



Parent Handbook

GBC Childcare Center



Welcome to CASP!

Dear Parents,

Welcome to GBC Childcare Center (CASP)! We are so glad to have your family as part of our community. Our program is dedicated to providing a safe, nurturing, and engaging environment where children feel valued, supported, and encouraged to grow.

Founded in 1998, CASP is a non-profit program serving children ages 6 to 12 in Calgary's Greater Forest Lawn area. It was established to support families by providing affordable, high-quality after-school care during critical hours when children need safe supervision, meaningful activities, and positive relationships.

At CASP, we believe in inclusive, child-centered learning that recognizes each child's individuality and potential. Our program emphasizes on safety, compassion, and respect while fostering confidence, creativity, resilience, and a strong sense of belonging.

We look forward to partnering with you in your child's growth and development and are excited about the wonderful year ahead!

Warm regards,



Cheery Jane Oyog
Director of CASP



Vision, Mission, and Educational Philosophy



Our Vision

CASP envisions a community where every child feels valued, supported, and empowered to reach their full potential. We strive to be a trusted leader for out-of-school care, fostering confidence, resilience, and lifelong learning in every child we serve.

Our Mission

CASP's mission is to provide a safe, nurturing, and inclusive after-school environment where children can learn, explore, and grow through play, creativity, and meaningful relationships. We are committed to supporting each child's unique needs while strengthening families and the community through supportive and quality care. The principles that guide our work are:

- Our primary aim is to provide children with a safe and nurturing environment where they can learn and explore through play, tailored to their age and developmental needs.
- We are committed to meeting the unique interest and learning needs of each child.
- The program aims to foster a sense of self-worth in each child by relating to them in a respectful, and nurturing manner.

Our Educational Philosophy

At CASP, our educational philosophy is grounded in emergent curriculum and guided by Alberta's FLIGHT framework. We believe children are capable, curious, and full of potential. Learning emerges from children's interests, experiences, and questions, and educators intentionally observe, plan, and reflect to support meaningful growth. We value relationships, inclusion, and responsive environments that nurture the whole child.

01 Play-Based Learning

- Encourages active engagement and joyful learning.
- Builds foundational skills in literacy, numeracy, and social interaction.
- Develops problem-solving and critical thinking abilities.

02 Social-Emotional Development

- Teaches children how to express emotions and communicate effectively.
- Promotes empathy, cooperation, and self-regulation.
- Creates a warm, inclusive classroom environment.

03 Hands-On Exploration

- Provides sensory-rich experiences through arts, music, science, and nature activities.
- Encourages creativity and innovation through interactive projects.
- Develops fine and gross motor skills through active play.

04 Holistic Growth and Well-Being

- We support healthy bodies through active play, outdoor time, and nutritious snacks that promote energy and overall wellness.
- We encourage curiosity, problem-solving, and critical thinking through engaging activities that challenge and inspire children.
- We create a supportive environment where children feel safe, valued, and confident to express their feelings and develop resilience.

05 Family Partnership

- Recognizes parents as a child's first and most important teachers.
- Provides opportunities for parent involvement in school activities.
- Encourages open communication and collaboration between families and teachers.



Teaching Methods

At CASP, educators observe children's interests, strengths, and needs and use this information to plan responsive, meaningful learning experiences. Through intentional teaching, reflection, and relationship-building, we create flexible environments that support inquiry, creativity, and holistic development.



01 Hands-On Learning

Children engage in active exploration, using real-world materials to enhance understanding.



02 Child-Led Learning

Encouraging curiosity and problem-solving through discovery-based experiences.



03 Outdoor/ Indoor Learning

Utilizing nature as a classroom to develop observation skills and appreciation for the environment.



04 Whole-Child Approach

Addressing cognitive, emotional, social, and physical development.



Safety Measures in Classrooms



All program spaces are equipped with age-appropriate furniture and safe, durable materials designed to support active, school-aged children in both learning and play.



Daily sanitization of toys and learning materials.



Emergency exits and safety protocols clearly outlined for all staff and communicated to children.



