

OUT OF SCHOOL CLUB FAMILY & PARTICIPANT HANDBOOK

Welcome!

This handbook will outline the information that is important to share about the Town of Banff Out of School Club program. Please note, due to the COVID-19 pandemic, there will be many changes to our programs. Our priority, as always, is the health and safety of program staff and participants.

Our Out of School Club program will be offered under the guidelines for day-care and out of school care from the Government of Alberta found [here](#).

Please read through this handbook prior to participation in our programs- including the COVID-19 section . If you have any questions or concerns, please do not hesitate to contact us at 403-762-1927

Program Philosophy:

Children's programming is an integral, responsive and essential part of our community. The purpose of the program is to provide for the social, physical, creative and emotional needs of school age children when they are not in school while supporting the child care needs of local families.

We plan to meet the needs and interests of school age children through a variety of creative arts, gross motor activities, science and nature, off-site excursions and other program content. Participants are encouraged to assist program staff with program planning and implementation.

Staff will facilitate development by setting up various activities and interest centers and guiding children through the environments. We believe school age children have a need to explore and experiment on their own!

A monthly activity calendar will be posted on the Family Information Board, attached to the monthly parent newsletter and posted online at Banff.ca/kids for viewing.

Program goals:

- Recognize the developmental needs of each child and promote their overall development through a balanced program
- Ensure the child's wellbeing and safety at all times
- Treat each child with respect and understanding
- Foster a sense of self-worth and self-esteem in each child
- Encourage autonomy, independence and individuality
- Provide optimum opportunities to grow, through experimentation, exploration and discovery

- Provide appropriate guidance
- Maintain open lines of communication between staff, children and parents
- Provide healthy and nutritious snacks

Program Objectives:

- We will be aware of the developmental needs of children. Our program plans will focus on all areas of development and we will continually assess the program to ensure that the needs of the children are being met
- We have established policies, procedures, rules and guidelines that will be observed on a daily basis so as to ensure maximum safety at all times for the participants. Prevention and risk management are keys to program success
- Staff will actively participate in the program so that they may extend and expand the learning of each child
- Staff will plan and organize activities where the child can feel successful. Through positive guidance, encouragement and support from staff, each child's self-esteem will be enhance
- Staff will look to participants for program planning input and ideas throughout the year
- A variety of cultural awareness activities will be planned on a monthly basis so as to encourage understanding and acceptance of others and their individual differences
- We will inform all staff members, children and parents of matters, which impact them and their participation in the program. We will have an open door policy
- We will reference the Canada Food Guide and offer appropriate servings. Emphasis will be placed on healthy wholesome foods

Operational Info

The OSC program hours compliment the Canadian Rockies Public School Calendar as follows:

- 3 -6p.m. Monday to Friday, on regular school days
- 8:30a.m.- 6p.m. on Fridays (for Kindergarten days off), PD days, school breaks and parent teacher interviews
- 12p.m. -6p.m. on half day Fridays (for Grade 1-6)
- OSC is closed on weekends and statutory holidays

Sample daily routine:

- 3:00p.m. Arrival and attendance in designated program rooms, transition activities (reading, unstructured play)
- 3:20p.m.-3:50p.m. Circle time/team meeting
- 3:50p.m.-4:10p.m. Snack time

- 4:10-5:00p.m. Planned/structured activities/indoor or outdoor play
- 5:00-5:30p.m. Gross motor activity/playtime
- 5:30-6:00p.m. Homework, reading or quiet interest centre time
- 6:00p.m. OSC closes
- *Note- Kindergarten participants are scheduled to eat snack earlier in the afternoon*

Facility

Rooms: Out of School Club operates out of two rooms on the main floor of the Banff Elementary School, located at 325 Squirrel Street- Room #156 for kindergarten participants and Room #157 for Grade 1-6 participants.

The program rooms are designed to meet the needs of school age children and provide a variety of activities including: creative arts, music, dramatic play, board games, puzzles and tabletop toys, construction, science and nature and floor play with gross-motor play in the outdoor play space and other locations in the community.

Children are asked to hang their belongings on designated hooks in the hall outside the program rooms upon arrival each day.

