



## OOSC Parent Handbook 2021-2022



Welcome to the Hillhurst Sunnyside Community Association Out Of School Care Program – HSCA-OOSC! We look forward to building new friendships, and welcome back familiar faces.

**We are a licensed and fully accredited program in Alberta.**

### **OUR MISSION:**

To provide each family with an extraordinary childcare experience. As a parent, we want you to feel like you're leaving your child in good hands. We hope your child will come to think of OOSC as a second home.

This package is designed to help familiarize you with the developmental practices, policies and procedures of our program. **If you have any questions or concerns, our door is always open.**

### **LOCATION AND CONTACT INFORMATION**

**Location:** Hillhurst Sunnyside Community Association Building  
1320 - 5<sup>th</sup> Ave NW  
Calgary, AB. T2N 0S2

**Program Manager:** Genevieve Fisher  
**Phone:** 403.270.9705  
**Cell:** 780.566.0023 – **Emergency use only**  
**Email:** genevieve.f@hsca.ca  
**Website:** [www.hsca.ca](http://www.hsca.ca)



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**HOURS OF OPERATION**

	<b>Monday – Thursday</b>	<b>Fridays</b>	<b>PD Days</b>
<b>Kindergarten AM:</b>	7:30 AM – 8:42 AM		7:30 AM – 5:30 PM
<b>Kindergarten PM:</b>	11:24 PM – 5:30 PM		
<b>Before &amp; After School Care AM:</b>	7:30 AM – 8:47 AM		
<b>Before &amp; After School Care PM:</b>	3:20 PM – 5:30 PM	12:32 PM – 5:30 PM	

Our Full Day programs are available on PD days, and specific days during the Winter and Spring Break.



**We are closed for all statutory holidays:** Labour Day, Thanksgiving, Remembrance Day, Christmas, Boxing Day, New Years, Family Day, Good Friday, Easter Monday, Victoria Day, Canada Day, and Heritage Day, as well as several days during the Christmas break – this closure is announced in the fall of each school year. Additionally, the HSCA Child care team have 2 Professional Development days (always on Fridays, generally in September and April) where we are closed.

**SUN FUN (July and August) HOURS OF OPERATION:**

Monday – Friday: 7:30 AM to 5:30 PM

**ABOUT THE PROGRAM**

Our primary approach to childcare is a belief that each child is an individual. We strive to provide a wide range of activities in order to meet the physical, social, emotional, intellectual, creative and developmental needs of each child in our care. We love to see children grow, flourish and strive to build their self-esteem in a caring and supportive environment. We are firm believers in the Emergent Curriculum method of program planning, and always include and plan around children's interests.

**COVID-19:**

Please review most updated Childcare Guidelines for policies and procedures regarding COVID19. These guidelines are subject to change at anytime without notice.

**Free choice:**

Each day your child will be given a choice of several activities in which to participate. These include but will not be limited to:

- Gym time (including organized sports, free play and centres)
- Outdoor play (including park time, sports or free play). Our program offers daily activities outside for all age groups. Please ensure your child comes prepared to play outside. If your child doesn't have appropriate clothing for the weather, they won't be able to play outside with us. This impacts our staff and planned activities for the day. If a notice has gone out in advance in reference to an activity outdoors and your child isn't dressed for this, you will be called to bring something in for them. Please note we offer sledding over the winter. The appropriate consent can be found in the registration



package, which is gone over with you at the time of registration with the Program Manager.

- Arts and Crafts
- Homework and/or quiet reading
- Clubs: Dance, Lego, Cooking, Art, Sewing, Drama, Gardening, Buddies, Hockey, etc. (the clubs offered changes each year depending on the interests of the children enrolled)
  - o all clubs are optional, and some require an additional fee to join, such as drama and dance, due to materials required or additional instructor fees (hiring a professional)
- Free Play (Games, blocks, drawing, dolls, etc.)
- Organized group activities (treasure hunts, field trips on non-school days, races, etc.) We will at times offer one larger, structured activity such as a guest speaker, in which all children participate together.