Teacher–Student Ratio

In accordance with Alberta child care regulations, CASP maintains appropriate staff-to-child ratios at all times to ensure children are safely supervised, supported, and engaged. These ratios allow our educators to provide individualized attention, build strong relationships, and respond effectively to each child's needs during program hours.

Classroom Ratio

1 staff member for every 15 children (1:15),
with a maximum of 30 children in a group.

Role of Our Teachers

Our dedicated educators play a vital role in shaping the learning experiences of all children. Our Childhood Educators are paid, qualified, and trained to work with children. All staff are required by licensing regulations to have a Police Check including a Vulnerable Sector Check and a minimum of ECE Level 1 Certificate. Their responsibilities include:

01 Facilitating engaging, age-appropriate activities

Educators create meaningful, interest-based experiences that encourage curiosity, creativity, and exploration.

02 Observing and assessing children's progress

Educators observe children's play and interactions to understand their needs and interests and guide programming.

03 Encouraging independence and self-help skills

By supporting children in making choices, solving problems, and developing confidence and responsibility.

04 Fostering a safe and inclusive classroom environment

Where Educators ensure children feel physically and emotionally safe, respected, and valued in all spaces and interactions.



By balancing intentional guidance with child-led exploration, our learning environments support children in discovering, growing, and learning at their own pace.



Daily Schedule



School Hours & Drop-Off/Pick-Up Policy

01 Operating Hours

Monday - Thursday, 3:00 PM - 6:00 PM
Friday, 12:00 - 6:00 PM

02 Afternoon Pick-Up

3:00 PM (Holy Family School)
3:28 PM (Radisson School)
12:48 PM (Friday; Radisson School)

03 PD Day/ School Break Hours

8:30 AM - 6:00 PM

04 Summer Day Camp Hours

8:30 AM - 5:30 PM

05 Pick-Up Authorization

Only listed guardians may pick up a child.

Drop-Off Policy

- Parents or guardians must hand the child(ren) to Educator.
- Children must be signed in by Educator as soon as they arrive
- If arriving after 8:30 AM during full days, parents must notify the center in advance.

Pick-Up Policy

- Only authorized individuals listed on the child's emergency contact form may pick up the child.
- Late pick-up fees apply after 6:00 PM.
- Parents must sign out their child before leaving the premises through the Educator.



Enrollment Policies & Required Documents

At CASP, we strive to make the enrollment process smooth and transparent for all families. Below, you will find the eligibility requirements, required documents, and important policies related to admissions.

Enrollment Eligibility

Children must meet the following requirements to enroll at GBC Childcare Center:

School-Aged

6 years old – 12 years old

The child must be at least 6 years old by the start of the academic year.

Enrolment to our program is open, provided that the program can meet the needs of the child. CASP will pick up children from Holy Family & Radisson Park School. Sir Wilfrid Laurier Children may attend CASP but they will have to walk to CASP on their own

Required Documents for Enrollment

Parents must submit the following documents to complete the registration process:

1. Completed Online Registration Form
available at the Center website under Grace Baptist Church; CASP section

2. Signed Policies & Procedures
available at the Center Office

3. Signed Parent Handbook
available at the Office or website under Grace Baptist Church; CASP section

4. Signed Consent Forms
available at the Center Office

5. Immunization Record

6. Pre-Authorized Debit (PAD)

All required documents must be submitted before the child's start date.

Enrollment Process & Timeline



STEP 1

Application Submission

Parents must fill out the enrollment form online and submit all required documents.



STEP 2

Family Meeting & School Tour

Parents and children are encouraged to visit the center, meet the Educators, and observe the classroom environment.



STEP 3

Admission Confirmation & Payment

Once accepted, families will receive a welcome package, along with information on first tuition payment.



STEP 4

Orientation & First Day of School

Before starting in the program parents must attend an orientation session to review expectations, classroom procedures, and transition tips for their child.

Families are expected to inform the staff of any changes in family information so that the child's file will be kept up to date at all times. This includes changes in address, phone number, or place of work, and if there are any changes in the people who are authorized to pick up a child.

