

STEPS ACADEMY

Parent Handbook

Updated September 2018



Our Philosophy

The moment our children stand unassisted for the first time is the moment a conscious awakening is happening inside of them. As we remain humbled by the determination and self-command it takes for a tiny being to achieve such a feat of self-power, we remember that our role as parents and teachers can be only to stand by and to guide our children. Historically, as the educate dictates (from the Latin word *educere*, meaning "to draw out"), it is this we endeavor to do at First Steps Academy – to assist our children in defining their own paths and interests, and to help them bring forth their own appreciation of the inherent goodness within them. With respect and compassion toward the child's natural tendency for self-construction, we impress upon him his responsibility to achieve inner discipline. Our duty as early childhood educators is to preserve the increasing confidence accompanying a child's newly-recognized freedom.

Being part of children's early learning experiences is what we devote our lives to. We support a profound understanding of the process by which children can most comfortably be introduced to — and function in — their new learning environment outside of the home. Our work is to provide practical knowledge for educating for life. With an environment equipped especially to meet the developmental needs of children, and an attitude that learning takes place within all of our moment-to-moment experiences, we cultivate a special "always learning" culture that shines through for the students, instructors and parents of StepsAcademy.

Our Reason for Being

As parents, you are the primary teachers of your children. As an early child care learning development centre, we also play a very important role in your child's lives. It is our goal to help prepare your children for formal education by providing them with a loving, caring and safe environment in which to learn. We also accept the responsibility to periodically inform you of the concepts and skills your children are learning through play.

All children are unique and special and as Steps Academy Early Childhood Educators, we take pride in the key competencies and attitudes we possess to bring out the uniqueness in each one. We recognize that children whose basic emotional, social and physical needs are met and nurtured through the early care years will be ready and eager to learn the academics in elementary school. Consequently, we make age-appropriate materials available in such a way that inquiry is a way of life. StepsAcademy follows an Emergent curriculum where staff incorporate the children's interests, likes and dislikes into the daily planning by observing the children throughout the day. The curriculum for each development level is based on developed thematic units so that every child can experience success, and a child's self-initiated investigations are encouraged and supported.

The purpose of this handbook is to detail the philosophy, programs and general administrative policies of First Steps Academy's Early Childhood Learning Development Centre. Please read it carefully and call if you have any questions.

Thank you for entrusting your children's very special years to us. We are looking forward to a wonderful year.

Sincerely,

The Staff at Steps Academy

A Message from the Administrative Team

Welcome to the Community of the Child!

The First Steps Academy Child Learning Program supports a child's active mind. We are dedicated educators and take pride in the difference we are actively making in early childhood education. In embracing our training to provide a safe, enriching and interactive preschool experience, we achieve our goal of advancing child learning as we continue to evolve and grow in our approaches. We understand that individualized needs of the child are the building blocks of personality and that the special keenness and enthusiasm First Steps Academy brings to early childhood accelerates a child's willingness to learn. We assist their desire to recognize their own uniqueness and the potential they truly hold. Through consistent daily routine, children learn what to expect, establishing a sense of emotional security and conscientiousness.

Through purposeful learning and play, and exposure to appropriate modeling of behaviour, children also learn the expectations society has of them, encouraging a sense of inner discipline and responsibility. Developmental advancements are monitored through recorded observation of children's ever-growing mastery of new skills, and the gentle encouragement they receive along the way means children progress within and beyond their own developmental milestones.

A cornerstone of the program at First Steps Academy (hereinafter referred to as StepsAcademy) is our partnership with parents. Combined with a stable, consistent, fun and interactive setting, families are ensured of a learning environment highly conducive to the intellectual proficiencies we strive for with our students on a daily basis. A sense of early achievement, then, is experienced early in life in the areas of literacy, math and social responsibility through stimulating and challenging (yet non-competitive) experiences. The result? Children who are confident and eager to benefit from a life full of learning.

Join us as we take time to reconnect to a sense of wonder and discovery with the children of our future.

I. PROGRAMMING

- Components Of Our Program - Program Information
- Qualification Requirements For Members Of Our Staff
- Practicum Student Volunteers
- School Hours Of Operation
- Parking
- Signing Your Child In And Out
- Arrival
- Absences and / or Late Arrival
- Pick-up
- Birthday Celebrations
- Other Celebrations
- Parent Involvement & Volunteers
- Confidentiality Guidelines
- Outdoor Play And Playground Use
- Clothing, Shoes & Other Personal Articles
- List Of Items To Remain At School
- List Of Items To Bring By Season
- Toys & Other Items from Home
- School Bags
- Social Media & Technology Policy

I. PROGRAMMING

Components of Our Program - Program Information

At StepsAcademy we have four all day preschools. They consist of a maximum of 16 students and two ECE certified Instructors. We also have an A.M. preschool program along with our OOSC care program that serves Kindergarten children and Grades one and up attending West Springs and St. Joan of Arc. Whether exploring the many facets of dinosaurs, bugs or volcanos StepsAcademy also includes classroom discussions at circle time or their multicultural corner. Our preschool programs are not split by age but by ability and social skills.

Qualification Requirements for Members of our Staff

- StepsAcademys minimum qualifications are as follows:
- Evidence of references and qualifications including ECE level certification and/or proof of teacher training certificates/diplomas/degrees.
- Current criminal record check including vulnerable sector search (dated within previous six months, renewable every three years)
- Valid First Aid Certificate (to be updated every three years)
- Alberta Health Food Handling Safety Course
- Fire extinguisher training
- Signed agreement of EMPLOYEE HANDBOOK and CHILD GUIDANCE POLICY
- Signed CONFIDENTIALITY AGREEMENT
- Staff must volunteer twice in a classroom before the signing of any and all contracts

Practicum Student Volunteers StepsAcademy is pleased to offer opportunities for students in the community who wish to volunteer with our program for work experience and to model as a positive mentor to the enrolled children. Please inquire regarding our policies and training in this regard if interested.

School Hours of Operation

StepsAcademy doors open at 7AM and close at 6PM Monday to Friday.

NOTE: Please — NO earlier, NO later and NO exceptions to this rule.

In the event that all students are dismissed prior to 6PM, StepsAcademy will close immediately after the last child has left.

ARRIVAL AND DISMISSAL PROCEDURES

For the safety and security of the students and staff, the following procedures have been established:

STUDENTS ARE NOT PERMITTED TO COME INTO OR LEAVE THE BUILDING ALONE

Parking Parents and others who bring students to or pick students up from StepsAcademy should park in the lot in front of the centre. It is important to park only in lined spaces, to follow directional signals, drive slowly and use extra care when driving through the parking lot. **Please hold on to your children at all times when walking to and from your car.**

Signing Your Child In and Out StepsAcademy instructors ensure all children are signed in upon arrival and signed out upon dismissal *on a daily basis*. This will ensure the safe monitoring of all student/teacher ratios.

Arrival StepsAcademy opens its doors promptly at 7:30am for All-Day students and OOSC Students. StepsAcademy is not licenced before 7:30am. If you arrive prior to 7:30am you will be asked to leave and come back when the door officially opens.

Absences and/or Late Arrival Please contact the office in the event you are running late or if your student will be absent. We will inform both the Instructors and catering of your student's absence. Voicemail is available 24hrs.

Pick-Up Students can be dismissed and signed out when a parent/legal guardian is present. NOTE: Students will not be dismissed to anyone other than a parent/legal guardian unless prior written permission is granted and proper identification is provided with a security code word. Parents must notify StepsAcademy by **phone or in writing** if there is a change or addition to who will be picking up their child. If you are notifying by phone please have your **security code word** ready for the administration team as *you will be asked (the CODE WORD is from your parent package)*. This change will be documented in the student's file. We would appreciate knowing that permission has been obtained from anyone you designate *before* they are listed on your form. Please see further information below in the SAFETY section. StepsAcademy supports the concept that a child's day at preschool should be no longer than necessary and that a child's sense of security is enhanced by having the person designated for pick-up allowing a sufficient window to be consistently on time.

Birthday Celebrations Student birthdays are acknowledged in the classrooms by way of a *Happy Birthday* song with friends and a mini party. Parents are welcome to send along party hats, party favors, blowers, etc. in lieu of contributing a snack.

Other Celebrations StepsAcademy will participate in celebrations with the students for occasions such as Halloween and Christmas. We will celebrate these occasions in a manner accommodating traditions common to Canadian cultural standards.

PARENT INVOLVEMENT & VOLUNTEERS

We appreciate parents' support and interest in StepsAcademy programs. There will be times during the year when assistance will be needed and we will email accordingly. Parents wishing to volunteer must provide a POLICE CHECK obtained through Calgary Police Services (checks must be obtained within the previous six months to be valid.) In addition, parents will be asked to complete a PARENT VOLUNTEER APPLICATION and sign a declaration indicating awareness of StepsAcademys CONFIDENTIALITY and VOLUNTEER policies.

CONFIDENTIALITY GUIDELINES

Personal information about students and/or families should never be disclosed. Refraining from acknowledging questions regarding parents, staff or students is our policy. Speaking about a student in the presence of that student, or in the presence of other students, is inappropriate. Personnel and family files are accessible to authorized persons only. Confidential information is kept in a locked file in accordance with StepsAcademys CONFIDENTIALITY AGREEMENT.

OUTDOOR PLAY AND PLAYGROUND USE

Outdoor play is a regular part of our all day program and your child must be well enough and dressed appropriately to go outdoors with the other students at all times. Please dress your child appropriately for the weather and apply sunscreen *before* coming to school when the weather requires it.

Please note that it is StepsAcademy policy that no wading pools or outdoor sandboxes are used.

Clothing, Shoes & Other Personal Articles Students should always wear close-toed shoes with rubber soles for outdoor play. Sandals and slippery leather-soled shoes pose a safety hazard when children play on equipment.

For safety, NONE OF THE FOLLOWING:

- ❖ flip flops
- ❖ open toed shoes / sandals
- ❖ princess play shoes
- ❖ leather soled shoes

If your student does not have the appropriate footwear for outdoor play they will not be permitted to go out.

For indoors, students should wear shoes provided exclusively for indoors, no black-soled shoes please. Students may leave indoor shoes at school.

In addition, for your child's safety:

*all strings must be removed from jackets and shirts (hoods and hems)
scarves will not be permitted on the playground ; please supply an alternate article for neck
warmth inside jacket*

All clothing should be suitable for each and every activity. If your female student wishes to wear a skirt or dress please be prepared to have shorts or leggings to accompany the outfit. This will ensure your student is able to participate comfortably in all activities.

Labels All personal items should be marked with your child's first and last names.

List of items to remain at school There are a variety of reasons why students may need a change of clothes while at school: washroom accident, water work & play, snack/lunch spill. **For this reason please ensure your child has a complete set of extra clothes available.** Your child will be protected from discomfort and embarrassment if you provide a clearly labeled, sturdy (not paper) bag with these "just in case" articles of clothing: **pants, underwear, shirt, and socks.**

If this is not followed and your student needs to borrow a change of clothing that includes underwear, you as the parent will be responsible for supplying a brand new pair to StepsAcademy the next day of class or please refer to EXTRA FEES.

List of Items to Bring by Season

Winter: hat, snow boots, snow pants, winter coat, mittens

Spring/Fall: hat, rubber boots, raincoat, splash pants

Summer: hat, sunscreen (non-aerosol), water bottle, shorts (if desired), short-sleeved shirt (if desired)

Toys & Other Items from Home Please do not allow your child to bring toys and other items from home into school. Children enjoy packing their school bags of items but these items are *very* distracting and lead to other children feeling left out. Therefore, it is appreciated if students can be asked to leave their favorites at home or in the car with the exception of show and tell days.

School Bags StepsAcademy would like all day students to bring a bag to school each day. This gives children the opportunity to be responsible for their own show and tell items, hats, gloves, etc. as well as for any artwork done. Due to the sheer volume of bags per classroom we ask that bags are no larger than 12" in height and 10" in width.

