

PARENT HANDBOOK

Welcome to JumpStart Learning Centre! We are pleased to welcome you and your child to our program.

When you bring your Child to class:

Please ensure your child has the following:

- Family Photo
 - Pair of indoor shoes (labelled with your child's name) which will be kept in the classroom (velcro or slip-on)
 - Backpack (large enough to fit a book-sized 8.5X11 inches)
 - Change of clothes in the backpack
 - Water Bottle (can be water or juice but in a bottle)
 - Snack (snack recommendations below)
 - Face mask (optional)
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- Make sure your child is wearing comfortable, washable play clothes. The children take part in daily activities that may involve paint, dirt, sand, glue, crayons, felts etc. While we use non-toxic, water-based arts and craft supplies, we cannot guarantee that everything that ends up on your child's clothes will come out in the wash. If you don't want a certain outfit to get dirty and possibly not come clean, do not send your child to class in that outfit.
 - Please keep a complete change of clothing for your child in their Back Packs (underpants, socks, T-shirt, and pants). Accidents happen!
 - Please ensure your child is dressed appropriately for the outside weather as we may go outside weather permitting.
 - Bring a pair of indoor runners for your child which will be kept in the classroom. Children wear these shoes in school. No laces please. Velcro or zippers are preferred.
 - Leave all toys and other games at home (except for items we have asked to bring from home for instances such as show and share which must be labeled clearly with the child's name), as these often get misplaced by the child and may be difficult to find after the fact. JumpStart Learning Centre cannot be held responsible for lost or stolen items.
 - Please label all clothing and belongings so that we can make sure things get back into the proper backpacks.



Dropoff and Pickup

Encourage your child to walk into school. Avoid carrying your child. This will help give them a sense of independence and confidence. Have them carry their own lunch or backpack, which will help foster a sense of ownership and responsibility which children cherish.

We strongly recommend a quick drop-off. This can be difficult at times. However, we find the longer a parent lingers, the harder the separation becomes. Lingering can create anxiety for both children and adults alike, and this is never a good start to a day. Instead, children need reassurance that you have confidence in them and their day. That said, make sure you do say good-bye to them and let them know you are going. Sneaking away while they are busy or their attention is elsewhere may seem like an easy way to avoid tears, but it may cause them to mistrust you and become more apprehensive in the long run. A quick, positive and happy good-bye is always best.

Children benefit from consistency and routine. Try to ensure they have a good sleep the night before school. If there is going to be a change in their day, inform your child, or send us a note so that we can do the same. The more we can do to help prepare them for what to expect, the more secure they will feel.

Arriving on time. It is extremely important to arrive on time for a number of reasons. Tardiness is very disruptive to the teacher and to the class, as well as to the child's routine. A child who is late often will miss a great deal. Children greet each other as they transition from leaving their parents to begin their school day. This transition is easier when they can prepare themselves with others.

Parents are responsible for the transportation of their children to the classroom each day unless arrangements have been made regarding transportation. Please be on time as late arrivals disrupt the class. If you are late and the door is closed, please lightly knock on the door or ring the doorbell and wait until a JumpStart staff member opens the door.

Classroom doors will open 15 minutes prior to the start of class (5 minutes at our Callaghan location). However, during this time the teacher will be busy preparing for the class so it is not the time to talk about your child. Please set an appointment to discuss your child's progress.

Children must be picked up promptly at the end of class. Children will only be released to an adult who is listed on the **Authorized Pick-up List**. Advance notice in writing must be given if someone other than those listed will be picking up your child up. Photo ID will be required for those who are not familiar faces to the Teachers.

A late charge will be charged for late pick-ups as outlined in the Fee Schedule. If there is an emergency and you are going to be late, we ask that you message us through our classroom app to notify us. Frequent late pick-ups may result in increased late fees and may lead to termination from the program.

Parking (Applicable to Callaghan Location Only)

When dropping off and picking up your child, you must park in the driveway or utilize available street parking. Remember to leave at least 1.5M of space in relation to other private driveways. There will absolutely be **NO PARKING** in, or in front of any other driveway other than 1065 Connelly Way. Multiple offences may result in termination from our program. We, and our neighbours, appreciate your cooperation.

Communication and Classroom App

We believe that communication between home and school is an important element for a positive school experience. Monthly newsletters will be sent home explaining the activities completed that month, as well as notice of upcoming important dates. Our Classroom App will be used for daily updates and pictures as well as messaging directly with the staff. Please be sure to sign up and setup your account upon registration. You will be able to schedule one-on-one consultations (virtual or in-person) with teachers from the Parent Portal.

We will also send home 4 progress reports throughout the school year which will highlight your child's progress. This will keep parents informed on how their child is progressing throughout the year. If at anytime during the year the teacher or parent/guardian has concerns regarding the child's progress, a formal meeting can be arranged.