Tuition & Fees Policy

We offer flexible payment plans to accommodate families' needs. Below are the tuition fees for the 2026-2027 year:

Tuition Rates (Per Child)

Class Level	Annual Tuition	Monthly Plan (10 payments)
School-Aged Group	\$4,380 per year	\$365 per month
Summer Day Camp	\$1,280 per year	\$640 per month

Tuition is due on the 1st of each month.

Provincial Childcare Subsidies

Subsidy must be arranged in advance prior to entering our program. Due to the manner in which childcare subsidies are paid out by the province, parents will generally be charged their parent portion after the subsidy-approved amount. Upon receipt of subsidy payments, your payment may be adjusted if necessary to reflect the actual amount received.

- If you think you are eligible for a subsidy please apply on the government website at <https://applychildcaresubsidy.alberta.ca/>
- Parents are responsible for keeping their subsidy up to date and paying remaining fees not covered by the subsidy.

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Withdrawal and Termination of Service by Families

Families are required to provide at least one month of written notice when they withdraw their child from the program. More notice is preferred if possible.

Termination of Service by Centre

GBC Childcare Centre can terminate services to a family under the following circumstance:

- If fees for services are not paid in full and on time and suitable arrangements cannot be agreed upon.
- If the Centre is unable to satisfactorily resolve a conflict with a family.
- If a family member harasses, threatens, or commits a violent or unlawful act toward a staff member, a child, or another family involved in the program.
- If the child has been absent from the program for 10 consecutive working days without the parent giving notice or contacting the Center.
- If, in the assessment of the childcare staff, a child is unable to manage safely in a group of children within the given adult-to-child ratio. In this case, termination of service will be a measure of last resort. All efforts will be made to accommodate the child's needs which can include:
 - Working with the family to develop consistent strategies.
 - Encourage a collaborative use of outside agencies to come up with a strategy that best suits the child and family.



Attendance & Absence Policies

Regular attendance helps children feel secure, connected, and engaged in our program. Consistent participation supports their social, emotional, and learning development while allowing them to fully benefit from the experiences and relationships at CASP. Below you will find our policies regarding attendance, absences, and late pick-up to help ensure smooth and safe program operations for all families.

Attendance Expectations

- All students are expected to attend the Center Monday through Friday during regular hours.
- 3:30 PM - 6:00 PM (unless it is a PD Day/ School Break/ Summer Day Camp).
- Parents are responsible for ensuring that if their child is not attending CASP that they need to communicate this to the center.
- If a child will be absent, parents must notify the school office by 9:30 AM.
- A minimum of 50 hours per month is needed for those with subsidy to receive the full amount.

Chronic absenteeism (more than 10 unexcused absences in a month) may result in a review of the child's enrollment status.

Reporting Absences

- Parents must call or email the CASP office before 3:00 PM to report an absence.
- If a child is absent for more than 10 consecutive days
- If a child is absent for more than two weeks without communication, their spot may be forfeited and given to a child on the waiting list.

Planned Absences & Family Vacations

- We understand that families may have pre-planned trips or obligations.
- Parents should notify the Center at least two weeks in advance if they plan to take their child out of the Center for an extended period.

Unexcused Absences & Attendance Review

An absence is considered unexcused if:

- The Center is not notified in advance.
- The child misses programming due to a non-emergency, non-medical reason without letting the Center know.
- The child is absent frequently without justification.



If a student accumulates **10 unexcused consecutive days**, the school will schedule a **parent-teacher** meeting to discuss the impact of attendance on the child's learning and development.





Health & Wellness Policies



At CASP, we prioritize student health and well-being. Our policies help create a safe, clean, and supportive environment for all children.

Immunization & Health Records

All children must have up-to-date immunizations before the first day.

A current vaccination record is required upon enrollment and updated annually.

Medical exemptions must be approved by a licensed physician.

Illness Policy

When to Keep Your Child at Home

Children must stay home if they have:

- Fever of 100.4°F (38°C) or higher (must be fever-free for 24 hours without medication to return).
- Vomiting or diarrhea in the past 24 hours.
- Unexplained rash, pink eye, or contagious illness.
- Persistent cough, difficulty breathing, or flu-like symptoms.