#### **Homework/Studying:**

If you'd like your child to work on his/her homework on any given day, please advise a staff member of this. We may not always have the staffing to provide one-on-one supervision, but we will do our best to ensure your child sits down with homework in a quieter, supervised area and will offer our assistance as needed.

#### **Coat Hooks:**

Your child will be given a coat a hook and cubby to leave backpacks, jackets, and indoor shoes.

#### **Suggestions and Feedback:**

We love to involve the kids in the planning of our daily activities. We collect their suggestions (and yours) daily. You can submit any feedback or suggestions you may have in the suggestion tree located on the office windowsill. As well, please feel free to give us a call or send an email at anytime 😊

#### **PD day sign up:**

We offer the option of signing up for all PD Days in advance. \*please see fees [below] for a detailed breakdown. For families not preregistering, we post a sign-up list three weeks prior on the Parent Board. This list will be taken down the week of the PD day, and thereafter registrations are only taken to fill cancellations, or if there is extra space available. We reserve the right to refuse children on PD Days if our child-staff or space rations will be exceeded.



All non-school days must be paid for on or before the date. No refunds will be given if you register your child, and do not cancel at least one week in advance by voice mail or email (to Program Manager's discretion).

**Electronics:**

- Electronics (DS, Gameboy, Leap Pad & Leap Frog) are permitted on Mondays and Fridays from 7:30-8:30 AM / 5:00-5:30 PM ONLY
- Bring ONE game at a time, and it must be labeled (Or we will label it!)
- ALL GAMES MUST BE RATED "E"
- OOSC is not responsible for any lost or stolen items which are kept in the children's bags or not labelled. DS, electronics or any valuable items should be kept in the office
- Only electronics that cannot connect to the internet are permitted

**FEES, ENROLLMENT AND UNENROLLMENT**

As a Community Association Program, it is mandatory that you buy a Community Association Membership. This membership offers discounts at various businesses within the area. The fee for this is \$30. **All new children must pay a one-time registration fee of \$30 (non-refundable)**

**Enrollment process:** This entails filling out our online enrollment form completely, meeting with the Program Manager to have a one on one orientation to the program (new families), and payment. The enrollment process is complete when the manager confirms all this has been completed to satisfaction and gives the start date for enrollment. For enrollment in Sun Fun, your child must have completed kindergarten already.

All families will be required to re-enroll their child should they require care into the upcoming school year/summer.

**IF YOU HAVE COMPLETED THE ABOVE REGISTRATION PROCESS, AND/OR TO REGISTER IN SUN FUN, PAYMENT IS REQUIRED IN ADVANCE (WITH DATES OF ATTENDANCE SPECIFIED) TO GUARANTEE YOUR SPOT. REGISTRATION WITHOUT PAYMENT IS CONSIDERED INCOMPLETE AND WILL BE TREATED ON A FIRST COME FIRST SERVE BASIS. AFTER MAY 1, WE WILL NOT BE ABLE TO PROVIDE REFUNDS FOR WEEKS YOUR CHILD CANNOT ATTEND.**

**\*The number of Part time care spaces available is dependent upon the need for full time care. Part time care spaces are only guaranteed for the current school year of enrollment and will be re-considered each new school year.**

**\*Hillhurst Elementary School enrollments are always given priority.**



GRADES 1-6 (Before & After)

MONTHLY FEES

	Time	Fee
AM/PM Session	7:30-8:30/3:15-5:30	\$520

- Friday early dismissal (12:30-6:00) and PD days are included in fees
- Spring break and PD days after school ends in June are not included in fees

KINDERGARTEN

	Time	Fee
Full Time	7:00-8:30 and 11:30-6:00	\$920
Full Time until 3:30	7:00-8:30 and 11:30-3:30	\$870

- Fees include all PD-Days. Spring and winter break fees are not included.

