

# TLC Active Kids *Preschool*

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Parent Handbook



TransAlta  
Tri Leisure Centre

# TLC Active Kids *Preschool*

## PARENT HANDBOOK

TLC Preschool is a fully licensed, facility-based preschool under the Government of Alberta's Early Learning and Child Care Act. TLC Preschool strives to accomplish the highest standard of safety security, well-being, and development of the children in our program. This document offers detailed information on how our program will adhere to the Early Learning and Child Care Act and Regulation requirements, while offering additional programming benefits of being located inside the TransAlta Tri Leisure Centre.

For more information on the Early Learning and child Care Act please visit:  
<https://www.alberta.ca/child-care-subsidy.aspx>

## TABLE OF CONTENTS

### ONE | TLC ACTIVE KIDS PRESCHOOL ..... 3

- Philosophy
- Programming
- Inclusion and Diversity
- Parental Involvement
- Feedback
- Potty Training

### TWO | ADMINISTRATION ..... 5

- Investment
- Subsidy
- Withdrawals
- Sample Daily Routine
- Nutrition
- Communications
- Amenities

### THREE | POLICIES & PROCEDURES ..... 8

- Child Guidance Policy
- Supervision
- Off-site Activities
- Medication Administration and Health Care
- Potential Health Risk
- Accident or Illness
- Incident Reporting
- Records

# ONE | TLC ACTIVE KIDS PRESCHOOL

## Philosophy

The TransAlta Tri Leisure Centre is committed to promoting and fostering health and well-being through dynamic and innovative recreational facilities and programs for people of all ages and abilities. The TLC Preschool will encompass this facility mission by providing child centered, preschool programs that are supportive, inclusive, and responsive to the unique needs of the children in the class. The TLC Preschool provides children with opportunities to practice new skills, explore their imagination and experience learning through structured and unstructured activities. Guided by Alberta's early learning and care framework, Flight, TLC Preschool looks to encourage every child to learn through play, while they begin to make meaning of the world that surrounds them.

## Programming

TLC Preschool's daily program plans are motivated by a learning theme and filled with hands on experiences for the children to openly participate in. An assortment of building, role play, sensory and learning materials will be placed in the classroom to create an environment that will enhance the children's physical, social and intellectual development needs. Staff prioritize engaging in children's play to understand, support, and challenge children's curiosities and interests. Daily routines with flexible schedules are developed for children to practice skills and build confidence that will prepare them for their future classrooms. Here at TLC Preschool, we believe that in order to create a safe and welcoming space we must consider the whole child. Taking the time to understand a child's narrative, in addition to parental involvement, we hope positive learning experiences will be transferred through home and school.

**Physical:** The TLC preschool is comprised of programming committed to promoting Physical Literacy -The ability to move with competence and confidence in a wide variety of physical activities in multiple environments that benefit the healthy development of the whole person. The Sport for Life model indicates at the Active Start stage (0-6 years) that fundamental movement skills need to be introduced to children to establish a physical foundation. Through games, equipment, physical movements, skating and swimming, our trained staff will give children the opportunity to experience various fundamental movement skills in different environments. We will educate families on the Canadian Guidelines for Movement and Activity for the early years (0-4 years) and children (5-11 years) and provide tools to incorporate regular physical activity in their everyday life. Nutritious snacks are what provides the energy for the children to participate throughout the day. Staff will engage the class in questions such as what nutritious snacks taste and look like, while also encouraging healthy eating habits through our monthly newsletters. With a wide variety of outdoor environments just outside our doors, TLC Preschool loves to take learning outside. Additional tools such as buckets, shovels, and magnifiers, are provided to enhance the children's experiences in nature. Supervision plans are developed by the staff prior to visiting new environments, taking into consideration the level of risk involved in the space and the age of the children. Developmentally appropriate rules and routines are developed and communicated so the children understand safety precautions (eg. Creating a train or snake when transitioning to and from new environments so the children stay together in a line walking).