Entrance: The OSC entrance is accessed from the Big Horn Street side of the school- across from the Banff Child Care Centre. Both the OSC Kindy Program and Grades 1-6 Program will use the same entrance. Please note, doors will be locked during program hours.

Please knock on our windows or ring the doorbell to let staff know you have arrived for pick-up at the program.

- To knock on the OSC Kindy window: please come through the gate at the Bighorn St door, into the Moose St Field. The Kindy window is the first window.
- To knock on the OSC Grades 1-6 window: please come through the gate at the Bighorn St door, into the Moose St Field. The 1-6 windows are the 2nd, 3rd, and 4th on the Bighorn side of the building.
- To ring the doorbell: our doorbell is located to the left of the Bighorn St door, on the wall, and is labelled "TOB."

You will be met at the door by a staff member, and invited into the building to help your child pack their belongings before heading home for the evening.

Outdoor Space: OSC has access to the outdoor play area at Banff Elementary School. It is adjacent to the school and is equipped with a Gagaball arena, two playground structures, a tarmac area and treed greenspace. The entire perimeter of the yard is fenced and gated.

Nutrition /Snacks

We will consult the Canada Food Guide and provide a nutritional snack daily. See sample menu below. Consideration will be given to children with food allergies or dietary needs. Families are welcome to send their child with a snack from home if preferred. No peanut or nut products may be used. Please ensure the large majority of foods sent from home are healthy foods as per the Canada Food Guide and refrain from sending sugary treats, junk food and pop. Children will be encouraged to eat their healthy items first. Sharing of food between children is not permitted.

Administrative Overview

The Out-of-School Club program is licensed through the Calgary and Area Child and Family Services Authority.

A full-time Children's Program Supervisor oversees and works on site at the program, with one Senior Children & Youth Program leader and two other Children & Youth Program Leaders. A team of casual Program Leaders support staffing of the program on particular days.

Any questions regarding your child's care or the program overall should be directed to the on-site program staff or Program Supervisor. Inquiries related to fees and registration can be directed to our Client Services team at 403-762-1251.

Registration

Each participant requires a completed registration form and waiver to process their registration, prior to attending the program. Registrations are accepted on a first come, first served basis via email to community.services@banff.ca. Please inform Client Services of any changes to your registration information, so that we may keep accurate and up to date records at 403-762-1251.

Please see our full Out of School Club Registration Policy included in this handbook for further details.

Fees and Billing

Rates for the program are as follows:

Full time care (5 days a week, monthly)	\$414/month
Full Days 8:30-3pm	\$ 44/day
Full Days 8:30-6pm	\$ 64/day
Half Days 12-3pm	\$ 22/day (grades 1-6 only)
Drop in daily 3-6pm	\$ 22/day

For information regarding billing and payment, please see the Community Services Registration Payment and Refund Policy [here](#).

Absenteeism and Late Fees

Please ensure that any absences from Out-of-School Club are communicated to program staff:

- 403-431-3193 for Kindergarten
- 403-762-1927 for Grades 1-6

Notification via text or phone call is accepted 24 hours a day. It is important that program staff are notified prior to the daily program start if your child will be sick or away. This will prevent unnecessary searching of the school by program staff.

Late fees of \$5.00 per minute apply to parents who fail to pick children up by 6:00pm.

Absenteeism and late fees are in addition to regular program fees and will be listed on your monthly receipt. Please see the Community Services Registration Payment and Refund Policy [here](#) for further details.

Parent Information

Parent Orientation

We believe it is essential that parents feel familiar and comfortable with the program. For this reason, we welcome all parents to request a virtual tour of the program room and be introduced to the program staff at any time.

Open Door Policy & Feedback

Questions, concerns or feedback are always welcome. Various avenues are available to provide feedback including socially distanced or virtual meetings with staff, phone calls or email as follows:

- Kindergarten OSC cell phone: 403-431-3193
- Grade 1-6 OSC cell phone: 403-762-1927
- Stephanie von Neudegg, Children's Program Supervisor 403-762-1927 or outofschoolclub@banff.ca

Communication

Open communication between parents and staff is what helps us serve you and your child. Staff are here to support your family in any way we can. Please review on-site postings, www.banff.ca/kids and read our parent emails for important reminders and information.

Confidentiality

Any information discussed regarding children and parents will be kept confidential, as well as personal information that parents may share with us. Child specific information is shared only with parental consent as indicated on the program waiver.