NON SCHOOL DAYS (PD DAYS) AND DROP IN FEES (K-6)

	Time	Fee
PD Day/Early Dismissal Drop In	Full Day	\$65

Multiple Children Discounts:

5% discount for 2 children

10% discount for 3 or more children

*There will only be a discount when both children are enrolled full time.*



### SUN FUN (July & August)

Please note that children who have not yet completed Kindergarten aren't eligible to attend the Sun Fun Program

Weeks	Fees
1 Week	\$240
2 Weeks	\$480
3 Weeks	\$720
4 Weeks	\$960
5 Weeks	\$1150
6 Weeks	\$1350
7 Weeks	\$1540
Whole Summer - 8 Weeks	\$1720
Daily Drop In	\$65

**Multiple Child Discounts:**

5% discount for 2 children if signing up for 5-9 weeks (See highlighted)

10% discount for 3 children if signing up for 5-9 weeks (See highlighted)

2021 Sun Fun begins July 5<sup>th</sup> and ends August 27<sup>th</sup>

Families must register for a minimum of 5 weeks for the summer of 2021

Discounted rates are given upon initial sign up. There will be no discount given for adding weeks after July 1.

**All OOSC Fees: There will be no reduction in fees due to ill health or holidays – exceptions may be made in the case of prolonged illness, at the discretion of the Program Manager.**



**Your payment options:**

- **Only Pre-Authorized Debit (PAD) or direct deposit is accepted:** It comes out on the 1<sup>st</sup> day of each month (not available for Sun Fun)
- **Cash or Cheque will need to be provided for drop in care and Sun Fun.**
- **NSF charge: \$25**
- **Dishonored payments PAD: \$10**

**Tax letters will be issued to all families in January. There will be a \$25 charge if you would like the letter re-issued. There will be a \$10 charge, per receipt, if you would like copies of invoices for payments made.**

**SUBSIDY:**

We accept enrollments of families who receive subsidy for child care. However, we aren't responsible for subsidy applications/processes. Information regarding subsidy is available at: [www.child.alberta.ca](http://www.child.alberta.ca)).

**All families receiving subsidy will need to prove they've been approved for enrolment period otherwise they will be asked to pay the first month's fee in full.**

**PROGRAM WITHDRAWAL:**

**School Year Program (September-June):** We require 30 days written notice of intent, to withdraw a child from the school year program and to terminate direct deposit.

**Summer Sun Fun Program (July and August):** After May 1<sup>st</sup>, we will not be able to provide refunds for weeks you had previously registered for that your child cannot attend.

**DISMISSAL/TERMINATION OF CARE:**

OOSC is an **inclusive** childcare program. We strive to help each child grow and develop in a safe, fun, and nurturing environment. We will do our very best to assist with any social, emotional, or behavioral issues that may arise, work with you to find a solution, and get your child comfortable here as quickly as possible. However, there are times that, for whatever reason, our program may not be a good fit for your child.

THE SAFETY OF EACH CHILD IS OUR PRIMARY CONCERN. **If any child poses a threat to this safety, he/she will be removed from the program without notice.**





THE SAFETY/RESPECT TOWARDS STAFF AND OTHER PARENTS IS DUE AT ALL TIMES. **If any parent poses a threat to the safety of a staff member or another parent or conducts themselves in a manner which is not respectful, their child may be removed from the program without notice.**

### **OOSC POLICIES AND REGULATIONS (THE RULES!)**

We are not licensed to accept children outside operating hours, barring emergency circumstances; **therefore, it is the responsibility of the parents to pick up their children by 5:30pm and we can't accept children before 7:30am.**

We do recognize that there will be emergencies when parents are unable to pick up their children by closing. If you're stuck in traffic, **please call us!** A staff member will always remain with your child until your arrival; however, please be aware **a late fee of \$1.00 per minute per staff per child will be charged for each minute the child remains in the program after 6:00. The late fee is due immediately and is to be given to staff person on duty.** If payment is not made upon arrival, late fees will be added to your monthly fee.

