



Hillhurst Sunnyside Community Association

## OOSC Parent Handbook 2016-2017



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

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

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

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

### **LOCATION AND CONTACT INFORMATION**

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

**Program Manager:** Shannon Martel  
**Michelle Pierce (September 2016-September 2017)**

**Phone:** 403.270.9705  
**Cell:** 403.701.8224 - **Emergency use only**

**Email:** [michelle.p@hsca.ca](mailto:michelle.p@hsca.ca)  
**Website:** <http://hillhurstsunnysidechildcare.com/>



## Hillhurst Sunnyside Community Association

### **HOURS OF OPERATION:**

**Monday- Thursday** (September-June)

**KINDERGARTEN SESSION:** 7:00-8:42AM & 11:24-6:00PM

(Kindergarten session remains the same on Fridays)

**Before & After AM SESSION:** 7:00 to 8:47AM

**Before & After PM SESSION:** 3:20 to 6:00PM

**Friday Early Dismissal:** 12:32PM to 6:00PM

**FULL DAY (PD DAYS ONLY):** 7:00AM-6:00PM

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

**We are closed for all statutory holidays:** Labour Day, Thanksgiving, Remembrance Day, Christmas, Boxing Day, New Years, Family Day, Good Friday, Easter Monday, Victoria Day, Canada Day, and Heritage Day, as well as several days during the Christmas break – this closure is announced in the fall of each school year.

There are also two days throughout the school year (fall and spring) where we will be closed for staff to attend a Professional Development Day. The specific dates will be provided as soon as possible, but are coordinated through the HSCA.

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

Monday through Friday, 7:00AM to 6:00PM

### **ABOUT THE PROGRAM:**

#### **Our Approach:**

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



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

-Gym time (including organized sports, free play or centres)

-Outdoor play (including park time, sports or free play)

**\* Our program offers daily activities outside for all age groups. Please ensure your child comes prepared for this. If your child doesn't have appropriate clothing for the weather, they won't be able to play outside - this impacts our staff and planned activities for the day. If a notice has gone out in advance in reference to an activity outdoors and your child isn't dressed for this, you will be called to bring something for them.**

-Arts and Crafts

-Homework and/or quiet reading

-Clubs: Dance, Lego, Cooking, Art, Sewing, Drama, Gardening, Buddies, Hockey, etc. (the clubs offered changes each year depending on the interests of the children enrolled)

\* all clubs are optional and some require an additional fee to join, such as drama and dance, due to materials required or additional instructor fees (hiring a professional)

-Free Play (Games, blocks, drawing, dolls, etc.)

-Organized group activities (treasure hunts, field trips on non-school days, races, etc.) We will at times offer one larger, structured activity such as a guest speaker, in which all children participate together.

### **Homework/Studying:**

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

### **Coat Hooks:**

Your child will be given a coat a hook and cubby to leave backpacks, jackets, and indoor shoes. There is a small 'mail box' above the coat hook with your child's name on it. We will occasionally leave notices and updates there, so please take a look!



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### **Suggestions and Feedback:**

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

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

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

All non-school days must be paid for in advance. No refunds will be provided after one week prior to the PD Day, subject to Program Director Approval.

### **Electronics and Toys from Home:**

- Electronics (DS, Gameboy, Leap Pad & Leap Frog ONLY) are permitted on Mondays and Fridays from 7:00-8:15am /5:00-6:00pm ONLY.
- Game must be labeled (Or we will label it!)
- ALL GAMES MUST BE RATED E.
- OOSC is not responsible for any lost or stolen items which are kept in the children's bags or not labelled. DS, electronics or any valuable items should be kept in the office.

**Please note that children cannot take pictures of peers in the program in any form, and on any device. As some families wish for no photos to be taken of children, we ask that you help us communicate this need to your child at home – as we do in the program.**

### **FEES & ENROLLMENT**

As a Community Association Program it is essential that you buy a Community Association Membership. This membership offers discounts at various businesses within the area. The fee for this is \$20 and needs to be purchased every calendar year. **All new children must pay a one-time registration fee of \$30 (non-refundable).**



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

**IF YOU HAVE COMPLETED THE ABOVE REGISTRATION PROCESS, AND/OR TO REGISTER IN SUN FUN, PAYMENT IS REQUIRED IN ADVANCE (WITH DATES OF ATTENDANCE SPECIFIED) TO GUARANTEE YOUR SPOT. REGISTRATION WITHOUT PAYMENT IS CONSIDERED INCOMPLETE AND WILL BE TREATED ON A FIRST COME FIRST SERVE BASIS.**

**PLEASE NOTE THAT AFTER MAY 1<sup>st</sup>, WE WILL NOT BE ABLE TO PROVIDE REFUNDS FOR WEEKS YOUR CHILD CANNOT ATTEND.**