**Mental:** Through taking part in TLC Preschool classes, children will have the opportunity to interact with peers and instructors in both small and large group settings. Instructors will help guide children through group activities while emphasizing positive communication and cooperation, along with building conflict resolution and friendship skills. Instructors take an active approach in spending quality time with each child, building supportive relationships, and listening to what each child has to say to ensure the children feel safe within the classroom. TLC Preschool introduces children to language through instruction and self-guided discovery. A planned progression to the building blocks for education (alphabet, numbers, writing, reading, days of the week, weather etc.) will stimulate the children intellectually and grow with the children's changing needs.

Weekly craft activities help develop imagination as well as fine motor skills with tools like pencils, glue, paint and scissors.

**Spiritual:** Unstructured time during programming allows for children to explore their environment independently and allows for self-expression. Children are provided with an assortment of manipulative items to explore and use as they wish. With no set outcome, children are free to express themselves creatively and honor their individuality and uniqueness. TLC Preschool spends the beginning of the year getting to know each child and their family with a take home activity to foster a deeper understanding of each child. Later in the year, the children have a chance to share something special from home during their Show and Share. Instructors promote classroom engagement by encouraging the students to ask questions or provide comments as a way of exploring everyone's way of life.

**Emotional:** During both structured and unstructured times, children in TLC Preschool classes come first. Children are individually greeted upon arrival and are acknowledged as unique and always cared for, promoting and fostering self-esteem and confidence. With the use of developmentally appropriate activities, children are given opportunities to experience mastery of different tasks leading to feelings of success and confidence. Our staff observe the children's interactions with their family, peers, materials, and environments, as a glance into each child's world. Building close, consistent relationships with the children, TLC Preschool reflects on each child and thinks creatively on ways to meet all the children's needs. Sensory materials and cozy corners are available for children who are feeling new emotions and need downtime. Instructors help the children recognize and navigate their emotions through language and visual cues.

## Inclusion and Diversity

As part of our registration process, TLC Preschool collects detailed information about the child's development, family, interests, culture, and behaviors to foster a classroom that brings out the potential in each child. Instructors value and respect input from the family and encourage open communication about their child as the year proceeds. Instructors are provided inclusion training and resources to develop their knowledge and reinforce their ability to provide programming that meets every child's development needs. TLC Preschool welcomes community supports and services to work with our instructors, families and the children to co-construct positive experiences for everyone in the classroom.

Each year the TLC Preschool evolves as new and returning children enter our classroom. The families bring unique perspectives, traditions, and ways of life, inspiring staff to create program plans that reflect the children's values. During unstructured play, Instructors follow the child's guidance on how they can partake in their play experience, permitting staff to see how the children define themselves and experience life. Through building intimate relationships with the children our instructors seek a reciprocal relationship with the families to collaborate in building multi-cultural classrooms.

## Parental Involvement

TLC Preschool recognize parents as the foundation to early childhood development. For Instructors, parents are an important resource in understanding each child entering the TLC Preschool. Starting the year with an open house encourages children and their families to visit our classroom and introduce themselves to the staff. Drop off and pick up times provide the opportunity for Instructors to connect with the parents on a daily basis. Using an online learning platform called Seesaw, parents are sent day to day pictures of their child in action, as well as additional resources and reminders. Parents can stay involved with their child's learning and easily connect with TLC Preschool staff through comments and private messaging directly through the app. Monthly newsletters will include parent reminders, important dates, classroom learning outcomes, birthdays, and details regarding early childhood initiatives, community organizations, and resources.

When a child has a difficult day or experience we will inform the parent at pick up, seeking their input on strategies that could prevent or improve the situation in the future. If the circumstance involves a safety

concern to the staff, child, or other children in our care, staff will advise our child guidance policy.

Parent helper days are required for special events, 1-2 times a month. These include swimming and skating days, social events on or around scheduled holidays (eg. Halloween, Christmas, and Easter). Outside of these planned activities, child ratios will be met with primary staff who are employees of the TransAlta Tri Leisure Centre. Parent volunteers will never be left unsupervised by TLC staff with children that are not their own.