Social Media & Technology Policy - Staff & Parents

Electronics, games and toys from home are very welcome on two occasions and *two occasions only* 1) Show & Tell Days and, 2) Plugged IN Days.

1. **Show & Tell** is self-explanatory but, just to be clear, each week all of the day care classes have a designated day (usually Thursday or Friday) for each student to bring in something special to present to the class. These are the **ONLY** days that toys from home are allowed. As the children are encouraged to share the school's books, toys and games with each other, it is difficult to have 'home' toys and games in the classroom. The other children see them as 'available' and we really don't want special items to become broken, soiled or lost. The important part here is that **ALL parents need to comply**. Other children and parents will not appreciate following this rule if they see it being broken by their classmates. Our wonderful teachers don't ever want to be in the position of taking away an item because it breaks with policy. Please do not allow your child to bring any personal items to school on non-designated days. Your help is very appreciated.

2. **Plugged IN Day** is planned a few times a year for the OOSC children. On these specific days, the children will have permission to bring in music headphones, ear buds, iPads, iPods, hand held video games and other electronic devices and have them inside the classroom. Electronic games played are acceptable if rated anything other than *T* (Teen), *M* (Mature) or *A* (Adult) as based on the *ESRB* (Entertainment Software Rating Board) system. If parents are unsure as to the acceptability of a certain game, please ask the office.

These special days for the OOSC are generally on PD Days. The amount of 'plugged in' time allowed is a pre-set period in the morning and another in the afternoon. Our school policy dictates that *electronic items do not come to school on any other days*. These Plugged IN Days are something of a treat for the kids as Steps Academy has virtually no screen time at all on regular days. Again, the important part is that **ALL parents need to comply**.

Staff Use of Screens, Technology & Social Media in the Classroom

Staff will use discretion when presenting audio visual programming. Videos & Audio used during the week will be included in the weekly planning in each room, which is posted on the wall in your child's room.

It is not uncommon for children to ask questions about a topic or idea, or show interest in something that the staff will then look up and share with the children. In these cases, staff are expected to **ADD** anything they use after planning is posted, so parents are aware of all exposure to screens during the week.

Staff are not permitted to use any Social Media platform, with the exception of educational and developmentally appropriate Youtube videos, to instruct the children in their lessons or activities.

Please be sure to see the office if you ever have concerns or questions about something that has been shared with your child's class OR if you know of a fantastic resource you think the staff may share with their classes!

Parent Social Media & Online Policy

Photo & Video Privacy Statement

We are fortunate to live in a time where technology allows us to capture “the perfect moments” with our children and quickly share them (via the internet and social media) with family and friends. When taking pictures or video of your child/ren while visiting the centre, we ask that parents be mindful when those pictures or videos include groups of children. We respectfully request that you do not post pictures or videos that include children other than your own on any public internet forums such as “instagram”, “Snapchat”, “Facebook” or “Twitter” or any other public internet site.

Parents are asked to respect the confidentiality and privacy of our children and families at all times. This means that no child, other than your own, should be shared on any social media site.

Violations of Policy

Parents who contravene any part of this policy will be subject to a verbal warning with posts of concern to be removed immediately. If the policy is still not upheld, parents may be asked to withdraw their child with 1 month's notice.

II. COMMUNICATION

- Parent Handbook
- Open Door Policy
- Parent/Instructor Communication — Child Progress & Evaluations
- Separation Anxiety
- Social Media Policy
- SCHOOL CLOSURES — Statutory Holidays & Severe Weather
- Statutory Holidays
- Severe Weather Closures
- Special Events Calendar
- Conflict Resolution Policy

II. COMMUNICATION

Parent Handbook The StepsAcademy Parent Handbook is our primary source of information. It outlines current policies, procedures and guidelines surrounding the program. This handbook will be updated on an annual basis. Families will receive memos regarding changes, updates or revisions as they occur.

Open Door Policy Families are welcome and encouraged to provide verbal or written comments and feedback at all times. Please see black suggestion box located to the left of the office door.

Parent/Instructor Communication — Child Progress & Evaluations In all of our preschool programs, instructors communicate verbally with parents/guardians throughout the school year to convey information about the progress of their children as well as utilizing the Parent Communication Board outside each classroom. Parents/guardians will also receive a written assessment of their child's progress three times a year. Formal one-on-one meetings may be scheduled by appointment. Parents/guardians and/or instructors may request meetings at any time during the year. To request a formal meeting you can either book in person at the office or call the office.

NOTE: Please keep in mind that morning drop-offs and afternoon pick-ups are inappropriate times for conferences.

Separation Anxiety It is natural for some young children to go through a stage of difficulty in separating from a parent in a new or unfamiliar environment. Preschool educators often see this occur at the beginning of the child's first experience upon entering but it can also occur at other times. Generally speaking, most children pass through this phase quickly and soon become comfortable with being at school and learn to separate easily from parents/guardians. However, the manner in which we address this issue is vitally important to the child, the parents, and the preschool classroom. Most often, staying in the classroom with the child who is having difficulty is known to prolong his/her anxiety. Therefore, we generally encourage parents to drop off children and leave the room promptly. This reflects back to your child the trust you are placing in StepsAcademy which will accelerate the process for your child to do the same.

We work with parents/guardians to formulate a strategy for a happy drop-off and we comfort students having difficulties. Additionally, we always assure the child that parents/guardians will be returning soon. For these reasons, it is important to provide detailed information on the CHILD FAMILY PROFILE form. We are happy to discuss issues with you at orientation time and we will be consulting with you when situations arise or at any other time when you may have a concern.

Social Media Policy Please see our Social Media Policy in the policy handbook.

SCHOOL CLOSURES — Statutory Holidays & Severe Weather

Statutory Holidays In the case that any of the holidays below fall on a weekend, an alternate day will be determined in advance. All holiday closures are approved by the Child and Family Services Authority and will be posted on the website and on monthly newsletters in advance so parents will have ample time to make alternate arrangements if necessary. StepsAcademy will close for the following statutory, civic holidays and other related holiday dates:

New Year's Day – January

Family Day – February

Good Friday – April

Victoria Day – May

Canada Day – July

Civic Holiday - August

Labour Day – September

Thanksgiving Day – October

Remembrance Day – November

Christmas Day – December

Boxing Day – December

**closed at noon on Christmas Eve & New Years Eve*

Severe Weather Closures StepsAcademy is closed when the Calgary School Board closes its schools due to severe weather conditions. Please be aware of these closures. StepsAcademy reserves the right to close if the administration feels it would be unsafe for students or staff to travel.

CONFLICT RESOLUTION POLICY

At Steps Academy we strive to support communication and positive relationships with families. The purpose of this policy is to support open discussions between Steps Academy staff and families through a fair and transparent process.

The policy will set out clear and consistent standards to ensure that conflicts are addressed in a timely and transparent manner. Every attempt will be made to handle conflicts with sensitivity, ensuring that confidentiality is maintained.

The procedure for conflict resolution is as follows:

1. The individual who has a problem or concern should first discuss the issue with the other individual(s) involved and attempt to arrive at a solution that is mutually agreeable. Problems that concern activities within the classroom should be discussed first with the classroom teachers(s) assigned to the class. Problems with respect to the administration of the centre should be discussed with the Director. In most instances, problems are resolved through mutual discussion and generation of agreeable courses of action.

2. If a problem cannot be satisfactorily resolved through discussion between the parties involved, a formal complaint may be lodged. Formal complaints must be presented in writing to the Director, with a copy to the other individual(s) involved, except where the Director is the complainant or is the individual with whom the problem was first discussed in step 1, in which case the written complaint is presented to the President of the Board, Glenn Condran.

Formal written complaints will be responded to within 7 business days following the receipt of the complaint.

3. The Director or the President will investigate the complaint and discuss it with the individuals involved. Every attempt will be made to reach a solution that is mutually agreeable to the parties involved.

4. If an agreement cannot be reached, the complaint is referred to the Board of Directors. All parties involved will be given an opportunity to present their views, which will be taken into account by the Board in arriving at a decision regarding the most appropriate solution.

5. If the complainant is not in agreement, or considers the decision unjust, an appeal can be forwarded to the next meeting of the Board of Directors. The decision of the Board of Directors will be final. An individual with a conflict may, instead of following the formal complaint process, request third party facilitated problem resolution, whereby the individuals involved discuss and attempt to resolve the problem with the assistance of a qualified resource person who is not involved with the problem. Requests for third party facilitation should be directed to the Board of Directors.

Special Events Calendar Accurate dates will be announced a month prior to the event in your newsletter.

Bow Glacier

Christmas Concert — December

Spring Concert — April

Summer Concert — June

Graduation — Saturday, June (time and location to be announced)

Elbow Falls

Christmas Concert — December

Spring Concert — April

Summer Concert — June

Graduation — Saturday, June (time and location to be announced)

Fossil Falls

Christmas Concert — December

Spring Concert — April

Summer Concert — June

Horseshoe Falls

Christmas Concert — December

Spring Concert — April

Summer Concert and Graduation — June

III. ADMINISTRATIVE AND FINANCIAL MATTERS

- Registration Information
- Wait Lists & Deposits
- Sponsorship
- Subsidy
- Change of Contact Information
- Evaluation Period Complaint Process
- Questions/Comments/Concerns
- Provincial Licensing Requirements
- Steps Academy Minimum Corporate Standard
- Payment Terms
- Regular Payment Procedures,
- Declined or Cancelled Payments
- Late Payments
- Late Pick-ups
- Possible Extra Fees
- Discontinued Care/Withdrawal Policy
- Withdrawal Initiated By Family
- Withdrawal Initiated By Centre
- Cancellations
- Regular Payment Procedures
- Administrative Records
- Children Records

III. ADMINISTRATIVE AND FINANCIAL MATTERS

Registration Information StepsAcademy honours a “no priority” enrollment policy; this means spaces are available on a first come, first enrolled basis and every family is given equal opportunity to enroll with StepsAcademy regardless of race, creed or religious denomination. Tuition is one month’s fees due the first of each month. Tuition fees are subject to a annual inflation increase, the first to take effect September 2015. Sibling discounts may be available; please forward your request to the director/administrator.

Wait Lists & Deposits Should the number of applications exceed the number of spaces available at StepsAcademy, family names will be recorded on an StepsAcademy WAITING LIST. Fees are not required to be granted a place on the waiting list. Once a learning space becomes available, families have 24 hours from the time and date of contact to respond, at which time a deposit would be required. Deposits are refundable only at the discretion of management.

Sponsorship A sponsorship program is available for students unable to attend the program for financial reasons. To discuss this or obtain an application, please contact the director/administrator.

Subsidy Each subsidy is considered on a case-by-case basis. Each family is evaluated and assessed to determine eligibility by the government. For more information, please contact government services.

Change of Contact Information StepsAcademy requires immediate notice **in writing** if there are changes to phone or cell numbers, addresses, email, emergency contact information or alternate designated persons on the CHILD PICK-UP LIST.

Evaluation Period The first month of enrollment at StepsAcademy is an evaluation period for staff to observe student integration into the program. Student behaviour will be monitored and observations will be evaluated. Should any concerns or difficulties be observed, parents will be notified. At that time, the director/administrator may make a recommendation as to whether or not the program is suitable. If it is determined that StepsAcademy cannot meet the needs of the child, it may be recommended that alternate program options within the community are explored. Students are accepted in good faith. Occasionally, however, it is necessary to discontinue enrollment and the director/administrator reserves the right to do so if, after a conference with parents, it is determined that doing so would be in the best interest of the student and StepsAcademy.

Complaint Process StepsAcademy strives to provide an outstanding learning experience for children. Parents are encouraged to address any concerns with their child’s primary instructor. If concerns are not satisfactorily resolved, a meeting can be scheduled with the administrative team. Concerns are handled with the utmost attention to confidentiality. Should a satisfactory resolution not be possible and parents wish to withdraw their child, the StepsAcademy DISCONTINUED CARE/WITHDRAWAL POLICY would be followed. See ADMINISTRATIVE & FINANCIAL MATTERS for more information.

