountain Lions** – 3 to 4 years – Maximum class size of 16 with two teachers.

**Grizzlies** – 3.5 years & older – Maximum class size of 16 with two teachers.

**Pikas** – 4 years & older – Maximum class size of 16 with 2 teachers

The Roundhouse daycare program operates throughout the year, Monday to Friday from 7:30 am and until 5:30 pm, including summer months.

<b>DAYCARE JUNIOR KINDERGARTEN MARMOTS FEES</b>	<b>Children registered for 50–99 hours per month</b>		<b>Children registered for 100+ hours per month</b>			
	\$230		\$326.25			
<b>EAGLES &amp; WOLVES FEES School Year – PM ONLY</b>	<b>2 Days a Week</b>		<b>3 Days a Week</b>		<b>Full-Time</b>	
	\$235		\$325		\$400	
<b>Summer, Winter, Spring Break</b>			\$75 per day \$175 per week			
<b>Daily Drop-in Rates</b>			PM \$30 Half Day \$65 Full Day \$75			

PD Days are included in the monthly rate for full-time children only.  
Camp Discounts of \$35/week are available for full-time children only.  
If a child is part-time and enrolled for a Friday, there is a discounted rate of:

- \$55 for Full PD Day
- \$45 for a Half PD Day

### 20.1. Drop-off and pick-up

Please ensure that a staff member is aware that your child has arrived and is leaving so they can sign your child(ren) in and out. If your child is going to be absent, please call the office before 9:30 am. If you are going to be unavoidably late (after 5:30pm), please call. A late fee of \$1 per minute will be applied to all late pickups past closing time. This fee will be applied to your next invoice.

Children will NOT be released to anyone other than custodial parents unless proper permission has been granted. You may give permission via writing, calling, or verbally telling office staff or your child's teachers. We will add this person to our system for sign out. Please ensure that the person picking up your child has picture identification available to present to the staff.

If you drop your child off after 9:30 am and their group is on an outing, you are expected to take them to wherever their group is located. To keep ratios within legal limits, your child cannot be left at the daycare or with another class of children.

## 20.2. What to Bring

- Children must bring enough extra clothing to see them through the day. During season changes this may mean bringing clothing for both cold and warm weather, but children may keep extra clothing at the program.
- A full set of spare clothing including underwear and socks in a Ziploc bag labelled with name
- Inside shoes
- Outside shoes/boots (weather appropriate)
- Weather appropriate clothing for outside (no scarves)
- Hat (toque/sunhat)
- Sunscreen (30spf minimum)
- Water bottle (for Bear Cubs, please also bring a sippy cup for milk)
- If applicable, diapers, diaper cream, and wet wipes. Please note, cloth diapers are not allowed at this facility.
- Blanket or sleep sack and soft toy for rest time

All shoes must be closed toe, and no flip flops. Please only send shoes your child can take on and off independently (e.g., no shoelaces).

Please label all items with your child's name. The daycare is not responsible for lost or misplaced belongings.

## 20.3. Activities and Outdoor Play

Opportunities for individual and group activities, inside and outside, are available each day. There is a daily schedule that gives children a sense of continuity and security, yet it is as flexible as possible.

Activity centers are arranged so that choices can be made easily and independently. They include dramatic play, art, music, science, sand, water, gross motor, fine motor, literacy, and other centers that emerge as individual children's interests and themes change.

The weekly program is always posted in your child's classroom. Should you have any questions about themes and concepts used in your child's class, please speak to the teachers, the Program Coordinator, or the Executive Director.

Children play in the daycare playgrounds and go on frequent walks. They are outside twice a day, weather permitting. Fresh air and a chance to run, jump, and climb are important to a child's growth and development. We do not take the children outside when the weather is extreme. If it is colder than -15 Celsius, very wet, or windy, we stay indoors. In the summer, children are required to wear sun hats and sunscreen, and we stay inside or in the shade during high sun periods.

## 20.4. Nutrition

We serve a morning and afternoon snack and a daily lunch in accordance with the Canada Food Guide. Menus are posted on the bulletin boards in each classroom and sent out via our messaging app. Mealtimes

provide excellent opportunities for social interaction. Staff sit with the children in small “family” groups and encourage conversation. Children are encouraged to try a variety of foods but are never forced to finish their meals or eat food they dislike. We will cater meals to your child’s needs if there is a diagnosed food allergy or dietary restriction. We are not in a position to cater for specific food preferences.

