

Policy Handbook



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Discipline Policy

At Tiny Acorns Learning Centre, discipline is used as a means to help children gain an understanding of problem solving skills, self-regulation, control and to help them use positive interactions with one another. Our discipline policy facilitates a positive approach when dealing with each unique conflict situation.

Staff of Tiny Acorns Learning Centre will use disciplinary action within reason. At no time will a staff member:

1. Inflict or cause to be inflicted any form of physical punishment, verbal or physical degradation or emotional deprivation,
2. Deny or threaten to deny any basic necessity, or
3. Use or permit the use of any form of physical restraint, confinement or isolation,
4. Embarrass or humiliate a child.

In the event that a child becomes aggressive, the staff of Tiny Acorns Learning Centre will remove the child from the situation to ensure that no other child is danger.

It is our intent to provide each child with a learning experience should an altercation arise. Talking about feelings, emotions, appropriate ways to use words and evaluating choices are often the most useful tools staff members utilize in such situations.

Each circumstance is different but will be dealt with using sensitivity, care and fairness. If at any time, a child becomes upset, they will be comforted and re- directed as needed.

Our staff will do the best they can to prevent conflict problems by having the children follow simple rules, provide consistency regarding the rules, highlight appropriate behaviour using words/

gestures, model proper behaviour, and monitor the classroom very carefully at all times with proper supervision.

If at any time, a staff member violates the discipline policy, their actions will result in immediate dismissal from our program.

Off-Site Activity Policy

Throughout our school year, the children may be taken off premises to a local park, or for a walk (weather permitting). These activities are easily accessible by walking and will be supervised by your child's teachers. You will be notified as soon as possible for this activity in one or more of the following ways:

- Email
- Bulletin Board/White Board Posting
- Verbal Reminder

Please fill out the following form for your consent for off-site activities. **Children who do not have a completed form will not be able to participate.**

* Please note that the following form is only for short distance off-site activities and does not include field trips. Those types of excursions require additional paperwork that will be handed out as needed.

In the event that your child is taken on this type of an off-site activity, the supervising teachers will be required to complete the following procedures:

- Leave a list of children who are in attendance with them on the off-site activity on the door of the classroom as well as who the supervising teachers are
- Leave a contact number of one of the supervising staff while they are out
- One staff member must have a cellular phone on hand (the same one from the number posted on the door) for emergency purposes ONLY.

- Leave a detailed explanation of where the off-site activity is, time of departure and estimated time of return
- Take the portable record forms with them
- Take a portable first aid kit
- Inform the director of all offsite activities in advance

Accident & Illness Policy

Parents will be notified immediately following an accident or serious illness involving their child. The child will also receive appropriate medical attention as necessary to the situation.

In the event that your child becomes ill, or is involved in a serious accident (as listed in the Government of Alberta Incident Report) while attending our program, parents will be notified immediately via phone. Our staff will use the phone numbers that you, the parent, provide on your registration forms. If both parents/guardians are unable to be contacted, our staff will contact your emergency contacts that have been written in your child's records.

If your child requires medical attention as a result of the accident or serious illness, our staff will ensure that your child receives the care that they require immediately following the incident.

If such a situation should arise, these are the steps that our staff will take:

1. The child will be comforted and assessed by the staff who are supervising the child
2. First aid will be administered if necessary
3. IF the child needs emergency care at a hospital, an ambulance will be called immediately. The director, owner or head of staff will accompany the child to the hospital (if the parent is not present). They will stay with the child until the parent/guardian arrives at the location which their child is taken to.

4. Parents and/or Emergency contacts will be called. Any arrangements that have been made will be discussed with the parent/guardian at that time.
5. Both the director and owner will be notified

Potential Health Risk Policy

We ask that you please keep your child home if they have the following signs or symptoms of illness (adapted from the Child Care Licensing Regulation):

- Vomiting, having a fever, diarrhea, or a new or unexplained rash or cough
- Requiring greater care and attention than can be provided without compromising the care of the other children in the program
- Having or displaying any other illness or symptom that may pose a health risk to the staff or other children such as
- Conjunctivitis
- skin discolouration
- difficulty swallowing
- consistent complains of undiagnosed pain
- known or suspected communicable disease (please see communicable disease policy)
- Green or discoloured discharge from the nose
- Evidence of infection
- Rapid or difficulty with breathing
- Lethargy and abnormal tiredness and/or weakness
- Excessive coughing and sneezing

If your child is required to be on antibiotics, we request that you keep them home until it has been 24 hours since the first dose was administered and the child is no longer exhibiting signs/symptoms of their diagnosed illness.