Discipline

JumpStart staff will use child guidance strategies that encourage self-control, self-respect and respect for others. Our goal is to help children develop the behaviour necessary for successful living via teaching and setting limits in a caring environment. **Please note that JumpStart Learning Centre holds a zero-tolerance policy with respect to behaviour that we deem violent or disruptive.** For example: Kicking, hitting, biting, pinching, etc. is not allowed, and may result in immediate removal from the group or activity. Continued violent behaviour will result in termination from JumpStart Learning Centre, after discussion with the child's parents. We will work with Parents to develop a plan and try different strategies if possible prior to removal from the program.

Please inform the teacher of any changes or upsets in your child's life. Factors such as lack of sleep, a new baby in the house, or parents being away are reasons to consider as potential causes of negative behaviour. Should a change in classroom behaviour be observed by the teacher, it will be brought to the parent's attention.

Volunteering

While we appreciate that you want to spend time interacting with your child in the classroom environment, too many adults in a room can often be distressing for children. This is especially true at the beginning of the school year when children are trying to adapt to the new environment. We suggest that you take 5-10 minutes and settle your child into an activity, say good-bye and then leave. If you would like to volunteer in the classroom, please speak to a JumpStart staff member as this would have to be scheduled. We also have events throughout the year which parents are encouraged to participate by volunteering.

Toilet Training

Although we require children to be toilet trained prior to starting with us, we understand there may be an accident from time to time, particularly for our 3 year olds. Our staff will assist your child with toilet time if needed, especially during the first month or so as they transition into the classroom environment. After this initial time period, most children are independent (you would be surprised how independent children become without their parents around). If a child is just not quite ready for independent toileting, we would recommend a pull-up to avoid accidents all together. We ask that you ensure your child wears clothing that is easy for them to get in and out of. A few minutes at home practicing with buttons, zippers and snaps is helpful.

There are different levels of readiness, but it all starts with the child being able to communicate when they must go to the washroom (Educators will be constantly reminding students as well).

If a child has an accident while class is in session, the parent will be notified and be required to come themselves or send someone on their behalf to the classroom as soon as possible to help the child and take them home or change them. Repeated accidents may result in fees and/or a family being asked to temporarily withdraw their child until toilet training is completed.

Snack

We will set aside 10-15 minutes at the beginning of centre time for your child to eat their snack. If you do not want your child to participate, simply do not provide a snack. Students not participating in snack time will be participating in extra centre time and will be kept away from students eating snacks.

Snack Guidelines:

- Snacks must be nut free / stay away from liquid foods that can spill like yogurt
- Students can access snacks independently without assistance
- Please unpackage foods and put them in a Tupperware that your child can open without assistance. This guideline is in place to eliminate the risk of staff members potentially transmitting anything by touching the food and/or packaging of multiple children especially after they have already had a bite of something.
- Snack must be small so they can finish it in less than 10 minutes

Snack Suggestions

Dairy	Baked Goods	Vegetables	Fruits
Yogurt	Cookies	Carrot Sticks	Apple Slices
Cottage Cheese	Bagels	Cucumber Slices	Bananas
Cheese Strings	Squares	Cherry Tomatoes	Grapes
Yogurt Tubes	Muffins	Broccoli	Mandarin Oranges
Cream Cheese on Crackers	Granola Bars	Cauliflower	Pineapple
Cheese Sandwiches	Cheese Buns	Celery	Kiwi
Babybel Cheese	Popcorn	Peppers	Strawberries
	Rice Cakes	Avocado	Fruit Cocktail
	Pretzels		Applesauce
	Nut Free		Dried Fruit
	Banana Bread		Watermelon

Birthdays

Birthdays are an important part of a child's life. If you choose to bring in a snack, we find cut up fruit, small cookies, Dixie Cup ice cream, Jell-O Jigglers and/or Rice Krispies squares a perfect birthday treat. We encourage you to read all labels to ensure the snack **does not include nuts**. We do ask that if you need to hand out birthday invitations at school, that you do so discreetly to avoid hurt feelings.

MEDICAL AND EMERGENCIES

Allergies and Medical

Allergies can be very severe. If a child has a serious allergy we require an EPIPEN to be kept on site. We will have you sign a medical form allowing us to administer medication. In case of a medical emergency the teacher will contact 911 and then the parents. Parents shall be responsible for any cost incurred.