## Feedback

TLC Preschool will distribute program evaluations mid-year to allow parents the opportunity to provide feedback and for instructors to respond and make any necessary changes while classes are still in session. Evaluations will also be collected at the end of the session to assist in evaluating any changes made after the mid-point and to acknowledge considerations for the following year. Feedback forms are also available through the facility Customer Experience desk to submit at any time.

## Potty Training

Although we highly recommend that your child is potty trained prior to starting preschool, we also recognize that every child develops at different times and ways. If your child is not yet potty trained, your child can still attend our preschool if the child's guardians are making every effort at home to continue this development and are willing to aid in the classroom if frequent accidents occur. Our staff have strategies to help our children build washroom routines such as frequent reminders to use the washroom and washrooms within proximity, however we do not have the staffing ratios to have staff step away for longer durations to change diapers. If accidents happen a support staff will assist the classroom teachers in getting your child changed into their extra clothes.

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## TWO | ADMINISTRATION

### Offerings

#### 3-4 Years

- T/TH 9:00-11:30 AM Parkland Room
- T/TH 9:00-11:30 AM Stony Plain Room

\* Children must be 3 years of age before beginning to attend classes at TLC Active Kids Preschool.

#### 4-5 Years

- M/W 9:00-11:30 AM Parkland Room
- T/TH 12:15-2:45 PM Parkland Room

\* Children must turn 4 years old before Christmas or have attended a previous preschool class.

### Registration

Registration forms must be filled out entirely to complete your child's registration prior to attending your first class. Registration forms with information missing will not be accepted.

Registration packages are available at [trileisure.com](http://trileisure.com) or at the front desk.

## Staffing

All TLC Preschool staff are required to provide Standard First Aid and Level C - CPR certification and a cleared criminal record check, vulnerable sector search, and child intervention check dated no later than six months prior to their start date. As per the Early Learning and Child Care Act and Regulations, TLC Preschool staff will be hired with Child Care Educator Level 1 certification or higher.

|                                   |         |                           |
|-----------------------------------|---------|---------------------------|
| Parkland Room: 16 Kids Maximum    | 2 Staff | Staff to child Ratio: 1:8 |
| Stony Plain Room: 20 Kids Maximum | 3 Staff | Staff to child Ratio: 1:7 |

## Investment

TLC Active Kids Preschool costs **\$1800** for classes taking place between September-June. Included in this rate, your child will receive an annual Preschool Pass, giving them access to early member registration and pricing for TLC programs!

### STEP 1: REGISTRATION

A deposit of **\$180** is required at the time of registration to finalize and secure your child's spot.

This deposit will be refunded to families once the child completes the program in its entirety without any incidentals to a monthly payment.

### STEP 2: MONTHLY PAYMENTS

| PROCESS DATE               | TLC MONTHLY FEE | MONTHLY FEE WITH OPERATOR SUBSIDY (\$75/MO. REDUCTION) | MONTHLY FEE WITH ADDITIONAL PARENT SUBSIDY (UP TO \$105/MO.) |
|----------------------------|-----------------|--|--|
| October 8, 2025            | \$180           | \$105  | \$0  |
| November 12, 2025          | \$180           | \$105  | \$0  |
| December 10, 2025          | \$180           | \$105  | \$0  |
| January 14, 2026           | \$180           | \$105  | \$0  |
| February 11, 2026          | \$180           | \$105  | \$0  |
| March 11, 2026             | \$180           | \$105  | \$0  |
| April 8, 2026              | \$180           | \$105  | \$0  |
| May 11, 2026               | \$180           | \$105  | \$0  |
| June 10, 2026              | \$180           | \$105  | \$0  |
| July 8, 2026               | \$180           | \$105  | \$0  |
| <b>TOTAL PROGRAM COST:</b> | <b>\$1800</b>   | <b>\$1050 REMAINING PROGRAM FEE</b>                    | <b>\$0 BASED ON PARENT SUBSIDY APPROVAL</b>                  |

- Monthly payments will be made through automatic withdraw from a Visa or Mastercard on the second Wednesday of each month (Visa Debit not accepted).
- Based on each family's subsidy eligibility, we will automatically reduce your monthly fee by your approved amount prior to processing any payment.