Questions/Comments/Concerns Communication is crucial to the success of our program. Anything that is unclear should be addressed immediately. Questions or concerns about your child or classroom activities should be discussed first with your child’s instructor. If your child’s instructor is unable to satisfy your concerns, contact the director/administrator. Questions, comments and concerns about the StepsAcademy program, staff or policies should be referred to the director/administrative team.

PROVINCIAL LICENSING REQUIREMENTS

The strict maintenance and enforcement of the provincial licensing regulations and standards is done only with the best interests of the child in mind. Steps Academy sees it as imperative that our centres meet or exceed every regulation and standard at all times.

These stringent standards and practices refer, but are not limited, to the Steps Academy facilities, instructors and teachers, nutrition and provided foods in general, maintenance of records, instructor/child ratios for each age group and/or program and health and safety.

Each centre is subject to inspections and/or visits from fire, health, provincial and licensing officers at any time. It is the right as well as the responsibility of the provincial Licensing agency office, together or apart from Child Protective Services, Child & Family Services or Social Services, to perform their official duties when required as follows:

- Privately interview or visit with a child and/or educator without prior notice provided to parents/guardians and without prior consent
- Audit, inspect and/or retain a copy of a child or educator's records without prior notice or parent/guardian consent
- Personally observe the physical state or condition of a child for indications of abuse, neglect, or lack of appropriate placement which, if determined necessary, could or would facilitate the provision of protective custody and could further necessitate the need of a medical exam for the child by a licensed medical professional

Steps Academy facilities have finely tuned systems in place that ensure safety, enjoyment and comfort for every child. Our professional educators have pledged to strictly adhere to and enforce all of the provincial licensing regulations as aforementioned. Random and scheduled inspections and the subsequent reports are posted in the main lobby for all to see.

The ultimate goal of Steps Academy is that your child is cared for in a nurturing, engaging and safe environment that provides program schedules and curriculums suitable for your family's convenience and your child's stage of development. Our 'open door policy' ensures that comments, ideas and suggestions are not only welcome but encouraged. Only with clear communication and a willingness for families to partner with Steps Academy in their child's progress can we realize the goal of achieving the best any child care centre has to offer.

STEPS ACADEMY MINIMUM CORPORATE STANDARD

To ensure every centre we operate is fully Licensed

To ensure every centre we operate be fully Accredited as soon as possible under the **AELCS*** guidelines (*Accreditation of Early Learning and Care Services)

The process of child care accreditation is an option for Licensed and approved child care programs in Alberta through which to demonstrate excellence that each centre meets and exceeds the provincial regulations. Developed by The Government of Alberta and with direct consult from child care organizations, child care operators and directors, professional early child care educators and industry stakeholders, the standard set forth reflects the best in care and practices in providing the highest quality care for children from just after birth to 12 years of age.

Steps Academy centres are also fully engaged in the **QEP*** (*Quality Enhancement Plan), administered by AELCS as well. It ensures our approach is always fresh, engaging and incorporating the ever-changing landscape of today's fast-paced society without forgetting the core family and educational values of yesteryear. Accreditation standards are reviewed annually with a full overview of all records and practices for each centre completed every three years.

PAYMENT TERMS

Regular Payment Procedures, Monthly fees are required during the school year for the All Day program and Half Day programs. There are two ways to reserve a child learning space: option 1 is a regular payment plan under our Pre-Authorized Chequing plan (PAC). This plan authorizes StepsAcademy to prepare and draw a cheque on your bank account on the first of each month. Please review the PAC AUTHORIZATION FORM, complete it and return it to the StepsAcademy office with a voided cheque. Option 2 is we request September to September of postdated cheques. Registrations will be accepted ONLY under the following conditions:

- *children demonstrate complete washroom independence*
- *registration forms are completed and signed with the child's portrait photo attached*
- *all consent forms and agreements have been signed*
- *PAC AUTHORIZATION FORM is complete with a voided cheque attached or*
- *September to September postdated cheques*

NOTE: As each student's child learning space at StepsAcademy is reserved with fixed monthly fees, (*EXCLUDING OOSC*) should your family not utilize your pre-arranged school-time hours, fixed fees remain payable to StepsAcademy to retain student enrolment. StepsAcademy cannot offer adjustment or waiving of fees for any reason due to (including, but not limited to):

- *statutory holiday closures*
- *irregular attendance*
- *weather closures*
- *late drop-off times*
- *early pick-up times*
- *student absences (i.e. illness, family vacation)*

Declined or Cancelled Payments Should a payment be returned/declined, StepsAcademy will notify the payee and make arrangements for payment to be secured. An additional fee of \$25.00 will be charged as an administrative cost. Should payment still not be received, StepsAcademy reserves the right to terminate enrollment immediately.

Late Payments A late fee of \$5 will be applied per day to every day that payment is late from the 1st of every month. If a payment plan is needed, please discuss with the director directly.

Late Pick-ups In the event you are running late we ask you contact the school to make us aware AS SOON AS SAFELY POSSIBLE. Arrangements on our end must be made.

Late fees are \$2.00 per minute, which will be determined by the waiting staff member's cell phone time. Late fees are payable either in cash by the next drop off date or will be added to your monthly fee. Should it occur that a student is waiting to be picked up for longer than one half hour after closing time, staff will be required to utilize the student's EMERGENCY CONTACT/ALTERNATE PERSON PICK-UP LIST to arrange for the safe release of the student. Please be advised that any further related costs incurred are the responsibility of the parent. The described late fees will account for any staff who must stay to make alternate arrangements for the care of the student. StepsAcademy does have an open door policy and will readily discuss if an unexpected dire emergency arises. Additional details are in the CHILD DROP OFF & PICK UP POLICY. If we are unable to reach the emergency contact person, please be aware the police will be notified.

POSSIBLE EXTRA FEES

In the event your family has been chosen for an audit of the Child and Family Benefits and Credits by the CRA, a one-time fee of \$25 will be required to provide the information they request.

During tax season, StepsAcademy gives out tax receipts in the month of February to each family. If you have lost your receipt and need another there will be a \$5 charge to obtain an additional one.

In the event your student soils themselves and a spare set of clothes has not been provided, there will be a \$5 underwear fee that will appear on your following months' payment.

DISCONTINUED CARE/WITHDRAWAL POLICY

Withdrawal Initiated by Family StepsAcademy is dedicated to providing high quality, educational care of children. As successful child guidance involves a partnership between families and their child's school, on occasion, differences of opinion may occur. Should this situation arise, and it is the opinion of the family that the daily school arrangement is no longer suitable, the parent may issue notice to discontinue care. Please note that the notice period required is one calendar month.

Withdrawal Initiated by Centre Successful child guidance involves a partnership between families and their child's school, which involves a family's adherence to child centre policies. StepsAcademy reserves the right to discontinue the school care arrangement upon the occurrence of the following, including but not limited to:

lack of fee payment (three or more consecutive late payments)

three late pick-up of child

aggressive and/or unmanageable behaviour of a student or family members

Should StepsAcademy feel it is necessary to discontinue enrollment, fees are due up to and including the discontinuation date and all other fees will be returned to the family -20% (unless an outstanding balance exists.)

Cancellations StepsAcademy requires one calendar month **written notice** for the cancellations of any and all programs. If a cancellation happens with less than 30 days' notice, parents are required to honour a one month program fee. Cancellation will not be accepted by telephone.

Regular Payment Procedures, Monthly fees are required during the school year for the All Day program and Half Day programs. There are two ways to reserve a child learning space: option 1 is a regular payment plan under our Pre-Authorized Chequing plan (PAC). This plan authorizes StepsAcademy to prepare and draw a cheque on your bank account on the first of each month. Please review the PAC AUTHORIZATION FORM, complete it and return it to the StepsAcademy office with a voided cheque. Option 2 is we request September to September of postdated cheques.

Registrations will be accepted ONLY under the following conditions:

- *children demonstrate complete washroom independence*
- *registration forms are completed and signed with the child's portrait photo attached*
- *all consent forms and agreements have been signed*
- *PAC AUTHORIZATION FORM is complete with a voided cheque attached or*
- *September to September postdated cheques*

NOTE: As each student's child learning space at StepsAcademy is reserved with fixed monthly fees, (*EXCLUDING OOSC*) should your family not utilize your pre-arranged school-time hours, fixed fees remain payable to StepsAcademy to retain student enrolment. StepsAcademy cannot offer adjustment or waiving of fees for any reason due to (including, but not limited to):

- *statutory holiday closures*
- *irregular attendance*
- *weather closures*
- *late drop-off times*
- *early pick-up times*
- *student absences (i.e. illness, family vacation)*

ADMINISTRATIVE RECORDS

StepsAcademy will maintain on the program premises up-to-date administrative records containing;

- particulars of the daily attendance of each child, including arrival and departure times
- particulars of the daily attendance of each primary staff member, including
 - (i) arrival and departure times
 - (ii) hours spent providing child care
- with respect to the program supervisor and each primary staff member,
 - (i) evidence of the supervisor's or member's child care certification
 - (ii) a current first aid certificate, where applicable
- with respect to each staff member and each volunteer, verification that a current criminal record check required under that section has been provided to StepsAcademy .

StepsAcademy must ensure that;

- all records are kept behind lock and key at all times, including staff and children's records
- the records are available for inspection by the director at all times,
- the information is available for inspection by the child's parent at reasonable times, and
- the information is retained for a minimum period of 2 years.

CHILDREN RECORDS

StepsAcademy is responsible for recording the details of the arrival and departure time(s) of each child and primary staff member. In the case of staff, attendance records must specify the number of hours spent caring for children. There is no prescribed format for recording or maintaining attendance records. However, licensing staff must be able to determine from the records whether the program is meeting staff to child ratios and staffing requirements.

IV. HEALTH

- Nutrition
- Guidelines On Nutrition — All Day Program
- Guidelines On Nutrition — Half Day Program
- Allergies & Related Concerns
- Peanut/Peanut Products & Tree Nut/Tree Nut Products
- Chronic Conditions & Allergies
- Severe Anaphylaxis — Allergy Policy
- Hygiene Guidelines
- *Hand Washing*
- Washroom Independence
- Illness Guidelines
- Illness
- Symptom Awareness
- Returning To School
- Guidelines For Communicable Diseases
- Supervised Care for Sick Children
- Administration of Medicine
- Medication Policy

IV. HEALTH

NUTRITION

Guidelines on Nutrition — ALL DAY Program StepsAcademy provides nutritionally sound snacks and meals to children in the ALL DAY program at appropriate times, in sufficient quantities in accordance with the needs of each child and in accordance with the Canada Food Guide recommendations. Children must be seated when eating and/or drinking at all times.

Menus of meals and snacks are clearly posted in a prominent place at StepsAcademy.

In the event of child food allergies and/or dietary restrictions for ALL DAY students, parents are required to provide suitable meals and snacks of sufficient quantity in accordance with the needs of their child and the Canada Food Guide; see details under ALLERGIES & RELATED CONCERNS. There will be no discount in fees if you provide food.

Guidelines on Nutrition — HALF DAY Program For students attending HALF DAY programs, parents are required to provide a daily snack and drink for their child(ren) in sufficient quantities and following Canada Food Guide recommendations. Snacks will be distributed to students at appropriate times.

ALLERGIES & RELATED CONCERNS

Peanut/Peanut Products & Tree Nut/Tree Nut Products In an effort to maintain a safe environment for children with life-threatening allergies, snacks may NOT contain peanuts/peanut products or tree nuts/tree nut products. Please read the labels carefully on the food you send.

Your co-operation in this matter is greatly appreciated. If you send your child to school with a food containing peanut/peanut products and/or tree nut/tree nut products there will be a fee of **\$50** added to your following month's fee. Should you send your child to school with a food containing peanut/peanut products and/or tree nut/tree nut products again, the \$50 fee will be added to your monthly fee and StepsAcademy reserves the right to request your child's removal from the program giving one month's notice to do so.

Reminder

An EpiPen/Allerject can be administered to children with severe anaphylaxis but there are no guarantees that this will be successful. We urge you all to be vigilant when packing breakfast/snacks/lunch and not to gamble with a child's life.