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

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

**GRADES 1-6 (Before & After)**

**MONTHLY - 1 CHILD**

	<b>Time</b>	<b>Fee without PD Days</b>	<b>PD Days Included</b>
<b>AM Session</b>	7:00-8:30	\$350	\$380
<b>PM Session</b>	3:15-6:00	\$400	\$430
<b>AM/PM Session</b>	7-8:30/3:15-6:00	\$450	\$480

**MONTHLY - 2 CHILDREN**

	<b>Time</b>	<b>Fee without PD Days</b>	<b>PD Days Included</b>
<b>AM Session</b>	7:00-8:30	\$650	\$710
<b>PM Session</b>	3:15-6:00	\$750	\$810
<b>AM/PM Session</b>	7-8:30/3:15-6:00	\$850	\$910



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**MONTHLY - 3 CHILDREN**

	<b>Time</b>	<b>Fee without PD Days</b>	<b>PD Days Included</b>
<b>AM Session</b>	7:00-8:30	N/A	N/A
<b>PM Session</b>	3:15-6:00	N/A	N/A
<b>AM/PM Session</b>	7-8:30/3:15-6:00	\$1100	\$1200

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

**KINDERGARTEN**

	<b>Time</b>	<b>Fee</b>
<b>Full Time</b>	7:00-8:30 and 11:30-6:00	\$875
<b>Full Time until 3:30</b>	7:00-8:30 and 11:30-3:30	\$825

- Fees include all PD Days and Spring Break. PD days after school ends in June are not included in fees

**MONTHLY- 2 CHILDREN:**

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

**2 in kindergarten** \$1650/month  
**1 in kindergarten & 1 in Before & After** \$1230/month

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

	<b>Time</b>	<b>Fee</b>
<b>AM Session Drop In</b>	7:00-8:30	\$25
<b>PM Session Drop In</b>	3:15-6:00	\$35
<b>PD Day</b>		\$55

**Part-time is based on availability and at the discretion of the Program Manager**



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**PART TIME CARE**

<b><u>GRADES 1-6</u></b>			
	2 sessions	Tues, Thurs	\$250
	3 sessions	Mon, Wed, Fri	\$300
<b><u>KINDERGARTEN</u></b>			
	2 days/week	Tues, Thurs	\$350
	3 days/week	Mon, Wed, Fri	\$525

- 1 session/day includes am and pm care

**Sun Fun (July & August)**

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

	<b>1 Child</b>	<b>2 Children</b>	<b>3 Children</b>
<b>Weekly</b>	\$225	-	\$570
<b>4 Weeks</b>	\$810	-	-
<b>5 Weeks</b>	\$1025	-	-
<b>6 Weeks</b>	\$1240	-	-
<b>Whole Summer</b> (9 weeks)	\$1750	\$3000	\$4000
<b>Daily Drop In</b>	\$55	\$90	\$120

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

**Your payment options:**

**-Only Pre-Authorized Debit (PAD) or direct deposit is accepted:**

It comes out on the 1<sup>st</sup> day of each month (not available for Sun Fun)

**-Cash or Cheque will need to be provided for drop in care and Sun Fun.**

**-dishonored PADS/NSF charge: \$10 first time offense. \$25 for second and third time offenses. After the 3<sup>rd</sup> offense we will no longer accept a PAD agreement or cheque. All payments must be either cash or a certified cheque given one month in advance of care.**

**-Late payments (payments given after the 15<sup>th</sup>): \$10**



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

### **SUBSIDY**

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

**SUBSIDY WILL BE CREDITED TO FAMILIES ONCE RECEIVED – AND WILL NOT BE DEDUCTED FROM FEES OWING BEFORE THIS TIME.**

**All families receiving subsidy will need to pay the first month's fee in full. Upon receiving subsidy, the credit will remain in your account until termination of care.**

### **PROGRAM WITHDRAWAL**

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

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

### **DISMISSAL/TERMINATION OF CARE:**

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

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





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

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

We are not licensed to accept children outside operating hours, barring emergency circumstances; **therefore it is the responsibility of the guardian to pick up their children by 6:00pm and we can't accept children before 7am.**

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

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

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

Our program license requires us to show clear attendance records for all children within the program, EVERY DAY. In order to do this, we need YOU to sign your child IN and OUT daily.

**Children will not be released to anyone other than those specified as authorized to pick up by the parents.** Please inform anyone picking up your child for the first time that he/she will be asked to show i.d.