## Subsidy

TLC Preschool is a licensed facility under Alberta's Early Learning and Child Care Act, allowing program participants to apply for Government of Alberta subsidy programs. See our website for the most up to date information regarding subsidy options.

If you have specific questions regarding your subsidy program, please contact our Children and Youth Program Coordinator at 780-948-3214.

## Withdrawals

Withdrawal notice must be provided before the first of the upcoming month to avoid charges on the next payment date. If notice is not received before the first and the child attends any classes during the month, the full monthly fee will be charged. No partial refunds or prorated fees will be issued.

You may be eligible for a refund on your deposit depending on the withdrawal date. The following portion of your \$180 deposit will be refunded based on the date we receive written notice

| WITHDRAWAL DATE                 | REFUND (%/\$)   |
|---------------------------------|-----------------|
| Before august 25, 2025          | 100% / \$180.00 |
| August 26-September 7, 2025     | 50% / \$90.00   |
| September 8, 2025-June 16, 2026 | 0% / \$0        |

If your child completes the program in its entirety without any incidentals to a monthly payment, the \$180 deposit will be refunded back on the account two weeks after the final monthly payment.

## Sample Daily Routine

9:00 AM – Welcome, sign in, free play

9:15 AM – Circle time (songs, a story, talk about the date and weather, show and share, etc.)

9:30 AM – Unstructured play, craft and learning station.

10:15 AM – Bathroom, wash hands and snack time

10:45 AM – Make our way to the gym or field house for physical activity

11:30 AM – Goodbyes

Please note that each day's routine could change depending on what is happening that day. Activities for each class are planned around daily/weekly themes.

## Nutrition

During each class, a snack time must be provided to children. Children will be required to bring their own snack of choice and will be encouraged, and given sufficient time, to rest and eat it. Snacks must be peanut free to ensure the safety of all children. The classroom will also be sensitive to other specific allergies if necessary and where reasonably possible.

On special events such as birthdays, holiday occasions, and year end snack may be provided by parents and/or teachers. In these scenarios we encourage snacks to be made in commercial kitchens or bought in individual packaging. Families will be informed of the food brought to class prior to consumption.

## Communications

We strive to ensure that parents, teachers, and admin are all connected to provide our students and families

with the best possible experience. Using online, paper and verbal outlets, we hope to accommodate every family's communication preference.

## 1. Online

We will be using Seesaw as our main form of communication. Through this app you will receive pictures of your child progressing through the year, announcements, and files such as our monthly newsletters. Seesaw supports several platforms including IOS Devices, Android, and Computers with Chrome or Firefox. We will not be sending newsletters or invitations through email. Only personal communications, questions, or concerns will be done through email. <https://web.seesaw.me/chromebook-features/>

## 2. Paper

If you opt out of using Seesaw, you are then responsible for picking up paper copies of all newsletters, info, and invitations. These papers will be presented around the doorway of your classroom near the sign in and out form or in your class's pouch.

## 3. Verbal

Our teachers do their best to provide verbal reminders at pick up and drop off, as well as take the time to talk to parents.

## Amenities

Being located right inside the TransAlta Tri Leisure Centre, our facility is a community resource in itself. Having the TLC Preschool inside the TransAlta Tri Leisure Centre allows children easy access to the amenities within. Some of these areas include: gymnasium and field house surfaces, aquatics centre and arena complex.

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# THREE | POLICIES & PROCEDURES

## Child Guidance Policy

TLC Preschool believes that every child should be given the opportunity to play and learn through positive classroom experiences. Staff understand and encourage learning through both trial and error and look to create a supportive, safe environment for the children to grow.

TLC Preschool's Child Guidance Policy has two rules for the children to build skills in empathy and conflict resolution:

1. If anyone is hurt, either physically or emotionally, the child closest to them must stop playing, take care of and stay with that person until they are ready to re-join the activity.
2. If two children have an argument or disagreement during an activity, they both must stop the activity until their conflict is peacefully settled (with the help from an instructor if necessary).