**If OOSC is not informed of your late arrival, staff members are required to wait no longer than 15 minutes before calling the emergency contact stated on your child's registration form. If he/she is unavailable, social services may be called to pick up your child.**

### **SIGN IN/SIGN OUT:**

Our program license requires us to show clear attendance records for all children within the program, EVERY DAY. In order to do this, we need YOU to sign your child IN and OUT daily. Children may NOT be signed into our care while children are in transport to Hillhurst School in the morning, nor AT Hillhurst School in the morning, before the bell. If the group is lined up to leave OOSC, has left OOSC, or is at school, no more children can be signed in. Please sign your child in at OOSC by 8:15 AM on school days. After this point children remain your responsibility.

**Children will not be released to anyone other than those specified as authorized to pick up by the parents.** Please inform anyone picking up your child for the first time that he/she will be asked to show photo ID. **The better-informed you keep us, the safer your child will be!**

### **ABSENCES:**



**If your child will not be attending OOSC on any day, for any reason, PLEASE CALL, EMAIL OR LEAVE A VOICE MESSAGE! Unless we hear from you telling us otherwise, we will assume responsibility for your child after school. Failure to inform us of absence, may result in a \$25 penalty charge due to the processes we must follow in the case of unexplained absence. We don't require parents to inform of absence during Sun Fun but informing us if your child will not be here, allows us to provide drop in care to other families if needed.**

#### **UNEXPLAINED ABSENCE POLICY:**

If we are not notified and your child is absent, we are required to take the following steps:

1. A quick search of the area
2. Contact the school
3. Contact the parent

If the above steps are unsuccessful, the police will be notified. Please remember this is for your child's safety.

#### **CHANGE OF PERSONAL INFORMATION:**

Please inform us if there are any changes to your personal details throughout the year, such as address, numbers or emergency contacts. These changes are extremely important, so we can locate you in the event of an emergency.

#### **SICKNESS, INJURY AND MEDICATION**

##### **SICK CHILDREN:**

**If your child is sick, please notify us immediately, particularly in relation to a communicable disease or contagious condition (such as: head lice, pink eye, and strep throat).**

In accordance with public health standards, a contagious child cannot be accepted into the program until a doctor deems the child is non-communicable.

If your child becomes ill during the program, we allow him/her to lie down in an area away from the others, but you will be contacted to pick up your child as soon as possible.



**If your child displays any of the following symptoms, he/she must be removed immediately from the program. In such case, parents/emergency contact will be contacted to pick up your child.**

**These symptoms include but are not limited to:**

- Vomiting
- Fever (greater than 38.0 F/ 100 C)
- Diarrhea
- New or unexplained rash or cough
- Exposure or presence of contagious illness such as whooping cough, strep throat or chicken pox
- The child does not feel well, and requires greater care and attention than can be provided without compromising the care of the other children

**Following removal from the program, the child may not return until he/she has been symptom free for at least 24 hours, or the parent has provided a physician's note.**

#### **HEAD LICE:**

We have a No Nit Policy. We will do scheduled and announced head checks for head lice/lice eggs as well as unannounced checks when we see possible signs of head lice. Children who are found to have head lice or lice eggs (nits) will be sent home to be treated. Head checks will be conducted upon the child's return to the program to ensure that both lice and eggs have been completely removed. We ask that you screen your child regularly and notify us immediately if head lice or their nits (lice eggs) are detected. We welcome the opportunity to teach those of you who do not know how to check your child for head lice.

#### **MEDICATION:**

The OOSC staff can and will only administer prescription medication in accordance with the direction of the issuing physician. **The medicine must be labeled, showing clearly the physicians name and patient's name, date of issue, time to be given and dosage.** You will be asked to fill out and sign a medication form to be kept in the child's file.

All medication must be given to a staff member upon arrival in the program. This will be put away for safety and administered at the appropriate time.



Please fill out the medical form (in your registration package) as accurately as possible, for any ongoing medication, including all illnesses and symptoms you feel we should know about.

Please keep the staff informed when your child is taking medication at home that may affect her/him during our program.

#### **ACCIDENT, INCIDENTS AND SERIOUS ILLNESS OR INJURY:**

If there are any accidents or incidents that occur while your child is in the OOSC Program a form will be completed and will require both the Program Manager and the parent's signature. These issues will be discussed in person with the parents and further action taken as necessary.