If your child is absent for 3+ days due to illness, a doctor's note is required.



Medication Policy

Prescription medications require a Medication Authorization Form from a doctor and additionally sign the Center's form.

All medication must be in its original packaging and handed directly to a staff member.

No medication (including cough drops) should be left in a child's backpack.

Allergy & Food Safety Policy

CASP is a nut-free Center (no peanuts, tree nuts, or nut-based products).

Parents must disclose food allergies or dietary restrictions during enrollment.

EpiPens and inhalers must be provided by parents if needed.

Weather & School Attendance

Our program follows Calgary Board of Education (CBE) weather guidelines to help keep children safe during extreme weather conditions.

Program Status

- The after-school program remains open whenever the school is open, even during snowstorms or extreme cold.
- Families should assume the program is operating unless notified otherwise.
- Parents/guardians may choose to keep their child home during severe weather. Please notify the program if your child will be absent.

Outdoor Play & Activities

- Outdoor play may be limited or moved indoors during extreme temperatures or unsafe conditions.
- Generally, outdoor activities are restricted when temperatures (including wind chill) reach approximately -20°C or colder, in line with CBE practices.
- Children must come dressed appropriately for the weather, including winter coats, boots, hats, gloves, and layered clothing.
- On sunny days, especially during warmer months, we take precautions to protect children from sun exposure.
- Outdoor activities may be modified or moved indoors when the UV index is high.
- Families are encouraged to apply sunscreen to their child before program hours and provide hats or sun-protective clothing.

We promote healthy eating habits while ensuring the safety of all children with food allergies. Our meal and snack policies are designed to provide nutritious options while maintaining a nut-free and allergy-conscious environment.



Center-Provided Meals & Snacks

- The school provides nutritious afternoon snacks , prepared following Canada's Food Guide.
- All meals include balanced portions of proteins, grains, fruits, and vegetables.
- A Monthly menu is shared with parents in advance.

Sample Snack & Meal Schedule

Time	Meal	Example
4:00 PM	Afternoon Snack	Yogurt with crackers, fruits, and cheese

Parents may request meal modifications for dietary or religious reasons.

Home-Packed Lunch (During Full Days) & Snack Policy



- Parents may send home-packed meals during full days (PD Days, School Breaks, Summer Day Camp)
- Nut-Free Policy: Peanuts, tree nuts, and nut-based products are strictly prohibited.
- Lunch should be healthy and balanced, avoiding sugary snacks and sodas



Allergy Awareness & Food Safety

- CASP is a 100% nut-free campus.
- Parents must inform the school of any food allergies during registration.
- EpiPens & Emergency Medication must be provided if the child has a severe food allergy.
- Staff members are trained in allergy response and emergency medical procedures.

If your child has a life-threatening allergy, please work with the Center to create an Allergy Action Plan.



Dress Code & Personal Belongings Policy

We encourage children to wear comfortable, weather-appropriate clothing that allows for safe movement, active play, and independent self-care. Our dress code promotes practicality, safety, and school identity while allowing children to express themselves.



Dress Code Guidelines

Comfortable, Play-Appropriate Clothing

- Children should wear loose, breathable clothing that allows free movement.
- Clothes should be easy for children to manage (e.g., elastic waistbands instead of buttons/zippers).

Weather-Appropriate Attire

- Cold Weather: Coats, gloves, hats, and closed-toe shoes.
- Warm Weather: Lightweight, sun-protective clothing and a wide-brimmed hat for outdoor play.

Shoes for Safety

- Closed-toe shoes with rubber soles are required.
- No sandals, flip-flops, or shoes with wheels (to prevent injuries).

Extra Clothing Requirement

- Parents must provide a labeled extra set of clothes (shirt, pants, socks, and underwear) in case of spills or accidents.

All clothing and accessories must be labeled with the child's name to prevent mix-ups.