Staff will support the children through difficult situations by:

- Helping them calm down before dealing with the conflict. Staff may offer a drink, sensory material, or quiet time to help the child release their stress and feel comfortable to discuss the conflict.
- Listening to their description of the conflict.
- Supporting them in the decision-making process and encouraging them to give possible solutions.



- Ensuring they feel heard and comfortable with the results.
- Providing positive reinforcement when they display the desired behavior.

Biting, kicking, hitting, scratching, or harming another child or staff member in any way will not be tolerated at the TLC Preschool. When a child is considered to be causing harm to themselves, another child or staff member, the incident will be documented, and the parents of the child will be informed. An action plan to move forward will be created and documented by the Instructor and the Children and Youth Program Coordinator. If the behavior continues with no improvement and poses a risk to the safety and well-being of other children or staff members, the parent may be asked by the Children and Youth Program Coordinator to withdraw the child from the TLC Preschool.

A staff member may not, under any circumstance:

- Inflict any form of physical punishment, verbal or physical degradation or emotional deprivation on a child.
- Deny or threaten to deny any basic necessity to a child.
- Use or permit the use of any form of physical restraint, confinement or isolation of a child.

TLC Preschool’s Child Guidance Policy must be communicated to all parents, staff and children (using developmentally appropriate language) prior to the start of a program. This information will be communicated to staff members by way of orientation package, training and availability of a policies and procedures manual, to parents by way of registration package and children by way of verbal communication.

## Supervision

**Environment |** The layout of the TLC Preschool program space, both indoors and outdoors, must be conducive to effective supervision of children by primary staff at all times. Each day before class starts, primary staff will be asked to scan the classroom for potential safety hazards, removing any identified hazards. Staff are required to plan and prepare classroom activities and materials prior to the program start time to retain the staff’s focus on the children’s development, well-being, and safety during class. Primary staff will be positioned to observe and hear all children at all times, circulating around the designated area to offer assistance to the children based on their individual abilities.

During low risk, low energy classroom activities, staff will take the time to interact with the children and participate in their play experiences. During high-risk activities such as- transition periods, off-site activities, outdoor activities and high energy activities, TLC Preschool staff will provide the children with rules, expectations and boundaries as appropriate. During both low and high-risk activities, Staff will circulate around the play area to scan for potential or new safety hazards, assisting children when needed.

**Development Support |** In effort to support children’s developmental needs, staff members use a number of techniques when supervising. These techniques include:

- Natural consequences
- Choice
- Redirection/guidance
- Boundaries and limit setting
- Knowing each child and being proactive
- Emphasizing positive behavior and use of positive reinforcement
- Circulating the area

**Head Counts** | Child safety in TLC Preschool programming will be ensured through the use of head counts. Head counts must be conducted at the beginning of class, the end of class before any child is dismissed and every 15 minutes throughout the duration of the class. If the program moves from one location to another, head counts must be done before exiting the original space, and immediately after arriving at the destination. TLC Preschool will keep documentation of the arrival and pick-up of each child to the program, ensuring each head count accurately reflects that number of children signed in for the day. The Instructor will bring the daily attendance records with them whenever travelling to another location other than the classroom.

Effective supervision includes: staff strategically positioning themselves so they can see and hear all the children at all times, actively scanning for potential or new safety hazards, and circulating around the designated area to offer assistance to the children based on their individual ability.

TLC Preschool Instructors will monitor the classroom ensuring effective supervision is consistent. If an instructor feels there is a lack of understanding or attentiveness in supervising the children, the Children and Youth Program Coordinator will observe the classroom to assess supervision practices and follow up with any areas for improvement.

## Off-Site Activities

Off-site activities are planned to enhance children's learning and introduce them to new materials and environments. When the TLC Preschool plans to leave the premises of the TransAlta Tri Leisure Centre, the parent/guardian of each child are to be verbally notified and a consent form must be signed. This consent form must state the following information for each offsite activity:

- Date, description and purpose of the activity
- Duration of activity (including start and end time)
- Address of destination
- Method of travel
- Staff to child ratio and supervision plan
- Contact information
- What to pack
- Name of child
- Name of parent/guardian
- Signature of parent/guardian

TLC premises includes the designated property of the TransAlta Tri Leisure Centre only. TLC Preschool visits the green space and Rotary Park Playground adjacent to the TLC on re-occurring occasions, especially when the weather is nice. For these spaces, parents will sign a one-time consent form with all the above information stating that the locations can be visited on re-occurring occasions. Parent/guardians will be notified at the beginning of the class if they plan to use the green spaces that day.