#### 20.5. **Outside Food**

Thank you for thinking about celebrating your child’s birthday or other special events with their daycare friends. If you would like to bring something in, we ask that you first check-in with the office staff as there are a number of children with serious allergies in the Roundhouse.

#### 20.6. **Nap and Rest Time**

During a busy day of play and learning, children need time to rest and recharge – physically, mentally, and emotionally. Rest time is an important part of a balanced day for all young children, although not all children have a nap. The need for rest and sleep varies greatly at different ages, and even among children of the same age; however, rest is an important part of the day for all children. It also gives children an opportunity to recognize and identify their bodies’ needs, an important step towards self-regulation. Please ask to see our Nap and Rest Time Policy for more information.

### 21. **Junior Kindergarten**

The Junior Kindergarten program runs out of Elizabeth Rummel School, from September to June. The program runs 3 full days a week on **Tuesday/Wednesday or/Thursday** from **8:30am to 2:45pm**. The fee is **\$230/month** and fall under the affordability grant program.

Please note that the Junior Kindergarten classes follow the CRPS school calendar, so when Elizabeth Rummel School is not in session, Junior Kindergarten classes will also not be in session. A calendar will be provided by the teachers.

To be eligible for the Junior Kindergarten program, children must be 4 years old by December 31 of the enrollment year.

#### 21.1. **Drop-off and Pick-up**

When you bring your child to JK, you are responsible for presenting them directly to a JK teacher. When picking your child up, please connect with your child’s teacher, so they can sign them out. If you are going to be unavoidably late, please call. A late fee of \$1 per minute will be applied to all late pickups past closing time. This fee will be applied to your next invoice.

Children will NOT be released to anyone other than custodial parents unless proper permission has been granted. You may give permission via writing, calling, or verbally telling office staff or your child’s teachers. We will add this person to our system for sign out. Please ensure that the person picking up your child has picture identification available to present to the staff. Please ensure that you inform us, each time that there is a change in who will be picking up your child.

### 21.2. Parking at Elizabeth Rummel School

Please heed the NO PARKING ZONES and direction of traffic through the semi-circle. We also ask that you do not leave your car engine running or your other children in the car when you are picking up or dropping off your children. **There are no vehicles allowed at the back of the school. Please walk to your child's outdoor destination.**

### 21.3. What to Bring

- Children must bring enough extra clothing to see them through the day. During season changes this may mean bringing clothing for both cold and warm weather, but children may keep extra clothing at the program. Big smile 😊
- Healthy Snack and Lunch (nut-free, candy-free, waste-free)
- Water bottle
- Inside shoes (suitable for running in gym, no black soles)
- Outside shoes/boots(weather appropriate)
- Weather appropriate clothing for outside
- Spare clothing including underwear and socks in a Ziploc bag labelled with name
- Hat (toque/sunhat)
- Sunscreen
- Regular size backpack (which can fit outdoor gear and lunch bag)

**Label all items with name.**

**Do not bring toys from home.**

**All shoes must be closed toe. Please only send shoes your child can take on and off independently (e.g., no shoes laces).**

We spend a large amount of time engaged in outdoor play and exploration. We will go outside down to -20 degrees in the winter. We recommend waterproof mitts (not gloves) for snow play. Please dress your child appropriately to make outside play enjoyable. We will also go outside on wet and rainy days. On rainy days rainboots, rain jacket AND waterproof pants or a muddy buddy are required.

### 21.4. Nutrition

Junior Kindergarten children will need a snack and a lunch packed each day. We encourage parents to pack nutritious snacks and lunches. All elements of your child's day are essential components of the curriculum, including snack and lunch time. This is an opportunity for conversation, discussion, nourishment and learning about healthy choices. Teachers sit with the children and encourage conversation. Children are encouraged to try a variety of foods but are never forced to finish their meals or eat a food that they dislike. **NUTS are not allowed** in our program due to life threatening allergies. This includes food baked or cooked with nutty oils. Any foods containing nuts will be sent home and will not be allowed to be eaten in our program. A list of children with food allergies is posted in the classroom and kitchen.