What Not to Wear

- Clothing with inappropriate images, logos, or slogans.
- Jewelry or accessories that pose a safety risk (e.g., dangling earrings, long necklaces).
- Costumes or dress-up clothes (except on designated theme days).
- Shoes with wheels, flip-flops, or heels.

Personal Belongings Policy

Items to Bring Daily

- **Backpack**
large enough for a lunchbox, extra clothes, and schoolwork
- **Reusable Water Bottle**
labeled with the child's name
- **Lunch & Snacks**
Lunch during full days and additional snacks if needed

Items Not Allowed at School

- **Toys from home**
except for special sharing days
- **Electronic devices**
tablets, smartwatches, phones
- **Expensive or sentimental items**
the school is not responsible for lost or damaged items

By following this dress code and personal belongings policy, we ensure that all children feel safe, comfortable, and prepared for a fun and active day at school.



Child Behavior Management Policy

At GBC Community After School Program (CASP), we believe that every child deserves a safe, supportive, and respectful environment where they can grow socially, emotionally, and academically. Our approach to behavior management is based on guidance, teaching, and positive relationships rather than punishment.

Our Philosophy

Children are supported in learning appropriate behavior through encouragement, modeling, and age-appropriate guidance. Staff work closely with families to ensure consistency and understanding between home and the program.

Positive Guidance Strategies We Use

- **Verbal explanation and discussion**
- **Redirection to another activity or area**
- **Age-appropriate time-out or quiet reflection time**
- **Ongoing communication and meetings with parents/guardians**
- **Behavior support plans or charts when needed**

Parent Partnership

We believe that children thrive best when families and educators work together. Parents/guardians will be informed of ongoing behavior concerns, and collaborative plans may be developed to support the child's success. We encourage open communication and welcome your questions, concerns, and insights.

Prohibited Practices

In accordance with Alberta's Early Learning and Child Care Act and Child Care Licensing Regulation, the following practices are strictly prohibited:

- Spanking or any form of corporal punishment
- Confinement in a locked room or space
- Harsh, degrading, humiliating, or threatening measures
- Deprivation of food, water, clothing, rest, shelter, or other basic needs

CASP also does not permit:

- Any form of abuse, neglect, or improper restraint
- Name-calling, shaming, or silent treatment
- Rough handling or inappropriate physical contact
- Derogatory remarks about a child or family
- Withholding attention, food, or drink as punishment
- Poor adult role modeling or inappropriate language
- Favoritism or exclusion of children

Policy Review

This policy is reviewed annually by the CASP Director and the Management Team of Grace Baptist Church to ensure it remains current, effective, and aligned with legislation and best practices.



Parent Involvement Opportunities

We offer various ways for parents to be actively engaged in their child's preschool experience:



Classroom Involvement

- **Club Program**

Parents can participate by leading on one of the weekly Clubs (e.i Science, Art, Coking, etc.)

- **Special Skills Sharing**

Parents with unique skills (e.g, music, cooking, art) can lead an activity.

- **Helping with Art & Science Projects**

Assisting children with hands-on activities.



Other Volunteering Opportunities

- **Field Trip Chaperones**

Supervising a small group of students with an Educator

- **Event Planning**

Assisting with center-wide events.

All parent volunteers must complete a Volunteer Form provided by the Center.



Communication Between School & Parents

We prioritize open and transparent communication with families. Below are the ways we keep parents informed:

Monthly Updates

- **Monthly Newsletters**
Sent via email, summarizing classroom highlights and upcoming events.
- **Monthly Calendars**
Distributed at the start of each month with key dates and activities.

Direct Communication

- **Parent-Teacher Meetings**
Available upon request.
- **Daily Updates via App**
Parents receive photos, messages, and reports through the Lillio App.
- **Email & Phone Support**
Teachers and staff are available for inquiries during Center hours.

Parent Survey

- **Twice a Year**
Parents are given the opportunity to provide GBC Childcare Center with feedback regarding our service.



Unacceptable Parent Behaviour

CASP is committed to providing a safe, respectful, and supportive environment for children, families, and the staff. We ask all parents and guardians to communicate respectfully and model positive behavior at all times while on program premises or when interacting with staff. Maintaining a culture of mutual respect helps ensure a positive experience for everyone in our community.

