

# Parent Handbook



**Woodbridge Farms Parents' Association**  
*out of school care program*

***Our Program is owned and  
operated by Woodbridge Farms  
Parents' Association.***

***We support school sponsored events and  
we work closely with Woodbridge Farms  
School to maintain open communication.***

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## **The Purpose of OSC Parent Handbook**

The purpose of this parent handbook is to answer your questions, promote communication between Out of School Care staff and your family, and to assist you in understanding our policies and procedures. The policies outlined in this booklet are intended to protect your child(ren) and to ensure that his/her experience at the *Woodbridge Farms Out of School Care* program is positive and rewarding.

## **Mission Statement**

The Woodbridge Farms Out of School Care program (OSC) believes in a “Learning Through Play” philosophy that focuses on the whole child and meets his/her social, emotional, intellectual and physical needs.

## **Philosophy**

The program recognizes that each child is an individual with their own interests and developmental needs. The program is designed to provide variety, choice and structure to recreational and educational activities for children in a safe and caring environment.

## **Program Structure**

The program includes a balance of active and quiet play including group and individual activities both indoors and outdoors. The following is a list of some of the activities and experiences your child will be provided with:

- ✓ Group and Individual Experiences
- ✓ Arts and Crafts
- ✓ Fine and Gross Motor Activities
- ✓ Music and Movement
- ✓ Outdoor Activities

## **Communication – Open Door Policy**

Woodbridge Farms Out of School Care has an open door policy for families. We believe strongly that Child Care must be a shared responsibility between parents and OSC staff.

Opportunities will be provided to ensure effective communication between you and our staff.

You are encouraged to visit and participate in our program whenever possible. This could be as simple as staying to read a story, or as exciting as joining us on a planned activity. We encourage participation at a level that you feel comfortable with. Our methods of communicating with all stakeholders include but is not limited to bulletin boards, newsletters, and notices. If you feel that your child's needs are not being met, we encourage you to express your concerns to your OSC coordinator.

## **Staff Requirements**

Each staff member must meet the minimum education requirements set out in the Government of Alberta Child Care Licensing Regulation in order to qualify for consideration of employment.

All OSC Staff will have completed a Criminal Record Check prior to having unsupervised access to OSC. Staff must also complete a Child Welfare Record Check within 3 months from being hired.

A minimum of 2 staff members on duty will hold first aid certification in child care.

## **Snack Time**

Menus are posted weekly in the OSC room. OSC children are provided with a nutritious **afternoon snack** to boost energy levels at the end of the school day and to bridge the gap before dinner. Healthy snacks include at least two food groups listed in Canada's Food Guide.

Parents are responsible for providing morning snack and accommodating children with special dietary needs. Children will not be allowed to share the snack provided by the parent with other children.

## **Outings & Field Trips**

We take the children off the School premises for nature walks and to local parks. We will post information on OSC door to inform you of our location. Parents are responsible to make sure the child is prepared for any outdoor activity. Examples include dressing for the weather, water bottles, hats, sun screen, etc.

## Hours of Operation

All regular school days	Monday through Friday 7:00 a.m. to 8:45 a.m. 3:00 p.m. to 5:45 p.m.
Early Dismissal Days (first Wednesday of every month)	Afternoon Program Hours 2:00 p.m. to 5:45 p.m.

## Fees

Yearly Registration fee: (non-refundable)	\$15.00 per Child \$20.00 per Family
----------------------------------------------	-----------------------------------------

Kindergarten	Fee
<b>Full day Kindergarten</b> (school days only)	\$220
<b>AM Kindergarten</b>	\$175
<b>PM Kindergarten</b>	\$200*

Staff to child ratio for Kindergarten is 1-10

\*Fees are higher in the afternoon due to length of program.

Grade 1 -6	1 Child	2 Children
<b>Full time AM/PM</b>	\$260	\$465
<b>Before school Only</b>	\$155	\$270
<b>After school Only</b>	\$180	\$320
<b>Hourly– minimum 1hr per AM &amp; PM</b>	\$10	Per Hour/Per Child

Staff to child ratio for Gr. 1-6 is 1-15

**Child Care Subsidy:** Available through Alberta Children and Youth Services. For info please call 780.644.9992 or visit, <http://www.child.alberta.ca>.