Parent Evaluations

Formal program evaluations are emailed out at the end of the school year. All feedback is anonymous and useful in developing and improving our programs. Parents are welcome to contact staff at any time to provide feedback on the program aside from the formal evaluations distributed.

Attendance, Release of Children and Independent Departure

Children will be dismissed only to those adults indicated on their program registration form. If another person is to pick up your child, please contact staff prior to the start of program that day. Staff may ask this person for ID if they are unknown to the staff.

Children who leave the program independently must have this indicated on their registration form. Only children who are in Grade 2 or higher will be permitted to leave independently.

Parents, other designated adults or the child themselves (if leaving independently) are required and responsible for physically signing the child out on the attendance sheet on site at the program including the time of departure from the program and their personal signature.

Emergency Contact Information

Should you need to contact the staff for any reason, please call the program cell phone at 403-431-3193 for Kindergarten and 403-762-1927 for Grade 1-6. These phones are carried by staff at all times and are also the emergency after-hours phone numbers.

The Children's Program Supervisor can be reached at 403-762-1927. The Client Services team can be reached at 403-762-1251.

Emergency Procedures

Emergency phone numbers will be posted in program rooms and in portable files which accompany the group on all off-site excursions. Seasonal fire drills will be conducted to familiarize participants with evacuation procedures. First aid kits will accompany the group regardless of their location.

Health Standards

Please note- COVID-19 specific health standards and procedures are mentioned under the "COVID-19" section of this handbook and are in addition to the health standards mentioned below.

Participants who are ill are not permitted in the program. Signs or symptoms of illness exhibited by a participant include the following:

- Vomiting, having a fever, diarrhea or a new or unexplained rash or cough
- Requiring greater care and attention than can be provided without compromising the care of the other participants in the program
- Having or displaying any other illness or symptom the staff member believes may indicate that the participant poses a health risk to others

We ask that sick participants are kept home during these instances. If a participant becomes sick while in care, parents will be notified and asked to remove the participant from the program immediately to

ensure all participants and staff remain healthy. If staff are unable to reach parents, staff may call the participant's emergency contact for pick up.

Incidents of Lice

If a child is identified as having lice, staff will request the child immediately be removed from the program. The child is welcome to return to the program only once successful lice treatment has occurred. Families will be made aware that a case of lice was identified and information on identification and treatment of lice from Alberta Health Services will be circulated to all parents at that time.

Accident/Incident Reporting

All incidents and accidents are reported in written format and are reviewed by the Program Assistant, Manager of FCSS and Social Programs and the provincial licensing if required. Families are notified of the details regarding all incident/accident report forms.

Distal Supervision

The purpose of distal supervision is to provide school age children with the opportunity to function independently and take responsibility within the program while ensuring their safety and well-being. This means children can be involved in an activity beyond the immediate visual and auditory range of a staff member, but within the program facility. It will be limited to short periods of time, not to exceed 10 minutes.

Example: A child may be allowed to go to the washroom on their own, or go to the gym to collect an item, or ride their bike within the confines of the school playground.

Children will always be required to report back to program staff within the specified 10-minute time frame. Children who are unable to follow the guidelines set out for distal supervision may have their privileges revoked.

Medication/Self-Administration Policy:

Generally, we do not administer medication to children. There may be incidents that need to be dealt with on a case-by-case basis. The Program Assistant will review parent requests, make decisions in these instances and inform staff accordingly.

Families are required to sign a Medication Information form for each medication, prior to bringing medication to the program.

Emergency medications will be easily accessible at all times while all other medications will be kept in a locked container. All medication must be contained in its original packaging.

COVID-19

Our Children & Youth Program team is committed to continuing to offer the best care and programming we can, while ensuring health and safety as a priority. We recognize there will be many changes to our regular programs- affecting staff and families. Let's move forward together- with flexibility, patience and the open communication between us for the season ahead.

If you require the COVID-19 information below to be available in another language, please reach out to the Program Coordinator.

For the latest updates from the Town of Banff on COVID-19, please visit www.banff.ca/covid.