## 22. Out of School Care (OOSC)

Operates year-round for children attending school, up to 12 years old, located in Elizabeth Rummel School at 1033 Cougar Creek Drive.

**Marmot Program:** Kindergarten age

**Eagle Program:** Grades 1 & 2

**Wolf Program:** Grades 3-5 (beginning September 2026 we will no longer have space available for those children in Gr 6)

The OOSC program operates throughout the year, Monday to Friday from 8:00 am (on PD (Professional Development) and Camp days) and until 5:45 pm. On regular school days at ERS, we are open 3:00 pm to 5:45 pm. We adjust our hours for early dismissal or Professional Development days (CRPS calendar). Full PD days and Camp hours are 8:00 am to 5:45 pm.

Our programs are age-appropriate, educational, safe, stimulating, creative and nurturing. We provide a quality program, which is enjoyable and ensures a child-centered atmosphere. Activity centres are arranged so that choices can be made easily and independently.

The monthly program is detailed and posted in the classroom. Should you have any questions about the themes and concepts used, please speak to the educators, or the OOSC Management Team.

Throughout the year, the educators plan a variety of special events, field trips and special activities. Parents may be asked to pay any additional costs if necessary for these activities and will also be asked to sign a permission slip for your child to attend off-site field trips.

For outside time, the children play in the school playgrounds, butterfly garden, and playing field. If weather-permitting, they are outside as much as possible. Fresh air and a chance to run, jump and climb are important to a child's growth and development. We ask parents twice yearly to sign off on our neighbourhood walks forms. To maintain staff/child ratios, provision cannot be made to keep your child inside during outdoor activities, so children who are too sick to be outside should be kept home until they are feeling better.



DAYCARE JUNIOR KINDERGARTEN MARMOTS FEES	Children registered for 50–99 hours per month		Children registered for 100+ hours per month		
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EAGLES & WOLVES FEES School Year – PM ONLY	2 Days a Week		3 Days a Week		Full-Time
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Summer, Winter, Spring Break			\$75 per day \$175 per week		
Daily Drop-in Rates			PM \$30 Half Day \$65 Full Day \$75		

PD Days are included in the monthly rate for full-time children only.

Camp Discounts of \$35/week are available for full-time children only.

If a child is part-time and enrolled for a Friday, there is a discounted rate of:

- \$55 for Full PD Day
- \$45 for a Half PD Day

It is assumed that children scheduled for Fridays will also need care on both Full and Half day PD and charged accordingly **unless you inform us TWO Weeks/14 Days prior (per our policy)**.

If parents require childcare on a PD Day or during winter and spring breaks on days for which their child is NOT normally registered, the \$75.00 (Marmots), \$75.00 (Eagles & Wolves) PD Day fee will apply.

During Camps (winter & spring), if you need to access a drop-in day where a planned field trip has extra costs incurred, there will be an extra charge of \$15.00 per day may apply.

Every effort is made to keep fee increases to a minimum. However, it is the policy of the Board to annually review the fees on April 1st and this may result in an increase in fees after ensuring that yearly expenses will not be covered at the current rate.

### 22.1. Drop-off & pick-up

When you bring your child(ren) to the OOSC Program, please present them directly to a staff member or have another responsible adult do so. Children are not permitted to get themselves to and from OOSC. When picking your child(ren) up, please ensure that staff are aware that your child is leaving. If your child will not be attending their OOSC program or not be on their scheduled bus, please call, text, or email the OOSC Manager before 2:30pm the day they will not be attending. If you are going to be unavoidably late, please call your child's class cell phone. A late fee of \$1 per minute will be applied to all late pickups past closing time. This fee will be applied to your next invoice.

You may give your permission by email/ text/ call to the staff that someone else will be picking your child up if they are on your emergency contact/pick-up list. Anyone who will be picking up your child is asked to introduce themselves to the staff and present ID and sign your child out.