Chronic Conditions & Allergies These **must** be brought to the attention of the director/administrator and instructors without delay. If your child's food allergies are severe enough to warrant the use of an EpiPen® (epinephrine) when exposed to allergens, ***you must make the decision as to whether or not to provide your own daily snack for your child.***

Severe Anaphylaxis — Allergy Policy Anaphylaxis is the word used for any immune, life-threatening or rapid allergic reactions usually involving more than one part of the body. All StepsAcademy staff members acknowledge the increase of serious, life-threatening allergies in children and the importance of clear, precise instructions for prevention and treatment in the event of a reaction. Staff members will practice and strictly follow all health protocols.

NOTE: If a student has consumed peanut or tree nut products before coming to school, parents/guardians **MUST** have their child's face and hands washed. Students **MUST** be changed into fresh clothing and the inside of the child's mouth and teeth cleaned prior to their arrival at StepsAcademy. Parents with anaphylactic children **MUST** complete an **ANAPHYLACTIC REACTIONS PROTOCOL** (see separate form) for each child prior to being admitted to StepsAcademy, as well as provide an **ANAPHYLACTIC TREATMENT PROTOCOL** supplied by the child's doctor with instructions specific to each child's health history.

Parents of students who may potentially experience *anaphylaxis* must provide a minimum of one (preferably two) dedicated prescription EpiPen®, Twinject®, Allerject pen (epinephrine) for each student that will remain at StepsAcademy at all times. This medication will be included with portable records taken for outside time. All staff will receive training on emergency procedures and EpiPen® use. A notice of all students' allergies will be posted in each classroom and in the kitchen. EpiPens® and asthma inhalers **MUST** be provided to StepsAcademy staff prior to the start of the child's participation in any of the programs being offered at StepsAcademy.

All medication **MUST** be provided in a clearly labeled large Ziploc® bag with the following information:

- *student's full name*
- *expiry date of medication*
- *medication clearly labeled with official instructions for use*
- *completed copy of StepsAcademy's MEDICATION AUTHORIZATION indicating dosage and when to administer*

Staff will review each student's individual protocol prior to commencing their employment and yearly thereafter, or when there are any changes in the student's medical requirements and needs.

NOTE: If there is **ANY SUSPICION WHATSOEVER** that an anaphylactic reaction is taking place, staff will immediately follow the laminated form **ANAPHYLAXIS EMERGENCY STEPS**, posted in all rooms.

Related References: www.anaphylaxis.ca www.epipen.ca

HYGIENE GUIDELINES

Hand Washing Proper hand-washing is one of the most effective ways to prevent the spread of germs. In an effort to provide a germ-free learning environment, the students are required to wash their hands when they arrive at school.

- *Children are urged to wash their hands upon entering the classroom each and every day.*
- *Signs are posted in kitchen and washrooms.*

WASHROOM INDEPENDENCE

All students must be completely potty trained. Please ensure your child is capable of taking care of themselves independently during washroom use and that proper hygiene is encouraged and practiced at home. All clothing must be easily and independently managed, including buttons and snaps. Please refrain from having your child wear belts, or ties/ribbons that do not stay easily tied as they can be unmanageable and distracting. If accidents become an occurring issue the office has the right to postpone your student's enrollment for a later date.

ILLNESS GUIDELINES

Illness For the well-being of all students, families and staff, your child should not be sent to school if exhibiting any of the following major or mild symptoms/signs of illness:

| MAJOR Symptoms of Illness | MINOR Symptoms of Illness |
|--|---|
| <ul style="list-style-type: none">• vomiting• diarrhea• chills• eye inflammation (redness, tearing and/or discharge from eye)• breathing difficulty (fast breathing, wheezing, asthma or allergy)• fever greater than 100 ° F. (37.5 ° C) <p>NOTE: StepsAcademy asks that parents do not bring children to school following the administration of fever-reducing medication. In case of fever your child must be kept home for a 24 hour period following the normal return of his/her temperature.</p> | <ul style="list-style-type: none">• coughing (mucous-producing OR dry intermittent cough)• lethargy• sore throat• loss of appetite• continuous runny nose or stuffy nose (clear, cloudy or coloured that results in a greater need for care than staff can provide without compromising the care of other children) <p>NOTE: If the child's nose is in need of constant wiping, making it unmanageable for the child and/or the staff member and taking time away from other children's learning, the child should remain home.</p> |

NOTE: The most contagious period is the 24 – 48 hour period *prior* to the onset of symptoms. Therefore, if minor symptoms seem to be lingering or worsening after monitoring a student in the classroom for one hour, StepsAcademy reserves the right to maintain health and prevent the spread of illness and disease to other children by exercising a zero- tolerance policy when signs of illness are observed.

Should a student arrive with any symptoms, the student will not be permitted to stay, as symptoms noticed will be considered the onset of illness or possibly a communicable disease. Additionally, if a child exhibits any symptoms during the morning following arrival, the parent will be called and required to pick up the child immediately. S/he will be removed from the classroom and supervised in a designated area for children who are ill, awaiting the parent's arrival.

Symptom Awareness StepsAcademy staff are aware of signs and symptoms to watch for in a student's behaviour. If a staff member detects symptoms and/or discovers a communicable disease in a student attending our program, StepsAcademy ensures that the student will be removed immediately from the StepsAcademy premises forthwith by the parent in order for the child to receive an immediate medical exam, diagnosis and suitable treatment as soon as possible. Should a parent/guardian not be immediately reachable, persons named on the student's EMERGENCY CONTACT/ALTERNATE PICK-UP LIST will be called.

Staff members will also take said child's temperature and it will be recorded.

To ensure pertinent information regarding each student's illness is kept on file, staff utilizes a CHILD ILLNESS RECORD.

Returning to School Students are free to return to the StepsAcademy program upon 24 hours free of all symptoms.

GUIDELINES FOR COMMUNICABLE DISEASES

In the event a communicable disease is detected, the incident must be reported to the StepsAcademy office with a notice posted for all parents as soon as possible but no longer than 24 hours after the disease's detection.

Staff members have knowledge of and have reference to the Communicable Diseases Regulation (AR 238/85):
http://www.calgaryhealthregion.ca/publichealth/envhealth/pdf/legislation/Communicable_Diseases_Reg.pdf

Should a communicable disease be discovered at one of StepsAcademy's programs, a student must not attend the centre during the phase that the disease may be contagious (usually within the first 24 hours upon the onset of illness or signs of illness/symptoms exhibited). A medical note will be required upon the child's return to StepsAcademy stating that the child is not contagious and is capable of participating in regular school activities.

Supervised Care for Sick Children If a student is sick and needs to be sent home, the student will be removed from the occupied space of the other students and taken to the office quiet resting area to wait to be picked up by the parent/guardian. The resting area is as far away from the other children as is practical. The student in the resting area will be directly supervised by a primary staff member at all times until an authorized person arrives.

Administration of Medicine Please talk with your child's instructor and the director/administrator if your child will need medication during school hours. Staff will administer medication only if a student's parent or guardian provides written consent and the medication is available in the **original** labeled container with written instructions from the student's physician. Two doses of the medication must have already been given to the child *prior* to the instructors administering medicine to the child to ensure an allergy watch is not required.

Medication Policy StepsAcademy requires parental consent before any medication is administered. (See MEDICATION AUTHORIZATION FORM located in the office). Storage of medication is also regulated. **Emergency medication will be inaccessible to children but unlocked to ensure fast access. Non-emergency medication will be locked (and refrigerated when necessary).** Parents must always sign a consent form before any medication is administered.

Whenever medication is administered the "Five Rights" will be followed:

1. *the **right** medication*
2. *the **right** dose*
3. *the **right** child*
4. *the **right** time*
5. *the **right** route of administration (i.e. by mouth, in eye or ear, or on the skin)*

V. SAFETY

- Building Security
- Security Code Word
- Keypad Security Number
- Use Of Security Video Surveillance
- Visitor Access Policy
- Initial Visitor Appointment
- Monitoring Visitors
- Precautions For Unauthorized Entry Or Access
- Abuse And Neglect Reporting
- Safe Environment — Ensuring The Safety Of Children
- Legal Responsibility
- Penalty – Failure To Report
- Protection From Liability
- Accidents/Incident Reporting
- Incident Reporting To Authority
- Bullying/Racism
- Supervision Policy & Practices
- Individual & Group Safety
- Field Trips
- Staff Supervision Practices
- Child Discipline
- Emergency Procedures
- Emergency Evacuation
- Evacuation Awareness And Drills
- Portable Records
- Health Care
- First Aid Practices
- Offsite Opportunities for Learning and Transport To and From School
- Supervision Plan - School Walk - School Bus

V. SAFETY

BUILDING SECURITY

Security Code Word A code word must be submitted at the time of registration for security reasons. If students need to be picked up by someone other than parent/guardian, this code word will be verified at time of pick-up. NO EXCEPTIONS. NOTE: Students will not be dismissed to anyone other than a parent/guardian without prior permission and proper identification, including a verified security code word.

Keypad Security Number At StepsAcademy, the safety of students is top priority. A security code number will be issued to each parent for entry into the building. The code will be changed from time to time during the year. Parents will be notified immediately when an update occurs. Reasons why the security number would be changed include (but are not limited to):

- *when a staff member is no longer employed*
- *the start of a new year*
- *when management deems it is necessary to do so*

Use of Security Video Surveillance As the safety of all who frequent StepsAcademy is a priority, video surveillance cameras monitor all activity at the front entrance, main reception and rear of the building. NOTE: In accordance with the Canadian Privacy Act, under no circumstances will recorded data be used for promotional purposes.

VISITOR ACCESS POLICY

StepsAcademy recognizes the legal responsibility to protect and act in the best interests of students entrusted to our care. Please be informed that under *no circumstances* are any unauthorized persons allowed to be in the classrooms, outdoor play areas or other areas within StepsAcademy.

ABSOLUTELY NO UNAUTHORIZED PERSONS PERMITTED IN StepsAcademy Without the Consent of Administration

Initial Visitor Appointment All visitors must request a site visit to the StepsAcademy director/administrator prior to being approved. Once approved and appointment made, a visitor must sign the VISITOR LOG BOOK.

Monitoring Visitors At no time are any visitors, including service repair people or delivery people, permitted to be left unattended in any StepsAcademy areas where students are present. Visitors of all kinds shall be issued a visitors badge for easy identification.

Precautions for Unauthorized Entry or Access As the entry/exit areas are closely monitored at arrival and departure times, every employee will be aware of any unauthorized access to StepsAcademy. Employees will take care to ensure all confidential materials are secured and inaccessible to visitors. If an employee breaches this policy at any time, there will be disciplinary action up to and including immediate dismissal. The specific discipline will be determined at management's discretion.

Outside lights are automatically on from dusk to dawn and inside security lights are left on whenever StepsAcademy is unattended. Perimeter doors will be monitored by closed circuit video 24 hours per day, seven days per week.

ABUSE AND NEGLECT REPORTING

Safe Environment — Ensuring the Safety of Children Safety and well-being are vital to the growth and development of children. Helping to ensure the safety and well-being of the students in our care is part of our job as instructors, part of our duty as citizens and part of our partnership with parents. Children should be given every chance to live and grow, free from abuse and neglect. Child abuse is any form of physical/emotional harm that can result in psychological damage or injury. It can also include neglect or passiveness such as withdrawal of affection and/or the failure to provide protection from physical harm.

As required by law, StepsAcademy staff members will record observations or suspicions of child abuse and neglect. This information will then be reported to the Department of Social Services. A staff member, volunteer or employee who is accused of child sexual abuse will be suspended immediately and, if found guilty, will then be immediately dismissed.

Legal Responsibility Anyone who believes that a child is being abused should, and must, report their findings immediately to Child and Family Services. For more information, see link: <http://www.humanservices.alberta.ca/abuse-bullying/14841.html>

Penalty – Failure to Report If StepsAcademy staff fail to report a suspicion of child abuse, they are liable upon conviction to be fined.