Screening, Illness and Response Plan

- Staff members, parents or guardians and children must not attend the program if they are sick, even if symptoms resemble a mild cold.
 - Symptoms to look for include: fever, cough, shortness of breath, loss of sense of taste or smell. Other symptoms can include sore throat or painful swallowing; runny nose or congestion; feeling unwell or fatigue; nausea, vomiting, diarrhea; unexplained loss of appetite; muscle or joint aches; headache; conjunctivitis (pink eye)
 - Individuals with fever, cough, shortness of breath, or loss of sense of taste or smell, are required to isolate for 10 days per CMOH Order 05-2020 unless they receive a negative COVID-19 test and are feeling better. NOTE: It is always recommended that the parent seek testing for a child with symptoms of COVID-19.
- Before every shift, staff are expected to assess themselves for symptoms of COVID-19 using the [Alberta Health Daily Checklist](#)
- Staff are required to refuse entry, or request a child be picked up at any time if they have observed signs or symptoms of illness, including those which resemble a mild cold as mentioned above
- Refunds will be issued in the case a child is unable to attend due to symptoms of illness
- Parents are responsible to inform staff if their child has any known pre-existing medical conditions, **prior to the child's participation in the program**. If a child displays symptoms that could be caused by either COVID-19 or by a known preexisting condition (e.g. allergies), the child should be tested for COVID-19 to confirm that it is not the source of their symptoms before returning to the program and/or provide a letter from their doctor on their first day of program, stating their pre-existing condition and associated symptoms.
- If a child develops symptoms while at the program, the child will be isolated away from other children and the parent or guardian will be notified to come and pick up the child

immediately. The child should be tested for COVID-19 to confirm the source of their symptoms.

- If a staff person develops illness while at work, they will immediately remove themselves from any contact with others, notify a coordinator and go home. The staff person must be tested for COVID-19 to confirm that is not the source of their symptoms.

Policies and Procedures

Please read the following policies and procedure to ensure that you are familiar with the protocol that the program staff will follow.

OUT OF SCHOOL CLUB REGISTRATION POLICY

Policy:

The Town of Banff Children and Youth Programs recognize the need for childcare by working families and strives to meet that need to the best of our ability.

Definitions:

- Full time care: Registrations which are five days a week, on a monthly basis (including PD Fridays and February break, **not** including Winter Break and Spring Break).
- Drop- in care: Registrations which are not five day a week, on a monthly basis

Procedures:

- Families requiring full time care will have registration priority as our primary purpose is to meet the demand for care by full time working families while maximizing available spaces.
- Registrations will be accepted on a first come, first serve basis.
- When the program has been registered to its capacity, families will be waitlisted in the order which they were received and contacted if and when a space becomes available.
- If a family chooses to change their registration at any time during the school year, they will be placed at the bottom of the wait list and registered in sequential order and based on availability at that time.
- Families registered for full time care will have one week priority registration for Winter Break and Spring Break programming before drop in care registration is opens. During these school breaks, registration procedures will reflect those listed above.

BULLYING POLICY

Policy:

The Town of Banff FCSS Children and Youth Programs recognize the negative effects that bullying has on children and youth. Bullying is never justified and we do not excuse this type of behaviour. Bullying incidents will be addressed and staff will be trained to promote confident communication so bullying can be dealt with. If bullying does occur, all participants should be able to confide in a staff member and be assured that the incident will be dealt with effectively and in a timely manner.

Guidelines:

Bullying can be, but is not exclusive to, emotional, physical, racial/intolerant, sexual, verbal, cyber and destruction of property.

Procedure:

- Parents, children/youth, staff and administration will support the bullying policy
- Staff will position themselves to ensure adequate supervision
- Staff will work proactively to prevent bullying
- In follow up to a bullying situation, all involved parties will be given the opportunity to have their say
- Serious bullying incidents will be shared with parents and documented via an Incident Report form, given to the program supervisor for review
- Continuous bullying can and will be cause for dismissal from programs
- Staff will incorporate anti-bullying discussions into staff meetings
- Program staff will maintain open lines communication with school staff to be aware of bullying situations occurring at school

HEALTH POLICY**Policy:**

The Town of Banff FCSS Children and Youth Programs consider health a priority and makes efforts to educate participants, parents and staff about health issues. Methods to minimize health risks are integrated into programs and work practices to provide a healthy and safe environment in which to thrive.