### 22.2. Missing Child

When a child does not come to our program, they immediately become a missing child to the program. The OOSC Management Team will then proceed to check with the office if the child was present or absent from school and check with their teacher. If present in school, you will receive a call from us asking where your child is. If they are supposed to be here, we will check buses. If you do not pick up the phone and we still cannot find your child, we will then report your child missing to the authorities and school.

**3-Warning Policy** - If we need to call you because you have not informed us of an absence, you will receive an email stating the first warning. Second time we need to call you; you will receive a second warning and the director may also directly contact you. Third time we need to call you; you will receive a third warning and the director may choose to terminate your contract for care.

### 22.3. Parking at Elizabeth Rummel School

Please heed the NO PARKING ZONES and direction of traffic through the semi-circle. We also ask that you do not leave your car engine running or your other children in the car when you are picking up or dropping off your children. **There are no vehicles allowed at the back of the school. Please walk to your child's outdoor destination.**

### 22.4. What to Bring

Children must bring enough extra clothing to see them through the day. During season changes this may mean bringing clothing for both cold and warm weather, but children may keep extra clothing at the program. Children should always have a hat appropriate for the weather. Be sure to label all clothing and personal items. The program cannot be held liable for lost or damaged clothing and belongings. Despite all care taken, clothing will occasionally get lost or taken home by another child. Please check that all clothing your child brings home belongs to them. The program does have some extra clothing for emergencies.

Please make sure that your child has an indoor and an outdoor pair of shoes and that both sets of shoes have good rubber soles. We prefer that you do not send your child in slippers, flip flops, or sandals.

### 22.5. Nutrition

OOSC children will be given a snack in the afternoons each day. We encourage parents to pack nutritious snacks and lunches. All elements of your child's day are essential components of the curriculum, including snack and lunch time. This is an opportunity for conversation, discussion, nourishment and learning about healthy choices. Teachers sit with the children and encourage conversation. Children are encouraged to try a variety of foods but are never forced to finish their meals or eat a food that they dislike. **NUTS are not allowed** in our program due to life threatening allergies. This includes food baked or cooked with nutty oils. Any foods containing nuts will be sent home and will not be allowed to be eaten in our program. A list of children with food allergies is posted in the classroom and kitchen.

## 23. OOSC Summer Program Elizabeth Rummel School

### 23.1. Summer Daily Routine

#### Daily hours are 8:00AM – 5:45PM

The front door of the school will be unlocked in the morning from 8:00-9:00 for drop off time. Other times please go to your child's designated door for drop-off and pick up.

**Marmot** door is on the East side of the school where the Grade 1 doors are. Please ring the white doorbell on the right of the door.

**Eagles'** door is at the main entrance please ring the OOSC doorbell.

**Wolves'** door is at the back of the school where the Grade 3 doors are.

A parent/guardian **MUST** drop off their child directly with a teacher at their drop off location and check in regarding permission forms for field trips to ensure they have been signed in electronically and on time. Children are not permitted to get themselves to and from OOSC. When picking your child(ren) up, please ensure that staff are aware that your child is leaving. All children must be picked up by 5:45PM. Please pick up at the same location as drop off. We will let you know by a sign on the door if we are anyone else. If you are going to be unavoidably late, please call your child's class cell phone. A late fee of \$1 per minute will be applied to all late pickups past closing time. This fee will be applied to your next invoice.

You may give your permission by email/ text/ call to the staff that someone else will be picking your child up if they are on your emergency contact/pick-up list. Anyone who will be picking up your child is asked to introduce themselves to the staff and present ID and sign your child out.

For early pick up please contact your educator by text to know their anticipated location of pick up:

- **Marmots:** 403-678-7570
- **Eagles:** 403-678-7755
- **Wolves:** 403-678-1390

Program activities start at 9:00AM. For trips we ask you to be school by 9:00AM.

Permission forms for activities will be emailed to you the week prior. We will ask you Monday morning to sign the permission forms to give consent.

### 23.2. Nutrition

**All food for the day is brought by the child.** OOSC will provide PM snacks. Everything else will need to be packed. All our programs are **nut free environments** due to life threatening allergies. Any lunch or snack containing nuts will be sent home with a note and will not be allowed to be eaten on the premises.

If you do not require care for your child on any given week, please give two weeks' notice so you will not get charged.