## Billing Policy

1. Full-time fees are due on the first of the month for that month. If your child is going on holidays, your monthly fee will still be required.
2. **\*Hourly fee is only for children that attend 3 days or less per week.** Fees will be invoiced at the beginning of the month and are due on the 15<sup>th</sup> of the month.
3. **\*\*** Twenty-four hour notice is required for any planned absent days. Failure to provide required notice will result in fees due for the absent time period.
4. **There will be a \$20.00 late charge fee applied to outstanding accounts.** Children whose fees are 15 days past due will be removed from the program.
5. Late Pick Up:
  - 1<sup>st</sup> Time Late: You will be assessed the late fee. You will also be given a verbal warning. The Parents Association, as owners of OSC, and the Principal of Woodbridge Farms will be informed and are available to you to appeal the warning.
  - 2<sup>nd</sup> Time Late: You will be assessed the late fee. You will also receive a letter reminding you of our closing times and our late policy. The Parents Association, as owners of OSC, and the Principal of Woodbridge Farms will be informed and are available to you to appeal the warning.
  - 3<sup>rd</sup> Time Late: You will be assessed the late fee. You will be requested to meet with the OSC Parent Association, the Parent Association and the Principal to discuss possible termination from the program.



6. NSF Charges: A \$30.00 fee will be charged for all cheques returned NSF/Stop Payment. After two (2) NSF/Stop Payment occurrences all future payments must be made in the form of money order or cash only.
7. Notice of Termination: Parent(s) or OSC may terminate their obligations under the childcare agreement by giving a full month written notice to the other party. Failure to do so will result in a full month fee.

## Daily Transportation Policy

### Arrival and Departure

When entering or leaving the OSC, the ONLY entrance to be used by the parents and children is the one located closest to the OSC. (Door located on the West side of the school.) Please ensure your child brings all of his/her belongings to the OSC. **Parents and children are not allowed in the hallways or classrooms during OSC hours.**

Parents are responsible to ensure their child arrives safely to the Out of School Care before school. Once OSC staff has greeted your child and your child has been signed in, our responsibility begins.

At 8:30 am, when teachers are out supervising on the playground, we will dismiss the children outside to join their peers. OSC Staff will accompany the children outside to help supervise. On days that the school does not have supervision outside due to adverse weather conditions, we will dismiss the children on the first bell from the OSC. After school, children will proceed from their class on their own to the Out of School Care. Staff will welcome the children and sign them in.

## **Absences**

It is extremely important that parents/guardians notify the OSC if their child will be absent. We have an answering machine that is available 24/7. **The OSC program is a separate entity from Woodbridge Farms School and you need to contact OSC directly.**

## **Lost Child Procedure**

If your child does not arrive at the program within 5 to 7 minutes after the final school bell, the following procedure will be followed:

1. The OSC voicemail will be checked;
2. School attendance will be confirmed (teacher and/or school office);
3. The child will be paged on the school intercom;
4. If the child does not respond to the intercom page within 5 minutes parents/guardians and emergency contacts will be contacted;
5. If by thirty minutes after the school bell, your child has not been located; the OSC will contact the Strathcona County RCMP detachment and report your child as missing.

## Late Pick-up Policy

This policy is meant to be a deterrent to continual lateness and encourage you to have open discussion with the OSC program and it's owners, the Parents' Association. OSC closes at 5:45 pm. Feel free to pick up your child(ren) before this time but you will be charged a late fee for arriving after 5:45pm. Although allowances will be made for emergencies or unforeseen circumstances. A late fee will be charged if your child(ren) is picked up after OSC hours of operation. Late fee of \$15.00 will be incurred per 15 minutes or any fraction thereof per child. Please note that you will still be issued a late fee even though you call to inform that you will be late.

- 1<sup>st</sup> Time Late: You will be assessed the late fee. You will also be given a verbal warning. The Parents Association, as owners of OSC, and the Principal of Woodbridge Farms will be informed and are available to you to appeal the warning.
- 2<sup>nd</sup> Time Late: You will be assessed the late fee. You will also receive a letter reminding you of our closing times and our late policy. The Parents Association, as owners of OSC, and the Principal of Woodbridge Farms will be informed and are available to you to appeal the warning.
- 3<sup>rd</sup> Time Late: You will be assessed the late fee. You will be requested to meet with the OSC Parent Association, the Parent Association and the Principal to discuss possible termination from the program.

## **Emergency Procedure for Late Pick-up**

In the event, that a child is not picked up by a parent/guardian or authorized person by 6:00pm and the program has not been contacted, the staff on duty shall observe the following procedures:

1. Check the answering machine for any relevant messages.
2. Attempt to reach the parents/guardians at all work and home numbers listed in the child's file.
3. If the parents/guardians still cannot be reached, staff will then call the emergency contact person listed.
4. If staff has not been able to reach a contact person then the staff must notify the Coordinator or Principal.

## **Releasing Your Child**

Your child can only be released legally from care to emergency contact and pre-authorized persons (other than the parents or police) without explicit instructions directly from the parent . Please list all persons able to pick up your child at any time on your registration form. If you wish your child to be released to someone else, we require permission verbally and/or in writing.

Picture identification will be requested if staff is unfamiliar with person(s) listed on registration/release form.