Parents will be notified immediately in the event of a medical emergency. By signing consent to this handbook, you grant permission for emergency care to be given, as well as an emergency vehicle to be called, when good judgment dictates, for the child's safety. It is expected that the parents will bear the cost of any emergency transportation required. Failing this, your emergency contact will be notified and asked to report to OOSC or the designated hospital.

**As part of our prevention process, we ask that children refrain from wearing necklaces without break away clasps as these are potential choking or strangling hazards.**

#### **SERIOUS INCIDENTS/ILLNESSES:**

In the case of serious incident or illness, these must now be reported to Calgary and Area CFSA. These include: an emergency evacuation, an unexpected program closure, intruder on the program premises, injury or illness requiring overnight hospitalization or EMS, error in the administration of medication resulting in injury or first aid, death of a child, lost child, child removed from program by an unauthorized guardian or adult, allegation of physical, sexual, emotional abuse and/or neglect of child by staff or volunteer, child left on the premises after operating hours, child commission of an offence under the Act of Canada or Alberta.

#### **NUTRITION**

As part of our program we provide one wholesome afternoon snack a day, served after school, which includes food from two food groups recognized by the Canada Food Guide. A monthly snack menu is posted on the Parent Information Board and on the office window there are extra copies for parents to take. Our snack menu has been approved by a Registered Dietitian. Please



check this at your convenience. Please be aware that the snack menu may be subject to change without prior notice, and we will cater for children with dietary needs under these circumstances.

On non-school days and during Sun Fun, a small morning snack is served in addition to our regular afternoon snack. You will need to ensure your child has eaten a good breakfast and will need to pack a healthy lunch and suitable drink (not soda) including food from all four food groups as recognized by the Canada Food Guide. We do have a microwave available for use when we're staying at OOSC. If we're going on a field trip, please pack a lunch that does not require heat-up!

Please let us know of any dietary restrictions due to allergy, intolerance, cultural reasons, etc. We will make every effort to find an alternative snack for your child, in order to accommodate dietary restrictions.

**PLEASE BE AWARE, WE ARE A NUT-FREE FACILITY. DO NOT SEND FOODS WHICH MAY CONTAIN NUTS OR POSSIBLE NUT PRODUCTS. STAFF WILL SEND HOME ANY FOOD ITEMS AT OUR DISCRETION.**

#### **CONFIDENTIALITY**

Licensing regulations require all staff working with children to keep confidential their records. Our staff sign a declaration confirming they understand the various confidentiality issues involved while working with children. Only OOSC staff and licensing/accreditation officers have access to child-specific information which is indicated in your child's files. This information will not be shared with any other parties without parental consent. All concerns regarding your child will be communicated directly to the parent and followed through with strict adherence to the parent's wishes. Photographs of your child will not be used within the program without parental consent.

As the Hillhurst Sunnyside Out of School Care caters primarily to the Hillhurst Elementary School, we do ask for consent to share relevant information regarding their growth, progress and development. No information will be shared without this waiver signed.



### **SUN FUN**

July – August:

Monday – Friday: 7:30AM to 5:30PM

For enrollment in Sun Fun, your child must have completed kindergarten already.

### **NECESSITIES:**

- A healthy lunch
- Sun block & Bug Spray
- Water bottle
- Hat/Sunglasses
- Bathing suit and towel
- Smiles!

### **FIELD TRIPS**

Field trips are an important part of the fun at OOSC! We take our field-trips on PD days throughout the school year and during the Sun Fun program. For each field trip parents must sign a consent form on which will be the following information: the location of the trip, transportation info, as well as contact info. This form will be provided in advance to the trip, no later than 3 days prior.

Unfortunately, due to our staff to child ratios, your child will not be able to opt out of a trip and remain in the HSCA building. If you do not wish your child to attend any given excursion, please dissuade from enrolling them in the program on that day. Parents are responsible to know departure and arrival times of the field trip and to bring your child on time. We will not organize arrivals or departures during field trips due to the inconvenience this causes to other children in the group.