Guidelines:

- While outdoors, participants will be required to wear a seasonally appropriate hat
- Staff will make attempts to seek shade while facilitating outdoor activities during hours of high UV rays
- All program snacks or meals will be prepared using the Canada's Food Guide as a reference
- Staff and participants are encouraged to bring a water bottle to the program
- Staff will be educated to identify the signs and symptoms of dehydration and heat stroke as well as treatment for these conditions
- Participants who display signs of illness are encouraged to stay home
- Upon registration, parents will be required to indicate any allergies or medications that the participant may have and describe them on the medication information sheet
- Staff will be informed of, and responsible for any participant allergies and medication needs
- Staff will encourage participants to use proper hand washing techniques

- Programming will include a variety of active living components considering the developmental needs and capabilities of participants
- Staff will encourage physical activity as part of healthy living
- Participants will be presented with new skills, opportunities to refine and master past skills and chances to choose which they would prefer to work on
- Participants will be encouraged to focus on personal best and cooperation over competition

Procedures:

Sun Protection

- Participants will apply sunscreen of at least SPF 15, prior to any outdoor activity unless indicated otherwise on their waiver
- Participants will wear a hat when outside and exposed to sun
- Staff may assist younger children to ensure proper coverage and application of sunscreen
- Sunscreen will be reapplied every three hours or following activities involving water or heavy perspiration
- Staff and participants will wear a t-shirt at all times when at the beach or waterfront, unless they are in the water above waist level

Nutrition

- Snack will be served daily
- Participants may eat a healthful snack from home as an alternative to the snack provided

Hydration

- Staff will ensure water is available to participants when engaging in outdoor activities either on site where an activity is taking place or brought along with the group
- Staff will check to ensure participants have enough fluids to maintain a healthy state prior to going on outings where water will not be available (ex. hikes, bus trips)

Illness

- Signs or symptoms of illness exhibited by a participant include the following:
 - Vomiting, having a fever, diarrhea or a new or unexplained rash or cough
 - Requiring greater care and attention than can be provided without compromising the care of the other participants in the program
 - Having or displaying any other illness or symptom the staff member know or believes may indicate that the participant poses a health risk to persons on the program or premises
- If a participant displays signs or symptoms of an illness while at the program, staff will take their temperature and inform the Children & Youth Program Assistant if it reads above 38 degrees Celsius. The Program Assistant will then contact the participant's parents to request their immediate removal from the program.
- Once a participant has been identified as ill, they will be kept as far away as possible from the other participants, but within a safe and observable distance from program staff
- If a main contact fails to receive the request for removal of the participant, or fails to pick the participant up, staff may call the participant's emergency contact person to remove them

- All illness requiring the removal of a participant from the program will be documented using the current designated incident report forms
- An ill participant may return to the program following a period of 24 hours of showing no symptoms of illness or when obtaining a physician's note
- Families are informed of the management of sick participants through information provided in the Family Handbook
- In the case of a communicable disease, the Assistant will issue a notice to all families informing them of the outbreak and the appropriate precautions to take

Medicine

- All parents must fill out a Medication Information form (if applicable) prior their child or youth attending the program
- Staff will not administer medication to participants, unless an emergency situation arises or there is an exceptional need which is first approved by the Children & Youth Program Assistant
- Administration of all medicine will be supervised and documented by staff
- Participants with life threatening health concerns will carry their own medications with them at all times; all other medications will be stored in a locked location, in their original packaging and labeling indicating dosage instructions

Personal Sanitation

- Participants and staff are required to wash their hands after using the washroom, prior to, and following the preparation and eating of snacks and meals and after sneezing or coughing into one's hands
- Staff will notify the Program Assistant or school administration if washrooms or hand washing stations need supplies or extra cleaning measures following incidents causing unsanitary conditions
- Staff will ensure that proper sanitation supplies are in place in locations where facilities are lacking (ex. hikes, campouts) and maintain the outlined sanitation procedures

CHILD GUIDANCE POLICY

Policy:

The Town of Banff FCSS Children and Youth Programs will strive to provide positive and age appropriate strategies for participants to develop behaviours that encourage positive growth. Positive behaviours will be encouraged through appropriate role modeling, positive interactions and respect for individual needs.