### 23.3. Timetable

**Regular day (no field trips):** this is the approximate timing/schedule of our activities.

8:00-9:00AM Centre time in classrooms.

9:00-10:00AM: All students, morning activities #1

10:00-10:30AM: AM snack

10:30AM-12:00PM: Morning activities #2

12:00PM-1:00PM: Lunch time

1:00PM-4:00PM: Afternoon activities #1

4:00PM-4:30PM: PM snack (**Provided**)

4:30PM-5:45PM: Afternoon activities #2

Everyone picked up by **5:45PM**

We will be off school premises for trips/outings so our schedule may vary. Children will be required to be on site by a specific time for field trips. This will be communicated on the permission forms. Refer to weekly emails with monthly calendar and permission forms. If you need to reach the group while they are off premises, please call or text your child's teachers on their class cell phone.

Please let us know **if your child will be absent**. Either email [ooosmanager@canmorechildcare.ca](mailto:ooosmanager@canmorechildcare.ca) or text your educators at the numbers above.

### 23.4. What you will need

- Indoor and Outdoor shoes that are closed toed (no open toed shoes please).
- Sun hat is **mandatory**, preferably with brim for better protection.
- Sunscreen with minimum 30 SPF (please ensure it has not expired).
- A leakproof water bottle (for walks and small field trip).
- Backpack
- Lunchbox
- Spare clothes in case of accidents (spills or otherwise)
- Swimsuit in case of spontaneous water play (water play is a big part of our summer!)
- For planned water days, please provide a towel, spare clothes or swimsuits, and water shoes

- No flip-flops or any opened toed shoes, shoes will get wet.
- Lightweight raincoat/shell jacket. Weather can be unpredictable. **No umbrellas.**
- Please label all belongings

**Safety**

- Closed toes shoes are mandatory to prevent injury.
- A sun hat (mandatory) and sunscreen (minimum SPF 30) to protect children from the sun.
- Water bottle to stay hydrated from physical exertion and the heat.

**Friendly reminders**

- Please do not bring any toys or equipment from home. (Show and tell will be scheduled)
- If your child is sick, please do keep them at home until their symptoms are gone.
- If your child becomes sick at our program, we will call you on the numbers provided.  
We kindly ask that you promptly come to pick them up. We will keep them away from the other children in the group.

## 24. Protocols for All Programs

### 24.1. Illness

In an effort to contain the spread of the illness, we require all sick children to stay home until they are well enough to return to the classroom.

Following AHS guidelines, we ask that you keep your child home if they are displaying any of the following conditions:

- The child is running a fever of 100.4F or higher, even if being controlled by fever-reducing medication.
- The child is vomiting two or more times in a 24-hour period.
- The child has a body rash or is itching.
- The child had diarrhea.
- The child has an eye infection (thick mucus or pus draining from eye).
- The child complains of a sore throat or swollen glands.
- The child has respiratory illness symptoms including a runny nose, cough, chest congestion.
- The child is not feeling well, lacks the energy take part in activities, is pale, has a lack of appetite, is sleepy/lethargic and/or is not themselves.

In fairness to your child, they should be able to sleep uninterrupted without waking themselves or others due to congestion or coughing, and be able to actively engage in their daily routines. Any children with continuous cold-like symptoms may be asked to stay home a little longer.

Children who become ill in care must be picked up as soon as possible. We ask that any child sent home not return to the daycare for a minimum of 24 hours, or until their symptoms have significantly improved as per AHS guidelines. In the case of gastrointestinal symptoms, your child must be 48 hours symptom free

before they can return to childcare. With any diagnosed type of viral or bacterial infection children may return after taking antibiotics for no less than 24 hours.

#### 24.2. **First Aid**

If your child gets a minor injury, our staff will administer first aid and complete an injury form for you to sign. When medical attention is required, you will be called to take your child to the doctor. In the event of serious injury, an ambulance will be called, and a staff member will accompany your child to the hospital, if allowed by medical personnel. Otherwise, a staff member will attend to your child at the hospital until you or the emergency contact arrives.

#### 24.3. **Medication**

If you bring prescribed medication for your child (as prescribed by a doctor), you must fill out an individual medication record form and give the medication to a staff member to be locked away. Under no circumstances are staff able to give ANY medication without written authorization.