We also offer sleep overs during the summer, which are not a part of our licensed care. These sleep overs will be announced in the same manner as field trips.

### **EMERGENCY EVACUATION**

The children will be accompanied to St. Barnabas Anglican Church, 1407 – 7<sup>th</sup> Avenue NW, (403-283-3035, or 403-283-4684) in the event of an emergency requiring the evacuation of the



building. Parents will be notified immediately should this situation occur. It is also possible to contact the OOSC Director on the Emergency Cell Phone (403.402.8106) during this time.

Monthly fire drills are conducted to ensure your child will be well prepared.

### **COMPLAINT POLICY**

A parent may lodge a complaint with the Program Manager in person, in writing, via email, or by calling 403-270-9705. For there, we will take the necessary steps with the parties involved to seek a resolution. If the complaint is not investigated as you had hope, or concerns the Manager, a parent may contact the Director of Child Care Programs at 403-283-0554. This complaint will then be investigated, and you can expect to receive a formal response within 48 hours.

For complaints of a serious nature, parents may contact the Social Service Department at 403-268-5152. Anonymous complaints will also be investigated.

We encourage you to talk to a staff or the Program Manager if you have any complaints or concerns. We are happy to work with you to find a solution.

### **PARENTAL INVOLVEMENT & RESOURCES**

We welcome parent volunteers who may wish to come along for some fun on field trips, or special activities. We are always looking for donations of household craft materials, new or used toys, or dress-up clothes and as a charitable non-profit organization we have the possibility to issue tax receipts for monetary donations or donation in kind. If you are looking for more information on a specific topic, we can provide resources & information upon request.

### **CHILD GUIDANCE/DISCIPLINE POLICY**

At the Hillhurst Sunnyside Child Care Programs (OOSC and HSDC) we strongly believe the goal of discipline is to help the child develop appropriate self-control along with a positive self-concept. Our emphasis will be on creating an environment which minimizes conflict and inappropriate or unacceptable behavior, positively reinforcing appropriate or acceptable behaviours, through several positive discipline and leadership approaches.



In relation to this, any child disciplinary action taken must be reasonable in the circumstances. Under no circumstances would we inflict or cause to be inflicted any form of physical punishment, verbal or physical degradation or emotional deprivation. Nor would we feel it to be appropriate to deny or threaten to deny any basic necessity or use or permit the use of any form of physical restraint, confinement or isolation.

Unacceptable or inappropriate behaviour will be defined as behaviour which:

- Violates the human/child rights of others
- Jeopardizes the human/child rights of others
- Is destructive to equipment or materials
- Is self-defeating or self-damaging
- Is contrary to the requirements of the situation
- Is unsafe

All the rules the children are expected to follow are established for the above reasons and are evaluated regularly to be sure they are both valid and necessary.

Staff should review rules with children, where developmentally appropriate, using symbols and posters. This ensures everyone in the program is aware of the rules and is also aware of the consequences to be invoked were they caught breaking those rules. Consequences for behaviour should be logical, sequential and carried out on an individual basis. Younger and older children should be reminded, by staff, on an ongoing basis what are appropriate and inappropriate behaviors and the consequences of such behaviors.

Staff will use meetings, developmental reports, incident reports, and the communication book to communicate about ongoing behavioral issues and consequences to ensure consistency.

When a disciplinary situation arises, the staff will isolate the inappropriate behaviour by taking the child displaying the behaviour aside or will go over directly to the individual and will help define the inappropriate behaviour and why it is not acceptable, with him/her. Older children may be asked to define the problem for themselves before explaining the issues to a staff person. In some cases, this may be all that is necessary to eliminate the behaviour. If not, the staff member may then choose one or more of the following positive approaches to discipline, always keeping in mind the child's age and personal characteristics.