Our staff is trained in the prevention, early detection and management of illness and communicable diseases. They are aware of when a child should be excluded from the program and are trained how handle such circumstances.

If a child begins to show physical symptoms of being ill, they will be taken aside by a staff member and their temperature will be taken to assess their symptoms. Such symptoms may include, but are not limited to, a verbalization of feeling sick, extreme lethargy, abnormal body movements (such as hunching over, or clutching a body part such as the stomach), discolouration of discharge from the eyes, nose or mouth, vomiting or diarrhea.

If at any time, a staff member knows or has a reason to believe that a child is exhibiting signs or symptoms or illness, they are required to contact the parent/guardian and arrange for their immediate removal from the facility.

We ask that if you are contacted to pick up your child, that you please do so within one hour of our call. We will be able to provide them with temporary care under the supervision of a staff member, but are unable to do so for a prolonged period of time. Please know that if we are unable to contact you after several attempts, we will contact the emergency contacts that have been provided to us in your child's registration forms.

A child will be permitted to return to our program if the child's parent provides a written notice from a physician indicating that the child does not pose a health risk (often being symptom free for a minimum of 24 hours).

Supervision of Sick Children Policy

If your child becomes ill, or is deemed ill by a primary staff worker, they will be separated from the classroom and taken to the office. Here, they will be cared for with comfort by a primary staff member while they await the arrival of their parent/guardian. This policy is in place to protect the health and safety of the other children and staff in our facility and to provide your child with individualized care while they are sick.

Administration of Medication

Tiny Acorns Learning Centre abides by the following rules and requirements for the administration of any medication or herbal remedy:

- The medication has been given to the child by a physician
- The prescription drug is in its original pharmacy container with the matching pharmacy label
- The prescription comes with a labelled document, signed by the parent, labelled with the child's name, dose, date, time and storing instructions
- The First Dose has been given at home
- The parent has completely filled out the medication form provided for them at Tiny Acorns Learning Centre that asks for these details:
 - The child's name, date, length of time the child has been on the medication, how long the child will remain on the medication and full name of the medication
 - Reactions or any side effects the child may have
 - Time Medication is to be given
 - Signature of the parent allowing the staff to administer medication
 - Signature of the parent when the medication is given back each day

Please note that our staff will not administer any medication if the proper paperwork has not been filled out and each prescription medication must have its own separate form completed before being administered. This is to ensure that our staff is aware of

what medications need to be given to which child, and the date and time it needs to be administered.

Once a child has been given their medication, they will be monitored by the staff to ensure no unexpected reactions take place. Parents will be notified of when medication has been administered (as per their instructions) and the prescription drug will be returned either at the end of the day and/or when the authorization period has ended.

We ask that families arrange for times of medication administration to be when their children are not present at our facility. We are aware that sometimes this is not possible, and in that case, we ask that the first dose is given at home so that we can be sure the child does not have any unexpected reactions.

If our faculty must administer medication to your child, a form will be filled out and filed. Details such as the name of the medication, time of administration, amount given, and the initials of the person who administered the medication will be recorded.

All non emergency medication will be stored in a locked container in the classroom or fridge (whichever is necessary) that is inaccessible to children.

Emergency Medication Policy

If your child requires the use of an emergency medication such as an EPI Pen or an inhaler, parents **MUST** fill out and sign a detailed medication form with full instructions on how to use the medication if required. These medications will not be stored in a locked container, but will be stored away from any child's reach, in a properly labeled area for easy access by staff.

We ask that if your child needs emergency medication, you also submit a recent photo of your child, to be placed with the appropriate paperwork for the medication. This will ensure that the staff are all aware of who the medication belongs to.