A medical/allergy alert form will be posted in child's classroom, kitchen, and office. It is the responsibility of the parents to ensure medication is properly labeled and is within the expiry date.

#### 24.4. **Allergies**

At each location, a list of children with food allergies is posted in the kitchen as well as in each classroom. Parents with children who have extensive food allergies and dietary sensitivities may be requested to provide meals and snacks for their children in order to meet their dietary needs. When families provide food, we encourage that recommendations of the Canada Food Guide are followed.

#### 24.5. **Emergency Procedures**

A detailed copy of the evacuation plan is posted at every exit. When an alarm is sounded, staff are to move children out of the building through the nearest exit to the designated Muster Point. Staff will take the tablet, the backpack containing emergency records, and a first aid kit. In the event of an emergency the fire department will determine safe re-entry. If this is not possible, parents or emergency contacts will be called to pick up the children.

In the event of an emergency evacuation alert or warning, both the Daycare and Out-of-School Care programs will close immediately, and we will ask families to arrange for prompt pickup of their children. In the event of an emergency evacuation with little notice, we will relocate to an offsite reception centre as directed by the Town of Canmore. As a vulnerable sector we are one of the top priorities in receiving direction and assistance from the Town of Canmore. You will be notified through Storypark, phone call, and updates on the Town of Canmore website. We encourage all families to review the Town of Canmore's emergency preparedness resources to help keep your household safe: [www.canmore.ca/your-community/public-safety/emergency-preparedness](http://www.canmore.ca/your-community/public-safety/emergency-preparedness)

#### 24.6. Confidentiality

The Canmore Community Daycare Society is committed to protecting your privacy and we abide by the principles contained within the Personal Information Protection Act. Privacy of your personal information is important to us, and we conduct our business with respect and integrity. It is important for the programs to collect and maintain relevant personal information about your family and your child. All staff and board members sign a confidentiality agreement upon starting their role with the organisation.

#### 24.7. Positive Guidance of Child Behaviour

Positive guidance of behaviour teaches empathy, understanding, and how our actions may impact others. It does not aim to control the child but rather help them to understand acceptable behaviour. We recognize that children are unique and special and that they have specific needs and considerations. The goal is for children to become self-regulated so that they are aware of ways to handle different emotions and situations. We believe that guidance should be done in a positive, gentle way to maintain a child's sense of self-esteem.

A variety of strategies are used to help guide children's behavior. One strategy will be effective in some situations and with some children but may not be effective at another time. Each child and situation are different so varying strategies may be used. For behaviour guidance to be successful, it must occur within a positive relationship.

The following strategies will be used to promote positive interactions among children and adults in this facility:

- We set clear and consistent limits by explaining what is expected of each child. We take the time to explain why a behavior is expected and we speak slowly and clearly using a calm, friendly voice.
- We reinforce appropriate behavior with both words and gestures. It is important to acknowledge positive behavior.
- We redirect or divert children when appropriate.
- We offer simple reminders to children about the limits and expectations
- We encourage the children to use problem solving strategies or techniques. This helps to build their self-esteem and communications skills.
- We encourage children to verbalize their feelings and their needs and help them with strategies to regulate. This creates a sense of trust.
- We provide children with appropriate choices for their behavior. This gives them the opportunity to make decisions and feel in control.
- We help the children with natural and logical consequences so they can understand the outcomes of their behavior.
- We do not use corporal punishment (spanking, hitting, shaking, and deprivation of meals or snacks, washroom facilities) or verbal abuse (yelling, name calling).

If a child's pattern of behaviour continues to disrupt the children and become a safety concern parents will be contacted. There are many resources available to parents in our community, and it is important we all work together to meet the needs of all children. If after all attempts at meeting the child's needs and support the family have been exhausted, including assessments and intervention by professionals, the Executive Director may request that the child be removed from the program, temporarily or permanently.

**24.8. Child Abuse & Neglect**

Law requires any persons who suspects or knows of child abuse, to report it immediately. Therefore, any case of suspected abuse of a child or disclosure of abuse by a child attending the daycare will be documented and reported to the Director and the provincial governing body.