**The better-informed you keep us, the safer your child will be!**

### **ABSENCES**

**If your child will not be attending OOSC on any day, for any reason, PLEASE CALL, EMAIL OR LEAVE A VOICE MESSAGE! Unless we hear from you telling us otherwise, we will assume responsibility for your child after school. Failure to inform us of absence, may result in a \$25 penalty charge due to the processes**



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**we must follow in the case of unexplained absence. We don't require parents to inform of absence during Sun Fun, but informing us if your child will not be here, allows us to provide drop in care to other families if needed.**

### **UNEXPLAINED ABSENCE POLICY**

If we are not notified and your child is absent, we are required to take the following steps: 1) A quick search of the area 2) Contact the school 3) Contact the parent. If the above steps are unsuccessful, the police will be notified. Please remember this is for your child's safety.

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

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

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

#### **SICK CHILDREN**

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

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

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

#### **Head lice**

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



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

**These symptoms include but are not limited to:** vomiting, fever (greater than 38.0 F/ 100 C), diarrhea, new or unexplained rash or cough, exposure or presence of contagious illness such as whooping cough, strep throat or chicken pox, or that the child does not feel well, and requires greater care and attention than can be provided without compromising the care of the other children.

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

### **MEDICATION**

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

All medication must be given to a staff member upon arrival in the program, or must be worn on your child's self (ex: fanny pack). This will be put away for safety and administered at the appropriate time. Please fill out the medical form (in your registration package) as accurately as possible, for any ongoing medication, including all illnesses and symptoms you feel we should know about.

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

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

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

Parents will be notified immediately in the event of a medical emergency. By signing consent to this handbook, you grant permission for emergency care to be given, as



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well as an emergency vehicle to be called, when good judgment dictates, for the child's safety. It is expected that the parents will bear the cost of any emergency transportation required. Failing this, your emergency contact will be notified and asked to report to Sun Fun or the designated hospital.

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

### **SERIOUS INCIDENTS/ILLNESSES**

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

### **NUTRITION**

As part of our program we provide one wholesome afternoon snack a day which includes food from two food groups recognized by the Canada Food Guide. This is served after school. A monthly snack menu is posted on the Parent Information Board and on the office window there are extra copies for parents to take. Our snack menu has been approved by a Registered Dietitian. Please check this at your convenience. Please be aware that the snack menu may be subject to change without prior notice, and we will cater for children with dietary needs under these circumstances.

If your child is registered in the Kindergarten Enhancement Program, they are required to have their own lunch packed for them each day. As a rule of thumb, if your child doesn't eat the main component (main course or healthiest part ex: sandwich, spaghetti, etc.) at lunchtime, they will be asked to take it out at snack before having the snack the OOSC provides.

On non-school days and during Sun Fun, a small morning snack is served in addition to our regular afternoon snack. You will need to ensure your child has eaten a good breakfast, and will need to pack a healthy lunch and suitable drink (not soda)



including food from all four food groups as recognized by the Canada Food Guide. We do have a microwave available for use when we're staying at OOSC. If we're going on a field trip, please pack a lunch that does not require heat-up! Please let us know of any dietary restrictions due to allergy, intolerance, cultural reasons, etc. We will make every effort to find an alternative snack for your child, in order to accommodate dietary restrictions.

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

### **CONFIDENTIALITY**

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

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

### **SUN FUN NECESSITIES**

- **A healthy lunch**
- **Sun block & Bug Spray**
- **Water bottle**
- **Hat/Sunglasses**
- **Smiles! ☺**



## **FIELD TRIPS**

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

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

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

## **EMERGENCY EVACUATION**

In the case the OOSC Program needs to evacuate the HSCA building, we will walk over to St. Barnabas Anglican Church, 1407 – 7<sup>th</sup> Avenue NW, (403-283-3035, or 403-283-4684). Parents will be notified immediately should this situation occur.

Bi-yearly fire drills are conducted to ensure your child will be well prepared.

## **COMPLAINT POLICY**

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

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



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

### **PARENTAL INVOLVEMENT & RESOURCES**

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

#### Community Links:

##### **General Programs:**

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

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

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

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

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

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

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

Calgary Counseling Center: [calgarycounselling.com](http://calgarycounselling.com); 403 691 5991

##### **Family Violence & Bullying:**

Family Violence: [familyviolence.alberta.ca](http://familyviolence.alberta.ca); 310 1818

Bullying helpline: 1 888 456 2323; [b-free.ca](http://b-free.ca)

##### **Child Development & Behavior Resources:**

Parenting Exchange: [www.Parenting Exchange.com](http://www.Parenting Exchange.com)

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

Developmental Resources: [connectability.ca](http://connectability.ca); [developingchild.harvard.edu/](http://developingchild.harvard.edu/)



### **Child Guidance/Discipline Policy**

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

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

Unacceptable or inappropriate behaviour will be defined as behaviour which:

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

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

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

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





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

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

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

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



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

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

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

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

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

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

Annex: Unicef Rights of the Child; Parenting Toddlers; Guidance Strategies for Early Childhood Settings, Upper Saddle River, NJ, Pearson, 2005