Health + Medical Emergency

Parents are responsible for informing the Teacher of any health problems, chronic or otherwise. A child who cannot play outside or exhibits any of the following symptoms is too sick to attend school:

- Persistent cough, sneezing or runny nose
- Fever of 38 C or higher
- Inflamed or infected eyes
- Infected nasal discharge (thick or coloured)
- Diarrhea or vomiting
- Communicable condition or disease (e.g., Untreated lice or scabies; chicken pox, mumps, whooping cough, etc.)
- Fatigue / significant low energy

Parents/caregivers who bring a child to school exhibiting any of the above will be required to take their child home and/or make alternate arrangements. The teacher has the final say over whether a child is healthy enough to attend school. Please keep your child at home for 24 hours after symptoms end. If your child has been in contact with someone with a communicable disease, please inform the teacher. If your child has been diagnosed by your physician for anything more than a cold e.g. strep throat, Covid, etc, then please let the teacher know. Where there are 2 or more children diagnosed with a similar "unusual" communicable health condition, JumpStart is responsible for informing Alberta Health Services. Failure to comply with the above may result in an official warning and/or, where the problem is chronic, review of the child's registration in the program. If a child becomes sick while at school, but does not require medical treatment, the child will be isolated from the other children until the parent(s) arrives.

**In a medical emergency:**

If an accident or medical emergency occurs at school that requires a child to be rushed to the hospital. The parents will be contacted immediately. If unable to contact parents, the emergency contact will be notified. Parents will be responsible for bearing the cost associated with transporting their child by ambulance in an emergency situation where the teacher deems ambulance transportation to be appropriate.

First Aid Training

- All staff has up-to-date Child Care First Aid & CPR Certificate.
- A fully equipped first aid kit is kept in the classroom.

Medication

Due to the time children are present in the program, regular medication will not be administered unless emergency situations demand. Medication (for example, Ventolin, Epi-pen), will be administered with written permission of the parent/guardian.

Security Cameras and Surveillance:

Please be aware that our facilities are equipped with security cameras capable of sound and video. The video and sound feed are not constantly monitored but are referenced for training purposes and/or in case of any incidents that may require investigation. By registering in the program, you are giving us your consent for your child to be under video surveillance at our facility. Video history may be for up to 90 days using a 3rd party service provider.



FEES

To obtain a copy of our Fee Schedule, just use the following web address:
<https://www.jumpstartlearning.ca/infopackage> and look for the Fee Schedule Link.

Please note tuition is calculated as an annual amount and divided into 10 equal payments for your convenience. Therefore, the monthly amount does not change according to number of instructional days

Fees can be paid via monthly pre-authorized debits, email money transfers, or automated/one-time credit card payment. Please note that online credit card payments will incur a surcharge.

To pay online or setup automated monthly payments, please visit
www.jumpstartlearning.ca/pay

You will receive an invoice at least 5 days before the due date every month.

Tuition

Fees that are not paid on the 1st of each month are subject to a late payment charge. All payments that result in an NSF (non-sufficient fund) will be charged an additional fee. Parents are expected to clear up any outstanding payment within 5 business days. A parent with an overdue balance will be unable to send his/her child to the JumpStart Learning Program until these charges are cleared. The child's spot is not guaranteed since it may be given away to another child on the waiting list. To reserve a spot in the class, the registration fee and a tuition deposit must be paid. The tuition deposit is applied to your final month's tuition payment.

Toilet Accidents

A fee **may** be charged for toilet accidents on a per case basis depending on the level of disruption to the class and the responsiveness/preparedness of the parent/guardian. This fee will not exceed \$30 per incident.

Things you can do to help minimize impacts of accidents are to supply a backup pair of clothes including socks and underwear. Spending a little time with your child teaching them how operate a zipper and/or buttons. Have yourself or another contact be able to pick your child up from class early if an accident occurs.



Weather related and other School Closures

JumpStart follows the “Edmonton PUBLIC SCHOOL” holiday schedule, including the Professional Development days. However, we may continue with classes on Edmonton Public School PD Days, if scheduling allows for it.

We will notify parents, via the monthly newsletter and email notification, of any upcoming holidays and/or Professional Development Days.

In the event of a sudden and harsh winter storm, it may be necessary to cancel class. In addition, classes may be cancelled if the temperature is -35°C or below with windchill as per Environment Canada weather reports. In the event of a cancellation due to circumstances outside of our control, Tuition will not be reimbursed, and classes will not be made up.

In the event of extreme weather where classes are not cancelled, it is up to you to decide whether or not to send your child to school. Requirements would be to have your child dressed appropriately to withstand the weather in case an event occurs which forces staff and students to be outside.

If we are providing transportation for your child, this service also may be cancelled or denied if it is deemed the child is not equipped with the appropriate gear to withstand the weather.

Unplanned closures will be communicated to parents via email and/or message on the classroom app either the night before or the morning of.

Other missed classes including sickness or isolation/quarantine requirements outside our control will not eligible for refund. However, if your child will be home, we are more than happy to provide a lesson plan to keep the child learning and engaged at home. Available upon request.

Vacation/Holiday

Please be advised that if you are taking a vacation/holiday, monthly tuition must be paid in order to hold your spot. Please try to plan vacations during our winter and spring breaks and other holidays that occur during the year.