# Health & Safety Policies

## Child Guidance

Woodbridge Farms Out of School Care program prohibits the use of corporal and/or abusive verbal punishment in the disciplining of children for negative behaviour. Our staff utilizes positive and constructive child guidance in a manner that protects and promotes the self-esteem and well-being of the child.

Acceptable methods of child guidance include distraction, re-direction and verbal explanation.

Children are expected to behave responsibly, demonstrate good manners and respect for the OSC staff and their peers. Children are to use polite and acceptable verbal and body language.

## Discipline

To deal with potentially disruptive discipline issues, a three-time warning system will be implemented as follows:

1. Program staff will remind the child engaged in disruptive or inappropriate behavior of the rules and expectations. The child will be given direction or re-direction as the first means of behavioral guidance.
2. On the second warning, the parent(s) of the child will be notified and their input solicited regarding specific discipline concerns affecting their child.
3. If there is a third serious disruption, the child may be suspended from the program for a week. After the week's suspension, the child will be re-admitted on probation. Continued serious disruptions will result in permanent termination from the program.

## **Bullying**

Woodbridge Farms OSC does not tolerate any form of bullying such as: Social, Physical, Emotional, Verbal, or Cyber Bullying. We strive to have every child feel welcome, comfortable and confident.

## **Inclusion**

Woodbridge Farms OSC welcomes and embraces each and every individual. Every child is encouraged to feel a sense of belonging and we value all diversities within the community.

## **Accident and Incident Reporting**

In the case of an accident or incident, parents will be informed immediately. An accident/incident report will be filled out and signed by parents the same day if possible or the next day. In case of an incident requiring medical care, the child will be transported by the parents or emergency contact, or if needed, an ambulance will be called. All expenses will be parent's responsibility.

## **Smoking**

Smoking is prohibited on Elk Island School properties.

## **Child Illness**

If your child is ill, please make alternate care arrangements, as we are unable to care for your sick child. Other families and Staff can become infected by one child's illness and we ask for your consideration before sending your child to the OSC.

If your child has a fever or diarrhea or vomiting, please do not send your child to the OSC, as these are often symptoms of more serious problems.

If your child becomes ill while at the OSC, you will be contacted immediately to remove your child forthwith from the OSC.

If your child has a communicable disease, they will be unable to return to the OSC without a release slip from a family doctor.

## **Administering Medication**

Medication will only be administered to your child under the following circumstances.

- ✓ parent must complete a personal medication form
- ✓ All medication is in original container with the child's name, Dr.'s name and proper instructions.
- ✓ Over the counter medication must be in original packaging, labeled with the child's name with the time and amount you wish your child to receive. Note: We cannot administer more than the recommended dosage listed on the manufacturer's packaging regardless of parental request.

## **Emergency Plan**

When the program is confronted with an emergency situation that requires evacuation; all children and staff will proceed to our **Designated Alternate Location: Lakeside Legion Manor located at 495 Woodbridge Way.**

Parents will be contacted as soon as possible, should this problem arise.

The OSC conducts drills on a monthly basis to rehearse emergency procedures to teach children how to respond quickly and appropriately and to minimize a child's fear should a real emergency occur.

## **General Policies**

### **Use of Telephones**

Children will be allowed to use the telephone for emergencies only (other calls are discouraged). We also follow the school guideline that cell phone use is not permitted.

### **Shoes**

Children are required to wear footwear at all times. This is necessary to promote good hygiene and to be prepared in case of any emergency evacuation of the school, such as fire drills, which could occur at any time. Please provide non marking indoor shoes to be kept at the OSC.

All Children and parents are to remove outdoor shoes or boots in the boot room. This will help keep our play space clean.



## **Photo Policy**

Only OSC staff will be taking pictures of your child during activities and events. We will only be displaying these photos in the OSC room, if consent is received by parents. A consent form is attached with the Child Care Agreement.

## **Personal Property**

We allow the children to bring toys and/or electronics such as DS, game boys, iPods, etc. to the program only on EARLY DISMISSAL days. Each child will be responsible for his/her belongings, and the staff will not be accountable for lost or damaged articles. For children who choose to bring these electronics to the OSC, the following rules apply:

- ✓ Please see that your child's items are marked with their names.
- ✓ Only material that is 'G' or 'E' rated is permitted.
- ✓ Some of these electronic devices have the capability to take photos. Children are prohibited from taking photos.
- ✓ No texting or phone calls on electronic devices.

## **School Suspension**

Please be advised that if your child is suspended, either in-school or out-of-school, he or she will not be able to attend the OSC program for the duration of the suspension. We will be very happy to welcome your child back once the suspension has been lifted



## **WOODBIDGE FARMS**

*out of school care program*

Parents please take time to review the information in this handbook often. Questions and/or concerns can be directed to the OSC Program Coordinator, Mrs. Yvonne Thomas.

WOODBIDGE FARMS  
OUT OF SCHOOL CARE  
PROGRAM

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