We recommend that each child who needs emergency medication have a separate dose to be kept at school; however, if this is not possible, the medication will be returned at the end of each day/class. The parent will be required to sign a document for the return of the medication each day, once it has been given back by a staff member.

If the emergency medication has to be administered, the staff will follow the guidelines written out by the parent, and will follow the facility's first aid policy. The attending staff will be required to fill out the appropriate paperwork and discuss it with the parent and/or medical staff necessary.

Please note that Tylenol and Advil are not considered emergency medications.

Health Care Policy

Tiny Acorns Learning Centre will do everything necessary to ensure the health and safety of your child while they attend our program.

All employees working with the children are required to have first aid certification and training for children. It is expected, that if required, a staff member will be able to perform first aid on any child whom requires it. The trained employees are responsible for making the decision whether further action (such as calling an ambulance) should be made.

Parents must comply with written consent that their child is able to receive the provision of health care and that the health care provided is in the nature of first aid only. This written consent has been provided in your registration package.

Smoking Policy

Smoking is prohibited at Tiny Acorns Learning Centre and will not be tolerated on the program premises. Staff members are not to smoke at any time or place where child care is being provided; such actions will result in immediate dismissal. We also ask that all volunteers refrain from smoking on our premises, or while they are with us during class excursions.

Nutrition Policy

Parents are required to supply a snack for their child each day, in a properly labelled snack pack/lunch box. Due to severe allergies, we ask that you help us remain a nut free facility. Parents are asked not to pack any products with nuts for their child. If a child has a snack that has nuts, their snack will be removed from the classroom to ensure the safety of all the children who are with us. An alternate snack will be provided for that child (ie- goldfish crackers). Parents are also asked to bring a water bottle for their child each day. Snack time will take place around the midpoint of their class time.

Records Policy

Tiny Acorns Learning Centre follows the Alberta Child Care Licensing Regulations Standards. These standards require that the following records are kept in place:

Children's Records

At the time of registration, parents will be required to fill out a form that will be filed in our records, to be kept on premises at all times. It is also important that these forms are kept up to date. This form, also considered the enrolment form, will require the following information:

- Child's Name, date of birth, and home address
- Parent's name, home address, and telephone number
- The name, address, and telephone number of a person who can be contacted in an emergency when the parent is unable to be reached
- Written consent of a parent for medication administration
- Written record of medication information.
- Written consent of first aid and other relevant particulars for health care
- Any other medical information as needed by the facility such as immunizations and allergies, if any
- A list of individuals who have consent to pick up a child from our program

Portable Records

These records are critical for our staff to have when taking the children off premises for excursions, or emergency evacuations/ procedures. This is a separate form for parents to fill out for their child and includes the following information:

- Child's Name, date of birth, and home address
- Parent's name, home address, and telephone number
- The name, address, and telephone number of a person who can be contacted in an emergency when the parent is unable to be reached
- Written consent of a parent for medication administration
- Written record of medication information
- Written consent of first aid and other relevant particulars for health care
- Any other medical information as needed by the facility such as immunizations and allergies, if any
- Phone numbers of local emergency response services and poison control

Emergency Evacuation Policy

In the event of an Emergency Evacuation, the children will be taken to:

Marquis De Lorne Community Centre

6 Copperstone Way SE Calgary, Alberta T2Z 0E7

Phone: (403) 240-9315 Ext 3

If our facility must be evacuated, the staff will follow this emergency protocol:

1. Children are calmly informed of the necessary evacuation. They will be asked to stop all activity, and line up at our classroom door so that we may exit our facility and leave the building.
2. All children will be counted by the designated teachers
3. Staff will be accounted for by the director
4. Staff and children will proceed to the Emergency Evacuation Site.
5. No one is able to re-enter the building, for any reason, unless instructed to do so by the program director or Fire Chief.

Staff members are required to bring the portable records and will notify the parents via phone about the evacuation once everyone has been confirmed safe and accounted for. At that time, we ask that the parents promptly arrive to our evacuation site to accompany their children.