Guidelines:

- Staff will encourage and support age appropriate behaviour in participants

- Participants will be encouraged to interact with each other in manners which are respectful and positive in nature
- Programs will support and encourage participants' understanding of inclusion and diversity
- Staff will address the needs of participants in the program and the uniqueness of each individual

Procedure:

- Staff will have relevant training and/or access to resources on promoting positive behaviour
- Staff will display positive role modelling when interacting with participants, parents, fellow staff and the general public by being friendly, caring and courteous
- Staff will show interest in participants by acknowledging them, responding attentively and using open ended questions to engage in active two-way conversations
- Staff will work to create a positive environment for the individual expression of feelings
- Staff will intervene promptly when aggressive or bullying behaviour occurs
- Staff will encourage understanding of individual needs, diversity and the greater community
- Participants will be involved in program planning and decision making

CHILD DISCIPLINE POLICY

Policy:

The Town of Banff FCSS Children and Youth Programs staff will be trained to use positive behaviour management. The Town of Banff reserves the right to withdraw a participant if it is felt that the behaviour could compromise the safety of other participants and/or staff. Parents may be asked to meet with a staff member, the Children and Youth Program Assistant and/or the Manager of Family and Community Support Services and Social Programs

Guidelines:

- Discipline methods utilized in the program will be communicated to all parents via the Parent Handbook, to staff during their training and to participants in person
- At no time will staff inflict, or cause to be inflicted any form of physical punishment, verbal or physical degradation or emotional deprivation, or permit the use of any form of physical restraint
- Confinement, isolation, denying or threatening to deny a participant of a basic necessity will not be tolerated
- At no time should a participant be demeaned or embarrassed
- All disciplinary action taken will be reasonable in the circumstances

Procedure:

- Staff will ensure that the disciplinary action taken is reasonable in the circumstances
- Staff will ensure that expectations and behaviour guidelines are consistently in place and that participants have an overall understanding of them
- Staff will use positive behaviour management- redirection, choices, logical consequences and creative approaches to deal with inappropriate behaviour
- Staff will talk to participants at eye level and focus on the behaviour and not the individual
- Staff will assist participants in understanding the outcomes of their behaviour
- Staff will use a fair approach when approaching and understanding participant’s behaviour
- Staff will use developmentally appropriate communication and consequences with participants
- Staff will document any serious behaviour issues in the on-site Communication Book, on an Incident Report form and/or directly to the Children & Youth Program Assistant

INCLUSION AND DIVERSITY POLICY

Policy:

All participants are welcome and bring value to our programs. Our programs are reflective of the varying needs of our participants, community and stakeholders.

Guidelines:

- Staff, supervisors and managers will maintain strong links with community agencies and members to support participants and their families
- Participants will be included in our programs regardless of their limitations or special needs
- Programming will be based around acknowledging and valuing the unique and individual differences of participants and will be flexible and adaptable to their needs
- Programs will provide a safe environment
Programs will operate with the understanding that fair does not always mean equal
- Off-site activities will be planned to promote a better understanding of the community and to connect participants with cultural experiences

Procedure:

- Staff will have the opportunity to develop their understanding of inclusion principles and anti-bias through professional development
- At times when a participant may need extra support to comfortably attend programs, parents and staff will meet prior to their participation to decide on a mutually agreeable path
- Outside agencies may be consulted for support to include participants in programs
- Open communication between staff, parents and the school is encouraged in order to better facilitate the involvement of individual participants
- Parents are encouraged to be involved in programs through communication, volunteering and evaluations
- Participants and families are welcome to contribute their cultural experiences and stories into the program at any time
- Programming will reflect full inclusion of families who have a first language other than English

- Staff will plan activities that are inclusive of participants with special educational needs
- Staff and participants will help to create an environment that promotes mutual respect and kindness
- Staff will provide participants with a variety of experiences from a range of social, cultural, linguistic and ability backgrounds
- Staff will talk to participants about differences in a positive way
- Staff will promote equality regardless of race, gender, culture or other differences
- Staff will provide participants with the opportunity to have input, involvement and choice through program planning, evaluation and open ended questions during activities
- Outside agencies and community members will be invited to programs to enhance the quality of experiences for the participants
- Supplies are chosen to support multiculturalism and diversity