Protection from Liability If an official reporting is made of suspected abuse or neglect, individuals are protected by law.

“We are not responsible for *proving* child abuse; we are responsible for identifying and reporting that we *suspect* a child is being abused.”

Accidents/Incident Reporting All program staff members are required to possess a valid first aid certificate. First aid will be administered to any student who requires such treatment while at StepsAcademy. Staff are required to complete an INCIDENT REPORT FORM which documents the circumstances surrounding all injuries including (but not limited to) bumps, bruises and small cuts. Outlines for possible prevention strategies are included if possible. This information is kept on file after the parent/person authorized to pick-up child has read and signed it.

Incident Reporting to Authority Incidents or accidents of a more serious nature are required to be reported to the Provincial licencing body, with regulations stating that incident reports must be submitted to a Provincial licencing officer within two working days of an incident. Such incidents include (but are not limited to):

- *emergency evacuations*
- *program closure due to emergency*
- *intruder on StepsAcademy premises*
- *removal of a child from a program without parental consent*
- *injuries requiring medical intervention (other than first aid)*
- *child lost or left on StepsAcademy premises after operating hours*

Bullying/Racism StepsAcademy has a zero tolerance policy for bullying and racism. Any student or parent found verbally or physically bullying or using racist language or actions against another student, staff or parent will be asked to leave the premises. In the case of a student, the parent will be called to pick up the child immediately. Depending on the severity of the action, StepsAcademy may suspend service until a parent conference can occur.

SUPERVISION POLICY & PRACTICES

Individual & Group Safety Students in attendance at StepsAcademy are to be supervised at all times. Being able to see and monitor children, both indoors and outdoors, is an important part of our responsibility. Staff members are provided with an EMPLOYEE HANDBOOK, identifying ALL areas of the StepsAcademy premises needing supervision during StepsAcademy program hours.

As a licence holder of programs for children from three to five years of age, the following requirements are met with respect to the minimum-primary-staff-member-to-children ratio, and the maximum number of children who may be included in a group (dependent on classroom area):

- ALL DAY Learning Development Program = 1:8 Staff member to children ratio, 16 children maximum
- HALF DAY Preschool = 1:12 Staff member to children ratio, 24 children maximum
- KINDERGARTEN Program = 1:10, 20 children maximum
- OOSC Grades 1+ = 1:15, 30 children maximum

Field Trips

Please see field trips in the policy manual.

Staff Supervision Practices In order to ensure safety and complete supervision of all students in StepsAcademy care, staff members will be doing the following:

- *recording arrival and departure times of students*
- *routine and regular head-counts (counts are done during all transitions, including when students leave or return to their classroom)*
- *establishing simple rules for children (i.e.: "Please form a straight line and stay behind each other's backs.")*
- *maintaining staff to student ratios at all times*
- *monitoring students and their activities*
- *conducting regular safety checks of the program premises and indoor and outdoor equipment to remove hazards*
- *strategically positioning equipment in the environment ensuring students are always within sight of staff members while playing, resting and within washroom areas*
- *having daily knowledge updates of records indicating which individuals are authorized to pick up a student from the program in place of a parent when applicable*
- *having knowledge of the location of school emergency items at all times*
 - *medications*
 - *first aid kits*
 - *emergency contact numbers*
- *watching and participating in student's play to ensure that students are playing in a safe manner*
- *observing play and anticipating what may happen next in order to provide instructors with the opportunity to assist*
- *monitoring student health to identify early signs of fever, illness or unusual behaviour*
- *listening closely to students, even those who are not in the instructor's direct line of sight, such as those in outdoor play spaces or areas where students nap*
- *practicing vigilance in supervision where ongoing conversation is not permitted between staff members during supervised activities*

StepsAcademys supervision policy and practices meet the developmental needs of the children socially, emotionally, creatively, intellectually and physically by providing adequate numbers of staff members to meet ratios and maximum group size requirements to properly observe children's safety, well-being and their daily opportunities to practice developmental skills. Additionally, indoor and outdoor materials provided are age-appropriate and engage children's intellect and concentration, facilitating a smooth-flowing, safe, purposeful and predictable environment free of obstacles. This approach is preventative and increases the child's enjoyment and sense of purpose in a group-learning setting. The supervision utilized by each staff member models appropriate guidance to children, meeting the child's developmental need for an increased sense of community, cooperation and purpose in their daily social settings.

CHILD DISCIPLINE

The approach and methods used by StepsAcademy help children learn appropriate behaviours, develop self-control, and make good choices. Positive discipline gives children a sense of security, protection and creates positive, safe and appropriate environments for children. Any discipline methods used are reasonable in the circumstances.

Emotional deprivation can include withholding appropriate affection, comfort or cognitive stimulation to a child. StepsAcademy prohibits the use of emotional deprivation as a form of child discipline.

StepsAcademy prohibits the use of physical punishment as a form of child discipline. Physical punishment is any form of child discipline that employs the non-accidental application of force or an agent to a child's body. It can include: striking (directly or with an object), shaking, pushing, grabbing, shoving, slapping, spanking, choking, stabbing or burning a child.

StepsAcademy prohibits the use of physical restraint, confinement or isolation as a form of child discipline. Restraining, confining or isolating a child includes tying or taping a child to an object and isolating a child from a group of children. Physically restraining a child by a staff member or volunteer may be permitted if it is reasonable in the circumstances, i.e., a child's behaviour or actions present a risk to staff or children's safety.

StepsAcademy prohibits the use of verbal or physical degradation as a form of child discipline. This includes any harsh, belittling, threatening or degrading response by any adult (parent, staff member, volunteer), that humiliates or undermines a child's self-respect. It includes inappropriate exposure to sexual contact, activity or behaviour, force-feeding, exposure to profanity or exposure to violence between parents.

EMERGENCY PROCEDURES

Emergency Evacuations & Fire Drills Emergency evacuations and fire drills are conducted on a monthly basis.

EMERGENCY PHONE NUMBERS

Emergency Medical Service: 911

Fire/Police/Ambulance/ Hazardous Materials Spills

- ☐ EMS Station 15, 5010 Bowness Rd NW Calgary **911**

Foothills Hospital

- ☐ 1403 29 Street NW Main Switchboard (403)944-1110

24-hour Emergency: (403) 944-1315

Fire Department

- ☐ Coach Hill Fire ST #29, 7027 Coach Hill Road SW Calgary **911**

Police Services

- ☐ District 2, 4506 17 Ave SW Calgary (403)428-6200

Poison Control Centre

- ☐ Poison Centre 1-800-332-1414

Alberta Children's Hospital or Emergency Centre

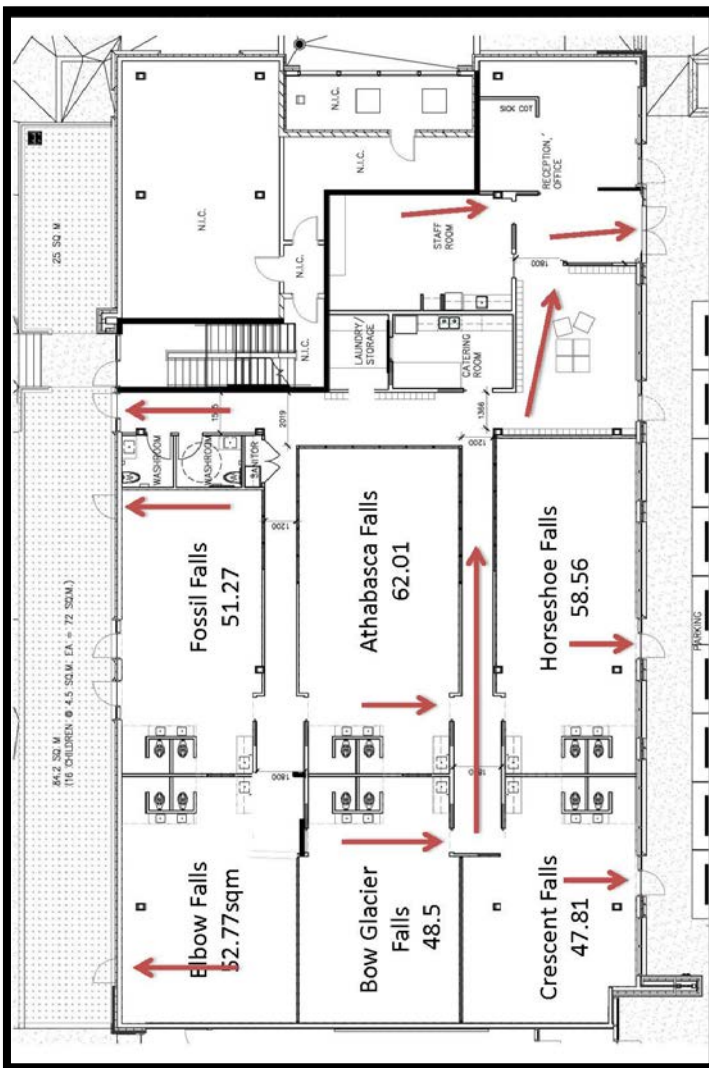
- ☐ Children's Hospital, 2888 Shaganappi Trail NW Calgary Main Switchboard: (403) 955-7211
- ☐ 24-hour Emergency: (403) 955-7070



Child Abuse Hotline

- ☐ 1-800-387-KIDS(5437)
- ☐ Child Intervention Services (403)297-2995 (24 hours)

Emergency Evacuation:

StepsAcademy will abide by the following, in case of needed evacuation. See diagram:
 Muster Point location at the main entrance of **Blair's NoFrills** 882 85th St SW Calgary, AB T3H 0J5
 Owner: Blair Poyntz 587-296-3508



| | | |
|--|--|---|
|  EMERGENCY PROCEDURES STEPS ACADEMY 2122, 8561 8a Ave SW | | |
| <p>EVACUATION INFORMATION</p> <ul style="list-style-type: none"> Remain calm, follow emergency guidelines and directions given by emergency personnel (Director onsite) Offer assistance to any disabled individuals and others. If the building must be vacated, follow emergency exit strategy. Instructors must ensure all are accounted for | <p>FIRE</p> <ul style="list-style-type: none"> Notify the fire department Evacuate the building; move away from fire and smoke. Be sure to take portable files. Feel closed doors with back of your hand. Do not open if door is hot. Pull fire alarm as you vacate the facility. Move away from the building and continue to designated areas. | <p>POWER OUTAGE</p> <ul style="list-style-type: none"> Help children in darkness move to safe locations. Unplug computers. Take your personal belongings along with portable records if instructed to leave the centre. |
|  | <p>BOMB THREAT</p> <ul style="list-style-type: none"> Check work areas for unfamiliar items. Do not touch suspicious items. Take personal belongings along with portable records. Leave doors open. | <p>EXPLOSION</p> <ul style="list-style-type: none"> Take cover under sturdy furniture or leave the building as directed by the Director. Stay away from windows. Move to a safe location. |
| | <p>Emergency Medical Service: EMS Station 15 # 911 Ambulance Services: Foothills Hospital, (403)944-1110 Fire Department: Coach Hill Fire ST #29, #911 Police Services: District 2, (403)567-6200</p> | |

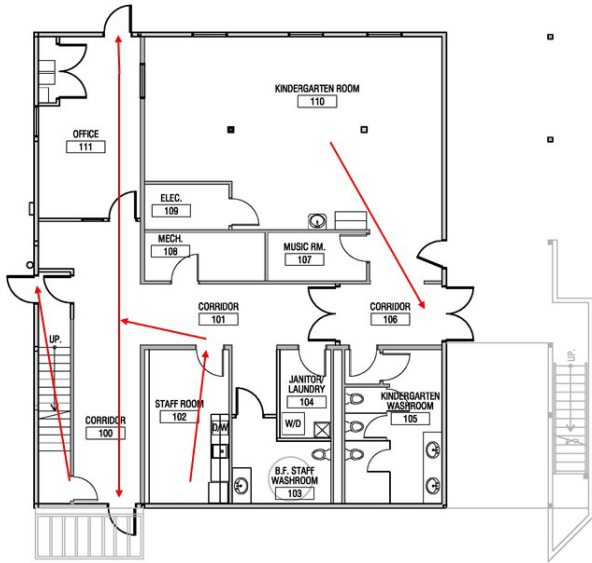
Information exclusive to this location only: 2122, 8561 – 8A Avenue SW Phone: (403) 460 – 8308