Supervision Policy

Our room is set up so that each classroom educator is able to see all aspects of the room in one glance. Our staff is required to take continuous head counts of all of the children within the room and are encouraged to communicate with one another about all necessary classroom situations. Regular safety checks are routinely completed and children are never left unattended. Our educators are also in charge of observing the children continuously throughout their class time and ensuring that any safety situations are preventatively and proactively handled. Staff are prohibited to do actions that deter their attention away from the children. Such actions may include: cell phone use, reading, excessive administrative tasks, and cleaning. All of these methods are to be used both indoors and outdoors (if necessary).

At the time of being hired, all of our staff will be required to take a tour of our facility so that they are aware of our physical environment in which they will be working. This will help them to be sure that they can effectively handle classroom management responsibilities.

At the time of pick-ups and drop offs, parents are required to sign their children in and out of our facility. Using those numbers, our educators must do continuous head counts to ensure that all children are accounted for. Children are also required to leave with a properly identified adult as they leave the facility. Our staff will not release a child until an adult is accompanying them, and it must be an adult who has the parents' consent to pick the child up. If needed, some adults may be required to show photo ID to verify who they are.

Our programs supervision practices strive to meet the developmental needs of each child. At all times, staff are to observe the children whether it be through record observations or playing with them. This way, staff may become engaged with the children (but never having their back turned to any portion of the classroom) and play with them, or may be taking notes for Interests/needs/abilities of each child, finding themes of emergent curriculum based on the play with children, or completing records for children (anecdotal records etc.). This way, our staff can ensure that we are providing the children with what each of their unique requirements are within our classroom.

Withdrawal Policy

Withdrawals and Refunds

There is a 2 month minimum for all programs. Withdrawal will only be accepted on the following two dates: October 15 and February 1. All withdrawals must be done in writing by sending an email to info@tinyacorns.ca requesting the withdrawal link. Payments that fall during that period must be remitted. Withdrawal must be done through the Tiny Acorns withdrawal link which will be emailed to you when requested. Withdrawal will not be accepted in person, over the phone or through the teacher.

Receipts

You will receive an emailed monthly receipt from us outlining the payment that has been processed for the corresponding month. Please keep these receipts for tax purposes. If you require a duplicate copy of your receipts you will be charged an extra \$5.00. We do not hand write receipts, all receipts will be emailed to the address we have on file.

Payment of Fees

Registration & Material fee is due upon time of registration in order to guarantee lesson time and day. Payment for your monthly tuition fees are taken on the 25th of each month. All declined charges will be charged a \$30 fee. A \$30 fee will be added to any account for the following reasons: expired credit cards, returned payments and NSF ALL OF THESE REASONS WILL BE CHARGED AN EXTRA \$30.00 DECLINED PAYMENT FEE.

Tuition Schedule

Tuition:

Tuition is not based on a certain number of hours per month, otherwise your monthly payments would consistently be changing. Instead, Tiny Acorns Learning Center takes the cost of the total number of hours per year and divides this cost into 10 even payments. This is why, even when there are varying number of classes in each month, the tuition fee does not change. Fees will be pro-rated for any student beginning lessons after the first week of lessons in a month. Tuition is non refundable.

2 Day Program

Registration/Material Fee: \$125.00 paid once per season and is due at the time of registration

Program Fee: \$220/month (September - June)

Monthly fees must be paid by credit card and will automatically be debited from your account on the 25th of each month. Any student attending Tiny Acorns Learning Center will be provided half price tuition for a dance or music class (on Summit School of Dance & Music's regular schedule). The additional costs of the dance and music programs such as recital costumes, music books and dance attire are all additional fees.

3 Day Program

Registration/Material Fee: \$125.00 paid once per season and is due at the time of registration

Program Fee: \$240/month (September - June)

Monthly fees must be paid by credit card and will automatically be debited from your account on the 25th of each month. Any student attending Tiny Acorns Learning Center will be provided half price tuition for a dance or music class (on Summit School of Dance & Music's regular schedule). The additional costs of the dance or music programs such as recital costumes, music books and dance attire are all additional fees.



Copperfield Landing: 115 - 10 Copperstone Street SE, Calgary, AB
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