TLC Preschool staff will collect and review all consent forms prior to the activity, creating a list of the children who received consent to take part in each activity.

When choosing an off-site outdoor location, staff will educate themselves on the space, taking into consideration the locations walking distance, potential hazards, and the locations permanent equipment to ensure its developmentally appropriate for the children. TLC Preschool staff will plan a travel route that prioritizes taking walking paths that avoid high traffic areas. Staff will prepare a backpack that includes: first aid kit, cellphone and radio, children's potable , daily attendance list and any essential medications in case of emergency.

When travelling to and from the off-site outdoor space, the staff will ask the children to make a line, using fun transition techniques such as creating a train or snake. Staff will emphasize to the children that the class must

stay together as one group. One staff will be designated to stand at the front of the children's line to lead them and a second staff will stay at the back of the class line to observe the children. Head counts will be conducted by the staff prior to leaving the facility, halfway to the off-site location, and when they arrive.

When arriving to the outdoor space, one TLC Preschool staff will complete a site check to inspect the space for safety hazards. When possible, staff will safely remove any hazards from the space. If the hazard cannot be safely removed, TLC Preschool staff will create appropriate boundaries to ensure children will not be in contact with the hazardous area. Boundaries created for the children will be conducive to effective supervision of children at all times. Effective supervision includes staff strategically positioning themselves so they can see and hear all the children at all times, actively scanning for potential or new safety hazards, and circulating around the designated area to offer assistance to the children based on their individual ability. Boundaries will be visually represented through coloured cones or by permanent or natural boundaries already in place (e.g. playground walls, fences, sidewalks).

Prior to letting the children play, staff will give the children appropriate safety instructions, will show them the boundaries, and introduce them to the available play materials. The staff will complete head counts every 15 minutes for the duration of the visit.

TLC Preschool staff will consult the forecast regularly, and weather-related safety will be considered in all decisions (e.g. how far to venture away from the classroom, how long to be outside, etc.). In cases of extreme cold (-23°C or below, including wind chill) or extreme heat (+30°C or above), staff will reduce exposure time or adjust the activity to be completed inside.

## Medication Administration and Health Care

TLC Preschool staff can administer medication to a participant in the TLC Preschool only after a "Medication Administration Form" is completed and signed by a parent/guardian.

Completed Medication Administration Forms will be reviewed, accepted, and regularly monitored by the Children and Youth Program Coordinator. Medication Administration Forms will be kept in the child's main records and a paper copy will be provided to staff to store in their portable records. Staff will post their classrooms allergies and medications in a private space for staff to review at the beginning of each class.

The administrator of the medication will initial the Medication Administration Form once the medication is administered and will record the medication name, time and date of administration, and amount administered. At pick up, TLC Preschool staff will verbally communicate with the child's parent/guardian regarding the administered medication and will have the parent/guardian initial the Medication Administration Form.

The license holder and/or program staff have the right to refuse medication administration.

**Storage |** Any medication a parent/guardian requests their child to receive while in TLC Preschool programming must be in original container/packaging. The original container/packaging must contain all the same information as that given by the parent on the "Medication Administration Form" including the administration directions.

While in program care, non-emergency medication will be stored in a locked container and kept out of reach from children. TLC Preschool staff will have the key to access the medication. If the medication requires refrigeration, TLC Preschool will equip the classroom with a mini fridge that can be in a locked space.

Medication is only to be kept on premises on a daily basis and must leave with the parent/guardian after program. Extra medication is to be returned to the parent/guardian at the end of each class. It is the parent/guardian's responsibility to ensure the medication brought to class is not expired. It is also the parent/guardian's responsibility to assess and communicate the child's need for medication on a daily basis.