These two diagrams (not to scale) will be on the inside of every room door including but not limited to:

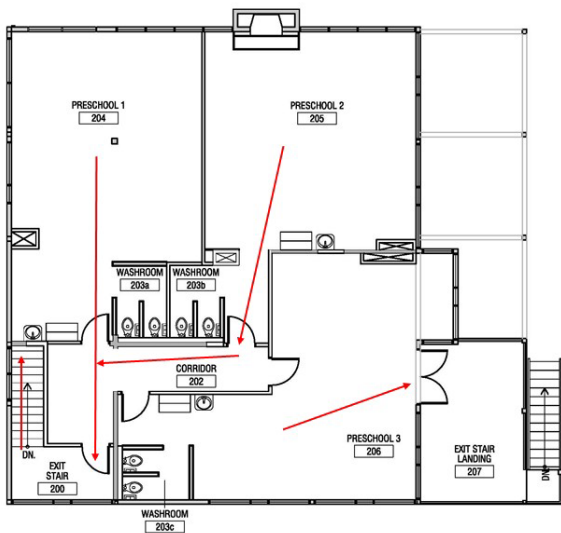
- Classrooms
- Staff Room
- Office
- Kitchen
- Laundry Room

Emergency Evacuation:

StepsAcademy will abide by the following, in case of needed evacuation. See diagram:
Muster Point location at the main entrance of *WINSport Bobsleigh entrance*



MAIN FLOOR PLAN



SECOND FLOOR PLAN

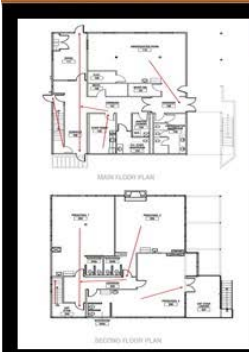


EMERGENCY PROCEDURES

Sports Steps Academy, Calgary
 230 Canada Olympic Road SW

EVACUATION INFORMATION

- Remain calm, follow emergency guidelines and directions given by emergency personnel (Director onsite)
- Offer assistance to any disabled individuals and others.
- If the building must be vacated, follow emergency exit strategy.
- Instructors must ensure all are accounted for.



FIRE

- Notify the fire department.
- Evacuate the building; move away from fire and smoke.
- Be sure to take portable files.
- Feel closed doors with back of your hand. Do not open if door is hot.
- Pull fire alarm as you vacate the facility.
- Move away from the building and continue to designated areas.

POWER OUTAGE

- Help children in darkness move to safe locations.
- Unplug computers.
- Take your personal belongings along with portable records if instructed to leave the centre.

BOMB THREAT

- Check work areas for unfamiliar items. Do not touch suspicious items.
- Take personal belongings along with portable records.
- Leave doors open.

EXPLOSION

- Take cover under sturdy furniture or leave the building as directed by the Director.
- Stay away from windows.
- Move to a safe location.

Emergency Medical Service:
 EMS Station 15 # 911
 Ambulance Services:
 Foothills Hospital, (403)944-1110
 Fire Department
 Coach Hill Fire ST #29, #911
 Police Services
 District 2, (403)567-6200



Information exclusive to this location only: 230 Canada Olympic Rd. SW Phone: (403) 288-0125

These two diagrams (not to scale) will be on the inside of every room door including but not limited to:

- Classrooms • Staff Room • Office • Kitchen • Laundry Room

EVACUATION AWARENESS AND DRILLS

Portable Records The following precautions will be taken regarding emergency information:

- *records will be kept in a readily accessible, consistent place (in evacuation sack)*
- *records shall be taken with the first aid kit during outside time*
- *recorded information is to be updated regularly and/or as needed; parents must advise StepsAcademy of changes, such as contact numbers of parents or alternate emergency pick-up persons*

portable record information must include:

- a) student's name*
- b) date of birth*
- c) home address*
- d) any allergies and medical conditions*
- e) parent names, home address and contact phone numbers*
- f) emergency contact details; name, address and contact phone number*

HEALTH CARE

StepsAcademy will provide or allow for the provision of health care to a child only if the "Health Consent Form" and "Consent Forms / First Aid, Ambulance, Medical Care and Treatment" from the parent package is filled out completely.

FIRST AID PRACTICES Staff in StepsAcademy programs are required to hold valid first aid certification. StepsAcademy will be equipped with all first aid supplies during any activity.

Offsite Opportunities for Learning and Transport To and From School As some of StepsAcademys program time is spent off site at community schools, children will be required to walk or use the activity bus between the locations (please see map at end of this section). Children are only accompanied off the program premises under the following conditions:

- the child's parent has been advised of the activity, including the transportation and supervision arrangements with respect to the activity, and
- the child's parent has consented in writing to the child's participation in the activity (by signing the Parent Policy Handbook and Parent Package)

StepsAcademy has established drop-off and pick-up sites at the schools. If, after school, a situation arises where a child does not show up at the pre-arranged pick-up spot within 15 minutes from the school dismissal time, staff are responsible for returning the other children to StepsAcademy. If a child was expected to be picked up at the school and did not show, a phone call will be made to the school and to parents to determine the whereabouts of the child.

Parents should stress to their child's school that children enrolled in StepsAcademy Out-of-school Care programs can NOT stay at school or be kept after school for any reason. Child Care licensing ratios regarding primary staff member to children ratio are maintained at all times;

- Kindergarten aged children – 1:10, maximum group size of 20
- Grades 1 and up – 1:15, maximum group size of 30
- When Kindergarten children AND grades 1 and up children are combined, the maximum group size is 25 and the ratio for the school grade that constitutes the majority of children is applied
- Where 7 or more children are present, a minimum of 2 adults, one of whom is a primary staff member, are on duty

NOTE: Should the staff members witness unsafe behaviour during group walk times which affects the safety of the entire group, the child will receive one warning and the parents will be notified and asked to speak to their child. Should the unsafe behaviour be repeated, due to the nature of potential harm to all children, the parent will be notified a final time followed by termination of the child's enrollment in the program.

First Steps Academy Inc. uses an activity bus to transport OOSC Students to and from school. The transportation will be to and from one of two schools; St. Joan of Arc Elementary or West Springs Elementary. StepsAcademy will ensure the activity bus is properly insured, well maintained, evidence of its bi-yearly CVIP Inspection, and the driver has a Class four driver's licence.

When using the activity bus there will always be a minimum of one instructor sitting with the children and one driver.

Please see attached, "First Steps Academy Bus Rules". page 35

Supervision Plan

School Walk

A buddy system is in place for the children where the children are to walk to school with a partner.

The first staff member will lead the children to the school from the front of the line. If a second staff is required they will supervise from the back of the line. When walking with children, StepsAcademy instructors wear high-visibility vests and follow the routes indicated on page 25.

Cell phones will be used as the primary form of communication for the staff members to communicate with First Steps Academy Inc and the prospective schools.

The backpack will have emergency medication, portable records, first aid kits. Head counts will occur at routine and regular intervals during the outing/activity

School Bus

All children and parents to review "First Steps Academy School Bus Rules".

During the walk to the school bus there will be one Staff leading the children at the front of the line. If a second staff is required they are to follow the children at the end of the line.

Once the children are seated on bus the one staff is to remain in one of the front seats to supervise the children. If a second supervisor is required they will remain in the back seat to supervise children from the back seat.

Cell phones will be used as the primary form of communication for the staff members to communicate with First Steps Academy Inc and the prospective schools.

The backpack will have emergency medication, portable records, first aid kits. Head counts will occur at routine and regular intervals during the outing/activity

FIRST STEPS ACADEMY SCHOOL BUS RULES!



Please talk about the “Danger Zones” in RED!

School Bus Safety!

To be safe when they travel to and from school, follow these simple safety rules:

AT THE BUS STOP:

- Always walk to the bus stop. Never run.
- Walk on the sidewalk. If there is no sidewalk, walk on the left facing traffic.
- Always go to the bus stop about five minutes before the bus is scheduled to arrive.
- While at the bus stop, wait in a safe place away from the road. Do not run and play while waiting.
- Stand in a line. NOT in a group.
- Never speak to strangers at the bus stop and never get into the car with a stranger.
- Wait for the bus to arrive, watch for red flashing lights and the stop sign to be extended.
- Walk on to the bus one at a time with no pushing.
- Walk to the back of the bus. Filling the seat from back to front.

ON THE BUS:

- Remain seated and facing forward for the entire ride.
- Talk quietly (so the driver will not be distracted).
- If you need to talk to the bus driver: wait for the bus to stop, raise your hand, and call the driver's name.
- Never throw things on the bus or out the windows. Never play with the emergency exits.
- Keep the aisles clear at all times.
- If there is an emergency, listen to the driver and follow instructions.

EXIT THE BUS:

- When getting off the bus make sure you walk (not run) three more steps away from the door. This is the best place to be around a bus. Stay away from the bus wheels and watch out for moving cars!
- Once you get off the bus, a) go straight to the school so an adult will know where you are. b) when arriving at StepsAcademy walk to the front door and wait for the everyone before entering.
- If you leave something on the bus, never return to the bus to get it. The driver may not see you come back and they may begin moving the bus.

EMERGENCY PROCEDURES:

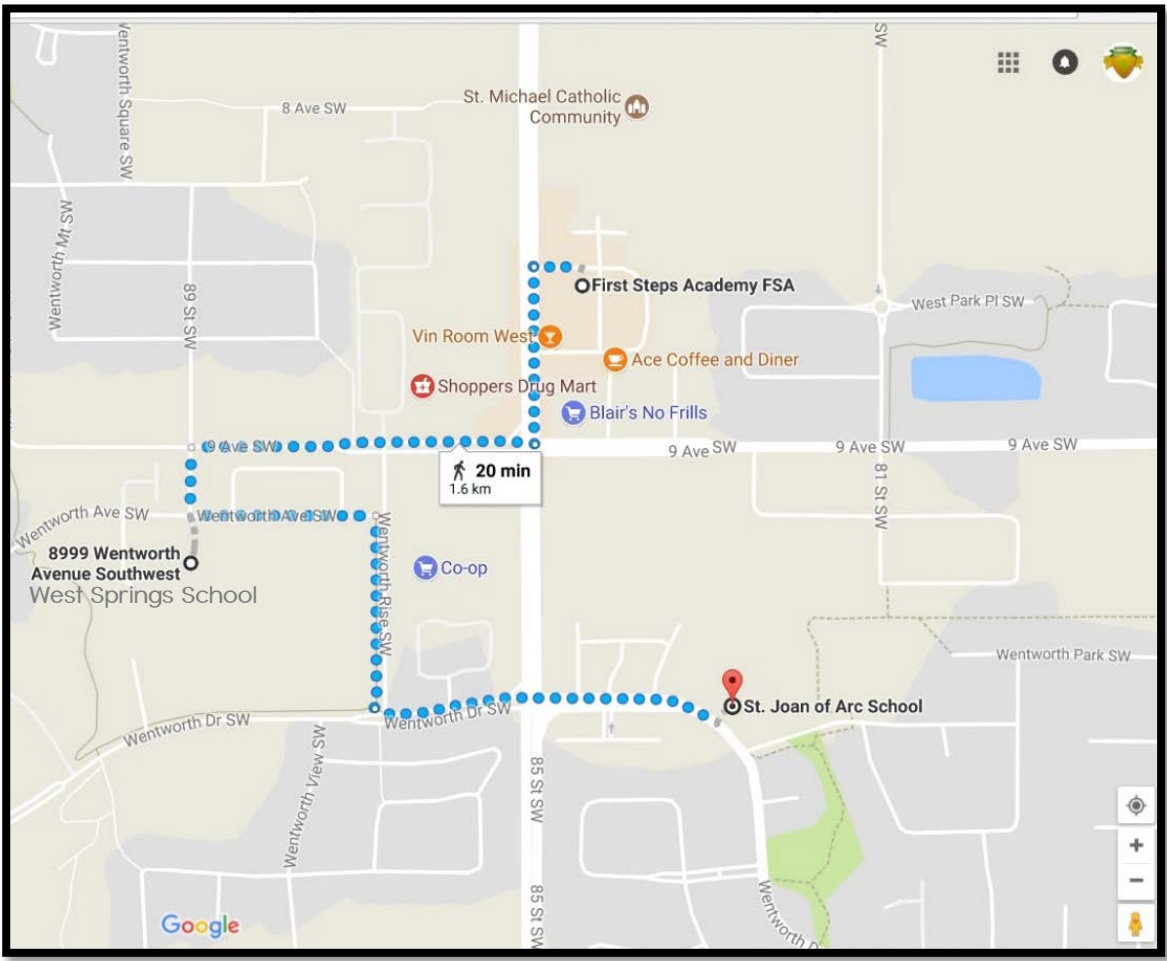
When a child fails to show at the arranged location & pick up time, Staff will contact StepsAcademy (403)460-8308, for any missed information. Staff will then go to or call the corresponding school's office (West Springs 403-777-6342 / St. Joan of Arc 403-500-2307) to check on missed information. If no update has been received, StepsAcademy staff will call parents from the portable record. If again no update is given, a call to 911 emergency services will be made.