### **Verbal Discussion:**

Includes the definition of unacceptable behaviour, why it is unacceptable and what can be done to remedy the situation. An older child should have input into this. It may involve the expression of feelings and some appropriate ways of handling these feelings. Active listening and “I” messages lead to increased effectiveness in problem solving. Staff will be encouraged to develop skills in this area and in turn help the children develop more effective communication skills.

### **Logical or Natural Consequences:**

Natural consequences are the direct result of the child’s own action. Logical consequences are the result of the child’s actions that are provided by the adult. “Consequence” is a technique, which gives the child responsibility for the result of his own actions. A consequence must be related to the unacceptable behaviour and should occur every time the unacceptable behaviour is done. Also, the consequence must be acceptable to our program (within our policy limits). For the younger or new child, a verbal warning may precede the applying of a consequence. The older child will be encouraged to have input in the determining of his/her consequence in order to help him/her learn self-discipline. Parents may be involved in establishing consequences.

### **Breathing Time:**

Breathing Time is a technique used to interrupt unacceptable behaviour by redirecting the child from the “scene of the action”. It should be looked upon as a **calming device** and never as a punishment. The child/children will be removed from the heated situation and asked to sit out to calm down. After a few minutes-when the child/children seem to have regained control the staff person will either send them back to try and work out the problem they were encountering on their own, or will intervene by way of discussion and suggestion of appropriate ways of solving the problem fairly. Again, keep in mind the age and individual characteristics of the child/children involved. Some ideas to help a child calm down, include the use of a calming box, pictures and guidelines on how to solve situations, and books about emotions.

**Toddler discipline** can present its own challenges. Developmentally toddlers look to test boundaries. It is very important that toddlers know where these boundaries lie and some guidelines in this regard. Disciplinary actions specific to toddlers are: distract & divert and providing structure.

Through redirection, we seek to distract toddlers from their original intention and divert them towards a safer alternative.



Providing structure is setting up conditions for toddler discipline that encourage desirable behaviour to happen. Structure protects and redirects. Structure creates a positive and child friendly environment. By preplanning daily activities and routines we remove a lot of “no’s” and a happy “yes” environment prevails.

All children are unique individuals. Therefore, no one strategy will be effective in every situation with every child. Some behaviors are normal within certain age groups and we need to be flexible with each child’s needs. Language can also be a barrier in toddler discipline. Pictures and gestures can be helpful for them to express themselves and for the caregivers to help them understand.

Discipline **will not** include yelling, hitting, shaking, shoving or requiring the child to repeat inappropriate physical movements. It may not include statements or actions that may cause the child to lose self-esteem or dignity.

At the beginning of each new program all parents receive a copy of our discipline policy (as above) in the parent handbook. They must then sign consent to the policy on our parental consent form. This process is repeated each year to ensure our parents are still in agreement with our nature of discipline. Input into positive improvements will be gladly welcomed.

All new staff receive a copy of our discipline policy when they start. Again, this must be read and signed, with a signed copy to be placed in the file of each staff member.

### **COMMUNITY LINKS**

#### **General Programs:**

Calgary Family Services: [calgaryfamily.org](http://calgaryfamily.org); 403 269 9888

Alberta Health Services Programs: [albertahealthservices.ca](http://albertahealthservices.ca); 403 943 5465

Child Safe Canada: [www.childsafecanada.com](http://www.childsafecanada.com)

#### **Information on child care programs:**

High quality child care services: [www.excellence-earlychildhood.ca](http://www.excellence-earlychildhood.ca)

Regulated & Approved Child Care: [www.child.alberta.ca](http://www.child.alberta.ca)

#### **Separation & Divorce:**



Calgary Counseling Center: calgarycounselling.com; 833 827 4229

**Family Violence & Bullying:**

Family Violence: familyviolence.alberta.ca; 310 1818

Bullying helpline: 1 888 456 2323; b-free.ca

**Child Development & Behavior Resources:**

Parenting Exchange: www.Parenting Exchange.com

Canadian Child Care Federation: [www.cccf-fcsge.ca](http://www.cccf-fcsge.ca)

Developmental Resources: connectability.ca; developingchild.harvard.edu/