**Emergency Medication |** Parent/guardians will be asked to complete the Medication Administration Form providing detailed information on the medication, dosage, and administration. Included on this form parent/guardians will be asked to provide their medical plan including how they will transport the medication each day, storing emergency medication appropriately for their child to still have access to the medication and administration directions. Once this form is completed the Children and Youth Program Coordinator will review all the details to confirm the family's preferences can be met while still maintaining licensing requirements. If the Children and Youth Program Coordinator acknowledges any issues with the provided information a discussion will take place between the coordinator and the parent/guardians to ensure all requirements are met accordingly.

Once an arrangement is agreed upon by both the coordinator and the parent/guardian, they will both sign the Medication Administration Form. TLC Preschool staff will receive a copy of the form to be reviewed and kept in their portable records.

## Potential Health Risk

**Sick Children |** To ensure the good health and safety of all children in TLC Preschool programming, constant awareness of participant's health requirements will be maintained.

Children should not attend TLC Preschool programming, or may be asked to leave TLC Preschool programming, if any of the following signs or symptoms have been detected:

- Vomiting, fever, diarrhea, or any new unexplained rash or cough.
- If a child has an illness that requires greater care and attention than can be provided without compromising the care of other children in the program.
- If a child is observed having or displaying any other illness or symptom that a staff member knows or believes may indicate that the child poses a health risk to persons on the premises.

A child may stay in the TLC Preschool program if the child's parent provides written notice from a physician indicating that the child does not pose a health risk to persons on the program premises or has been symptom-free for 24 hours.

**Supervised Care for Sick Children |** When a child develops illness while in our programs care, staff will immediately notify the child's parent/guardian via telephone to come pick up their child. If upon receiving notification of illness a parent cannot remove their child immediately, the emergency contact will be requested. Due to the short duration of the program, if a parent/guardian or emergency contact cannot immediately remove the child, the child will be moved away from the program and supervised by a primary staff until the parent/guardian arrives.

In the event of illness and a child being separated from the program, the Children and Youth Program Coordinator and/or Wellness Supervisor will be available to provide additional support when requested by the primary staff. In the odd scenario when the coordinator and supervisor are unavailable, an alternative staff member from the TransAlta Tri Leisure Center may be called in to keep ratio with the other TLC Preschool staff members while the primary staff accompanies the sick child. Alternative staff will not be left alone with any child in TLC Preschool's care.

## Accident or Illness

In the event of accident or illness involving a child, the parent/guardian of the child will be notified as soon as safely possible by a TLC Preschool staff member via telephone. If the parent/guardian of the child cannot be reached by any provided telephone numbers, the license holder or staff must then call the emergency contact provided.

All TLC Preschool staff are required to have a current Standard First Aid and CPR certification upon employment and are required to renew it every 2 years.

In the event of accident or illness involving a child, a TLC Preschool staff will ensure medical attention is immediately given. In the case of serious illness or emergency the TLC Preschool staff will call 9-1-1 for a qualified medical physician to attend to the child.

The Children and Youth Program Coordinator and/or the Wellness Supervisor will be available to provide additional support to primary staff ensuring all the children receive supervision and safety.

## **Incident Reporting**

All accidents or serious illnesses will be documented in order to track and analyze potential trends and hazards. This will be done by way of incident and first aid reports, which will be kept on file for a minimum of 7 years as per TransAlta Tri Leisure Centre policy.

All incident and first aid reports are given to the Children and Youth Program Coordinator to review and file. In the case of re-occurring incidents or more serious accidents or illness, the Children and Youth Program Coordinator and TLC Preschool staff will debrief the incident and brainstorm opportunities for prevention in the future. After thorough discussion, the Children and Youth Program Coordinator will take the appropriate steps to report the incident to Child Care Licensing and complete any necessary follow-up.

## **Records**

TLC Preschool records will be kept up-to-date and filed by the Children and Youth Program Coordinator in paper format. Filed records will only be available to TLC Preschool staff, parent/guardians and licensing officers upon request. TLC Preschool records will contain all the information required by the Early Learning and Child Care Act and Regulation.