Also, if you drop something near the bus, tell the bus driver before you attempt to pick it up, so they will know where you are.

PLEASE go over these instructions with your children and enforce the importance of these rules.

Homework and Reading Homework and reading is encouraged and welcomed at StepsAcademy Out-of-school Care Program. Quiet areas are established for this purpose for children who wish to complete homework or read quietly. Although not a requirement, StepsAcademy staff will try to assist with any questions children may have with regard to their schoolwork.

Electronics In addition to educational and creative activities offered at StepsAcademys Out-of-school Care Program, StepsAcademy may allow children access to interactive games. Please note that only creative and educational content will be allowed for electronics choices. Children who have their own electronics will be required to keep them in their own school bag along with their other personal belongings.



West Springs School
and
St. Joan School

STEPS ACADEMY

STEPS ACADEMY Head Office

2122, 8561 – 8A AVENUE SW

CALGARY ALBERTA T3H 0V5

General E-Mail: info@firststepsacademy.ca

Registrations E-Mail: registration@firststepsacademy.ca

WEB-SITE: www.stepsacademy.ca

Phone: 403-460-8308

STEPS ACADEMY

StepsAcademy
POLICIES
2014 - 2018

HEAD-OFFICE
First Steps Academy
2122, 8561 8a Ave SW
Calgary Alberta T3H 0V5



Health and Safety Policy (I)

StepsAcademy is committed to protecting the health and safety of all employees and their students. Their goal is to prevent accidents and loss of any of our material assets.

Management is committed to providing a safe work environment that comports with industry standards and all federal and provincial regulations. The company will always strive to eliminate any and all hazards that could endanger our employees and/or students or damage personal or company property in any way.

All employees have a responsibility to always do their best to reduce the possibility of accidents or injury in the workplace. Work practices and safety procedures are outlined in our company Employee Handbook.

Through a collective effort between the company and its employees, the possibility of accidental loss can be minimized and/or eliminated. Safety is everyone's responsibility, not only that of supervisors and Administration.

All Administration personnel are required to comply with all safety rules and requirements with regard to the operation and maintenance of company owned assets. The employees have the responsibility to perform their jobs according to all safety rules and regulations.

Please see listed policies.

Health and Safety Policy (I)

1.0 It is StepsAcademy's policy that all appliances used in the child care program meet safety requirements and are in good repair.

1.1 It is StepsAcademy's policy that children are kept away from indoor areas where pesticides have been applied and / or children are kept indoors if pesticides are or have been sprayed near the centre, for as long as recommended by the Company who supplied the service.

1.2 It is StepsAcademy's policy that only non-toxic art and craft supplies are used.

1.3

It is StepsAcademy's policy to obtain, when possible, a copy of your child's immunization records to be on file in the Admin office before a child is dropped off on his/her first day.

It is StepsAcademy's policy to maintain Healthy Habits and promote good sufficient Rest It is important that small children go to bed early. School is not fun for a tired child. When that occurs, the day becomes a burden instead of a pleasure. *Please encourage your child to follow a consistent morning and bedtime routine, get enough rest each night and eat a well-balanced, nutritious breakfast.*

1.3 (cont.)

For the well-being of all students, families and staff, children should not be sent to school if exhibiting any of the following major or mild symptoms/signs of illness:

see diagram A1.3

A1.3

| MAJOR Symptoms of Illness | MINOR Symptoms of Illness |
|---|---|
| <ul style="list-style-type: none"> • vomiting • diarrhea • chills • eye inflammation (redness, tearing and/or discharge from eye) • breathing difficulty (fast breathing, wheezing, asthma or allergy) • fever greater than 100 ° F. (37.5 ° C) <p>NOTE: StepsAcademy asks that parents do not bring children to school following the administration of fever-reducing medication. In case of fever your child must be kept home for a 24 hour period following the normal return of his/her temperature.</p> | <ul style="list-style-type: none"> • coughing (mucous-producing OR dry intermittent cough) • lethargy • sore throat • loss of appetite • continuous runny nose or stuffy nose (clear, cloudy or coloured that results in a greater need for care than staff can provide without compromising the care of other children) <p>NOTE: If the child's nose is in need of constant wiping, making it unmanageable for the child and/or the staff member and taking time away from other children's learning, the child should remain home.</p> |

StepsAcademys policy requires parental consent before any medication is administered. Storage of medication is also regulated. **Emergency medication will be inaccessible to children but UNlocked to ensure fast access. Non-emergency medication will be locked (and refrigerated when necessary).** Parents must always sign a consent form before any medication is administered.

1.4

Due to frequent recalls, StepsAcademy's policy is to NOT administer non-prescription (over-the-counter or OTC) medications to children. In rare circumstances, it is possible conditions may warrant exceptions to this policy on a case-by-case basis.

Medication must be dispensed from the original container labeled with the student's name, physician's name, mode of administration and any other specific instructions outlined by the parent on the MEDICATION AUTHORIZATION FORM.

StepsAcademy will never give a child medication prescribed for someone else. Before giving a dose of medication, StepsAcademy staff members will always check the "Five Rights":

1. *the right medication*
2. *the right dose*
3. *the right child*
4. *the right time*
5. *the right route of administration*
(i.e. by mouth, in eye or ear, or on the skin)

Whenever medication is administered:

- *written consent of the parent has been obtained*
- *the medication is in the original labeled container with the EXPIRY DATE recorded (including EpiPens®)*
- *all medication is administered according to the labeled directions*

The following information will be recorded:

- *the name of medication, time of administration, the amount administered and the initials of the person who administered the medication*
- *all medication is stored in a locked container that is inaccessible to children*
- *medication that may be needed in an emergency is stored in a place that is inaccessible to children*

1.4 (cont.)

All particulars of any health care provided to the child, including written consent of the child's parent/guardian and the health care provided is in the nature of first aid. All particulars of any other relevant health information about the child will have been provided by the parent/guardian, including the child's immunizations and allergies (if any).

1.5

StepsAcademy's policy on outdoor cold weather closures is as follows; StepsAcademy is closed when the Calgary school boards have closed their schools due to adverse weather conditions. Please be aware of these closings. If you are unsure please check with our web-site or with our automated phone system for updates. These updates on the phone system or website will be updated prior to 7am and will continue to update through the course of the day. Notwithstanding school board policy, First Steps Academy reserves the right to close the child centre if the administration feels it would be unsafe for children or staff to travel.

Likewise, when the wind-chill or real-feel reach a temperature of -20C or colder, according to Weather Network, the children would stay inside and the alternate plan of the day will take place. A green and or red flag will be posted at the front communication board stating, green for "go" outside and red for "no" go outside.

1.6

Suspicion or Confirmed Case of Lice According to the Canadian Paediatric Society, "Head lice are tiny insects that live on the scalp, where they lay eggs. Head lice do not spread disease. It's not your fault if you or your child has head lice. Having head lice does not mean you are not clean."

As of 08/24/17

StepsAcademy has a policy with regards to a possible case of Lice. If a student is noted to have a possible case of head lice, it is StepsAcademy policy to contact the child's parents immediately so the situation can be effectively dealt with before the child's return to the school. In order to prevent the spread of such an unpredictable condition before its presence is known, it is StepsAcademy policy for children to not share combs or play with each other's hair. This type of situation is also one of the reasons why it is so important for children to have seasonal hats of their own. If a case of lice is confirmed, all parents will be notified by email so they may check their children. Please understand that due to confidentiality, no specific information can or will be divulged about the affected child, including but not limited to: name, age, gender, classroom and/or siblings.



Staff (2)

Our child-care staff are trained and certified as Early Childhood Educators and in many cases they are certified teachers. They maintain valid First Aid and whenever possible Food Handling Certificates. Many of the staff have worked in the child care field for many years. Staff continuously upgrade their education through workshops, conferences, independent study, and researching topics of interest.

All staff are expected to uphold any and all policies and procedures that StepsAcademy posts and deem as a daily necessary routine.

Please see listed policies.

Staff (2)

2.0 It is StepsAcademy's policy that communication must be effective for any and all age groups. All staff must adapt on the spot to speak to specific children when necessary to do so.

2.1 The purpose of StepsAcademy's open door policy is to encourage open communication, feedback, and discussion about any matter of importance to an employee. StepsAcademy's employees are free to talk with any manager at any time with regards to any concern or problem.

2.2 It is StepsAcademy's policy that all volunteers adhere to Licensing Rules and Regulations with regards to the following;

a) The results of a criminal record check, including a vulnerable sector search, dated not earlier than 6 months prior to the date of the application.

b) The Volunteer must acknowledge and sign the "Volunteer Code of Conduct" formally known as "StepsAcademy's Confidentiality & Volunteer policies".

c) The Parent Volunteers must fill out completely the Parent Volunteer Application Form

2.3 StepsAcademy's policy to learning is about process and not always the product. Our child-learning philosophy is based on research pertaining to different educational approaches including: Learning Through Play and the Montessori Method. Historically, as the Latin term "educate" means "educere" – "to draw out", it is this we endeavor to do.

2.2 (con't)

The moment our child stands unassisted the first time is the moment a conscious awakening occurs inside them. And as we remain humbled by the power, determination and self-command it takes to achieve a feat of strength singlehandedly, we remember our role as parents and teachers: to assist and guide in helping the child bring forth the values and qualities of goodness inherent in them, to know that true discipline is not a matter of strict obedience, but of respect and compassion, and to find ways to preserve the ocean of confidence that accompanies the child's recognition of his newly discovered freedom. Having devoted our lives to child development, we possess a genuine understanding of the process by which children can most comfortably be introduced to - and function in - their new learning environment outside of home. By providing an environment specially-equipped to meet the developmental needs of the child, the opportunities for growth for both child and educator are limitless! Our early childhood educators possess a high degree of experience and training, and hold the attitude that learning takes place within all of our experiences - individually and as a group. With a profound understanding of the importance of establishing a trusting partnership with children and families, our desire to contribute to children's academic success is indefatigable! Our work is also to provide practical knowledge for educating for life. Along with children's accomplishments throughout the year, we diligently conduct assessments of our curriculum - and our delivery of it - supporting not only our own professional growth, but cultivating a special "always learning" culture with the children, that always shines through at StepsAcademy.