Unacceptable behaviors include, but are not limited to:

- Verbal abuse, yelling, or threatening language
- Harassment, intimidation, or discriminatory remarks
- Aggressive or confrontational behavior
- Disrupting program operations or the learning environment
- Failure to follow program policies or staff direction

Such behavior may result in restricted access to the program or termination of services in accordance with CASP policies and licensing regulations.



Parents are a child's first teachers, and their partnership plays a vital role in nurturing curiosity, confidence, and a lifelong love of learning.



Child Behaviour Management



Child Behaviour Guidance

At CASP, we believe all children are capable, competent, and learning to understand their emotions and actions. In alignment with emergent curriculum and the FLIGHT framework, our approach to behaviour guidance focuses on relationships, understanding, and teaching, rather than punishment. We support children in developing self-regulation, problem-solving skills, and positive relationships through guidance, encouragement, and consistent expectations.

Collaboration

We recognize that supporting children's behaviour is a shared responsibility. Educators work collaboratively with one another and with families to understand each child's needs and develop supportive strategies.

Staff regularly consult with colleagues and the Program Director when additional support or new approaches are needed. We value open communication with families and believe that working together leads to the best outcomes for children.



Strong partnerships with parents create the foundation for children to feel supported, understood, and successful.

Aggressive Behaviour Policy

We understand that children may sometimes express frustration through challenging behaviours. When incidents occur, staff respond with care, guidance, and a focus on learning.

If a child displays aggressive behaviour:

- Staff will intervene immediately to ensure safety
- Both families involved will be informed
- Educators will support children in understanding their feelings and actions
- An incident report will be completed and shared with parents

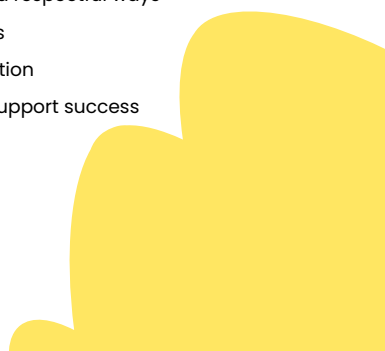
If aggressive behaviour becomes frequent and impacts the safety or well-being of others:

- Ongoing documentation will be maintained
- Parents will be informed both verbally and in writing
- A collaborative plan may be developed to support the child

CASP is committed to ensuring that all children and staff feel safe. If behaviours significantly disrupt the program or compromise safety, further steps may be required.

Guidance Approach

Our educators:

- Support children in expressing emotions in safe and respectful ways
 - Teach problem-solving and conflict resolution skills
 - Provide consistent expectations and gentle redirection
 - Create environments that reduce frustration and support success
 - Build strong, trusting relationships with each child
- 

Suspension Policy

Suspension is used only when necessary to ensure the safety of children and staff. The Program Director is responsible for all suspension decisions, and parents will be informed in writing.

Suspension may occur when behaviours:

- Pose a safety risk to the child, other children, or staff
- Are repeated despite ongoing support and intervention

Behaviours that may result in immediate suspension (up to 3 days) include:

- Physical aggression (hitting, kicking, biting, etc.)
- Leaving the program without permission
- Destruction of property
- Theft
- Abusive or threatening language
- Refusal to follow safety-related directions
- Ongoing bullying behaviour

If multiple suspensions occur without improvement or collaboration, termination of care may be considered.

Expulsion Policy

Expulsion is rare and only considered in serious situations involving safety. Parents will be contacted immediately.

This may include:

- Ongoing unsafe behaviour that puts the child, other children, or staff at risk
- No significant improvement despite documented interventions and collaborative support plans
- Repeated suspensions without progress

All decisions are made with careful consideration, and families will be involved in communication throughout the process.



Community After-School
Program

GBC Childcare Centre

A Place to Grow

Contact Support

+403 235 3636 ext. 33

<https://gbccalgary.com/pages/casp>

**GBC Childcare Center
(CASP)**

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