2.3 It is StepsAcademy's policy to have the Administration office uphold the following qualifications and background checks regarding all Members of our staff:

a) Evidence of all references and qualifications including proof of level of certification and/or teacher training certificates/diplomas/degrees.

b) Evidence of current criminal record check with vulnerable sector check (record no older than 6 months)

c) Evidence of valid First Aid Certificate Level C

d) Agreement and signed Employee Handbook and Child Guidance Policy

e) Agreement & signed Confidentiality Agreement

2.4 It is StepsAcademy's policy to encouraged and praise appropriate behaviour is. A number of our instructors have been trained in the violence prevention program, and they have effectively incorporated many strategies in the classroom. When undesirable behaviour occurs, positive guidance and redirection of a child's attention is generally sufficient action to end it. In extreme situations, a child may be given time out to think about his / her actions in the classroom, or be removed from the classroom to give him / her a chance to think about and/or talk about their behaviour. Physically aggressive behaviour, such as biting, kicking, hitting etc. cannot and will not be tolerated. To protect all of the children and encourage acceptable behaviour, instructors will intervene immediately if a child becomes physically aggressive.

2.4 (con't)

StepsAcademy staff will make every effort while children are at school, and we will always work closely with parents/guardian, to help children cope successfully in the world around them. However, parents/guardians must understand that consistently aggressive disruptive behaviour is unacceptable and may result in dismissal from the program.

Discipline policies (see below) are written, regularly reviewed, and agreed upon by the child care program administrative staff, teaching staff and parents that reflect positive behavioural management and child guidance at an age that children need adult assistance in making appropriate choices regarding their social, emotional, and physical development.

With regard to behavioural management issues, StepsAcademy ensures that:

Child discipline methods utilized in the program are communicated to

(i) Parents

(ii) Staff,

(iii) Children, where developmentally appropriate, and any child disciplinary action taken is reasonable in the circumstances.

With respect to a child in the program, it is StepsAcademy's policy that under no circumstances will an employee engage in the following:

Inflict or cause to be inflicted any form of physical punishment, verbal or physical degradation or emotional deprivation deny or threaten to deny any basic necessity, or use or permit the use of any form of physical restraint, confinement or isolation.

2.4 (con't)

The following outlines guidelines staff utilize upon their observation of inappropriate child interactions, or when conflict arises:

Central to the child program's philosophy of education is the belief in the innate goodness of the child, and his/her ability to develop inner discipline.

In a gentle and kind manner staff members will offer positive guidance to children to reinforce their appropriate behaviours, encourage cooperation, and express their concerns to one another.

This helps in the area of prevention strategies and offers the child guidance that respects the self-esteem of all children.

Staff react quickly to stop or redirect undesirable behaviour as soon as they observe that children are unable to manage their interactions independently.

2.5

StepsAcademy has a policy that each classroom has access to a laptop computer and/or tablet but will only use it/them for educational videos, including but not limited to;

- Bill Nye the Science Guy
- School House Rock ex: "*Conjunction Junction, what's your function?*"
- Sid the Science kid

2.6

StepsAcademy has a policy that each classroom is allotted 40 minutes of Protected Emergent Curriculum Planning Time every week.

2.7

StepsAcademy has a policy that every Summer the Administrative team reviews and analyses all policies. Any and all changes will be forwarded to each and every parent, guardian and/or staff at the start of September. However, if at any time a Licensing Rule or Regulation should change an immediate review would commence.

2.8

StepsAcademy has a policy with regards to professional development, that all staff will undergo the following;

- Self evaluation at three months
- Admin review the self evaluation
- Admin and Instructor discuss the self evaluation
- Admin and Instructor then discuss professional development goals and create a professional development plan
- Annual reviews will commence for all staff every August there after

As of 12/4/14

2.9

StepsAcademy has a policy that require parents to provide information in writing to staff about when medications and herbal remedies were given to the child prior to arriving at the centre.

2.10

StepsAcademy has a policy that directs staff to return medications and all herbal remedies to families when the authorized period has ended.

2.11

StepsAcademy has a policy that food handling procedures ensure that hot ; cold foods are kept cold at all times.

2.12

StepsAcademy has a policy that all food preparation and serving utensils and surfaces are sanitized after each use.

2.13

StepsAcademy has a policy that even though our parent policies ask that sunscreen be applied prior to coming to StepsAcademy, sunscreen still needs to be applied for the 2nd turn of going outside.

New and Amended

STEPS ACADEMY

Students and Parents (3)

While a manual or any written policy should never replace verbal communication on any issue, parent handbooks and agreements provide families with relevant information about the early childhood setting. They are easier to use if they are brief and to the point. Handbooks provide each family with a welcome, introduction and orientation to the child care facility.

It's typically an outline and description of the expectations and obligations for the enrolling family, the child care program and for the organization.

When the Family Handbook is carefully and clearly written, respectful of the family - child care facility partnership, and is supplemented by a welcoming orientation session for each new enrolling family, it will enhance the introduction to the program and ongoing relationship between families and the program.

A Family Agreement along with its policies are necessary to protect the program's and the family's interests.

It can contain responsibilities and expectations for both parties and contribute towards a positive child care experience.

Please see listed policies.

Students and Parents (3)

3.0 It is StepsAcademy's policy that communication is crucial to the success of any and all of our programs. Anything that is unclear should be addressed immediately.

a) questions or concerns about any child or classroom activities should be discussed first with the child's instructor; if this is unsatisfactory the director and Administration should be contacted.

b) questions, comments or concerns about StepsAcademy, StepsAcademy's programming, staff, or policies should be referred to the director and/or Administration.

3.1 StepsAcademy's policy with regards to any and/or all disagreements, and it is the opinion of the family that the daily school arrangement is no longer suitable, the parent may issue notice to discontinue care. Please note that policy states the notice period required is at least two weeks, and, under these circumstances, StepsAcademy will be responsible to hold the child learning space open for the family for the two-week period, applying the parent's deposit to the amount of tuition fees.

3.1a StepsAcademy's policy when withdrawal Initiated by Centre; Successful child guidance involves a partnership between families and their child's school, which involves a family's adherence to child centre policies. StepsAcademy reserves the right to discontinue the school care arrangement upon the occurrence of the following, including but not limited to:

3.1a (con't)

- Lack of fee payment (3 or more consecutive late payment of fees)
- Excessive late pick-up of child
- Aggressive/unmanageable behaviour of child, or family members

Should StepsAcademy feel it is necessary to discontinue care, fees are due up to and including the discontinuation date, and all other fees will be returned to the family (unless an outstanding balance exists.) Any outstanding balance must be paid by the family immediately, or the issue will be sent to a collection agency within 30 days. All legal costs incurred to collect an outstanding balance are the responsibility of the family.

3.2 It is StepsAcademy's policy to provide a safe and secure environment. Safety and well-being are vital to the growth and development of children. Helping to ensure the safety and well-being of the children in our care is part of our job as instructors, part of our duty as citizens and part of our partnership with parents. Children should be given every chance to live and grow, free from abuse and neglect.

In accordance with Calgary Law, StepsAcademy staff members will report observations or suspicious of child abuse and neglect to the Department of Social Services. By our institutional guidelines, suspicion that a minor has been abused or neglected will be reported to the StepsAcademy Director. She has the duty to ensure that the allegation is reported to Social Services.

3.2 (con't)

Suspicions of child sexual abuse by a member of the StepsAcademy staff, employee or volunteer will be reported to the Director, in addition the civil authorities will be notified. A staff member, volunteer or employee who is accused of child sexual abuse will be suspended, reassigned, or given leave pending the investigation. When the allegation involves a staff member, employee, volunteer or legal guardians of the child or children will be notified of the allegation of abuse. Any staff member, employee or volunteer who admits, is found guilty of or pleads no contest to charges of child sexual abuse will be dismissed.

3.3

It is StepsAcademy's policy to encouraged and praise appropriate behaviour is. A number of our instructors have been trained in the violence prevention program, and they have effectively incorporated many strategies in the classroom. When undesirable behaviour occurs, positive guidance and redirection of a child's attention is generally sufficient action to end it. In extreme situations, a child may be given time out to think about his / her actions in the classroom, or be removed from the classroom to give him / her a chance to think about and/or talk about their behaviour. Physically aggressive behaviour, such as biting, kicking, hitting etc. cannot and will not be tolerated. To protect all of the children and encourage acceptable behaviour, instructors will intervene immediately if a child becomes physically aggressive.

3.3 (con't)

StepsAcademy staff will make every effort while children are at school, and we will always work closely with parents/guardian, to help children cope successfully in the world around them. However, parents/guardians must understand that consistently aggressive disruptive behaviour is unacceptable and may result in dismissal from the program.

Discipline policies (see below) are written, regularly reviewed, and agreed upon by the child care program administrative staff, teaching staff and parents that reflect positive behavioural management and child guidance at an age that children need adult assistance in making appropriate choices regarding their social, emotional, and physical development.

With regard to behavioural management issues, StepsAcademy ensures that:

Child discipline methods utilized in the program are communicated to

- (i) Parents
- (ii) Staff,
- (iii) Children, where developmentally appropriate, and any child disciplinary action taken is reasonable in the circumstances.

With respect to a child in the program, it is StepsAcademy's policy that under no circumstances will an employee engage in the following:

Inflict or cause to be inflicted any form of physical punishment, verbal or physical degradation or emotional deprivation deny or threaten to deny any basic necessity, or use or permit the use of any form of physical restraint, confinement or isolation.

3.3 (con't)

The following outlines guidelines staff utilize upon their observation of inappropriate child interactions, or when conflict arises:

Central to the child program's philosophy of education is the belief in the innate goodness of the child, and his/her ability to develop inner discipline.

In a gentle and kind manner staff members will offer positive guidance to children to reinforce their appropriate behaviours, encourage cooperation, and express their concerns to one another.

This helps in the area of prevention strategies and offers the child guidance that respects the self-esteem of all children.

Staff react quickly to stop or redirect undesirable behaviour as soon as they observe that children are unable to manage their interactions independently.

3.4

StepsAcademy's policy is, race and other forms of harassment can occur through verbal, physical or other activity directed at employees in protected categories. It can occur when co-workers and/or supervisors use slurs or epithets referring, for example, to the national origin, or race, or sexual orientation of an employee. Or it may occur through other kinds of activity, such as placing graphic images negatively connected to the race of an employee on or near the employee's desk, locker or work location. **All such activity is strictly prohibited under the Centre's unlawful harassment policy.** If any employee is uncertain as to what conduct is prohibited under this policy, he or she should contact the administrator immediately.

3.5

As of 12/4/14

StepsAcademy has a policy that every Summer the Administrative team reviews and analyse all policies to be made for the new year to commence for the September school start. However, if at any time a Licensing Rule or Regulation should change an immediate review would commence.

3.6

StepsAcademy has a policy that require parents to provide information in writing to staff about when medications and herbal remedies were given to the child prior to arriving at the centre.

3.7

As of 05/25/15

StepsAcademy has a policy that direct staff to return medications and all herbal remedies to families when the authorized period has ended.

3.8

As of 08/08/16

StepsAcademy has a new policy regarding parents reporting any and all absences. An absent form must be filled out completely to report an absence. The form can be found under the forms tab will now be the acceptable way to report any and all absents going forward.

3.9

StepsAcademy has a policy that all field trips must be requested in writing using the "Field Trip Request Form". This form can be found in the office. The request must be approved by the Director before any and all arraignments are made.

As of 08/24/17

4.0

StepsAcademy has a new policies with regards to learning resources videos. All videos that any and all staff members would like to use as a learning resources must follow a precise criteria and once the criteria has been met it may be submitted to the office for approval. Once the video is approved it will be added to the “Approved Learning Resource Videos” list. This list can be found on the new website or can be asked for at the centres office for a printed copy.

New and Amended

How to Reach the StepsAcademy

Phone: 403-460-8308 24 hour voicemail

Address:

2122, 8561 8a Ave SW

Calgary Alberta

T3H 0V5

E-Mail: info@firststepsacademy.ca

WEB-SITE: www.firststepacademy.ca

I acknowledge I have read and understood the contents of this handbook, and have been given full opportunity to discuss the implications of this consent of my own free will and my decision is not based upon representations or advice by representatives of *Steps Academy*.

___MM___ day of ___DD___, 20___.

Print Name of Parent/Guardian

Signature

Print Full Name of Child

Office Witness Name

Signature

STEPS ACADEMY

This booklet is the sole property of Steps Academy.