

# St. Francis de Sales Parish Before & After School Care

Parent Handbook



Revised September 2019

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## Philosophy

Our aim and objectives are to provide a loving and secure atmosphere through planned activities in a pleasant and stimulating environment. We strive to implement quality, safe, and accessible care to children and families in the St Francis de Sales Community.

## Goals

Our goals are to administer a safe, secure, inclusive program where children can develop self-esteem, independence, accountability, leadership, life-skills and friendships in a pleasurable environment.

We will provide a variety of engaging large group physical activities where children can have fun. We will provide quiet and/or calm small group activities to allow for down time and relaxation. We will continue to affirm and acknowledge the diversity of all the children and their families.

## Staff

Our staff has applicable child care and school aged children training. They are E.C.E, Responsible Adult, and Educational Assistant, (E.A) Certified.

Qualified substitutes will be notified when the regular staff are away due to illness, vacation, professional development and/or administrative priorities in order to always maintain staff/child ratio required by Child Care Licensing.

Students will be supervised by the staff but we welcome the opportunity for volunteers as it will aid in enhancing our program. The volunteers will assist in various activities and supervision.

All the staff, substitutes, and adult volunteers on the premises will have to finalize the **Criminal Record Search** process prior to commencing the program in affiliation and agreement with the Child Care Licensing Regulation.

## Agenda

Our program aims to foster each child's physical, emotional, spiritual, creative, and cognitive development through a safe, caring, stimulating and energetic environment.

They will be provided with many opportunities to establish respectful social bonds and relationships through daily activities such as gym time, dance classes, board games, crafts, and various monthly sports themes. The students will also be provided a relaxed atmosphere in which they can read, watch videos, rest, and have space for homework completion. **Note: Parent/Guardian is responsible for checking school assignments and daily homework.**

We will be doing regular field trips in the area weather permitting.

Even though our program is flexible, our activities will be planned month by month and a schedule will be coming home with your child.

## Registration

Transportation will be provided to and from school to children who attend Brantford and Windsor Elementary Schools. Children from other schools are accepted in the enrollment process, **but must arrange for their own transportation to and from St. Francis de Sales Centre.**

Walking with a qualified staff member to and from school is the method of transportation, known as a "**Walking Bus.**" Please see **Clothing** for proper attire.

The Before and After School Care Program will be in session on some pro-d days, and /or drop in days, early dismissal days, and during school seasonal breaks, Winter, Spring, and Summer Break. Children registered in the Before and After School Care Program will be given priority to enroll for the Winter, Spring, and Summer Care Programs. Additional fees will apply to provisional care on pro-d days and holiday breaks.

Winter, Spring, and Summer Programs are not affiliated with the Before and After School Care Program.

**Parents will be notified in advance of available Pro D Days and/or Drop In Days.**

***Note: Provisional care on Pro D Days and Winter, Spring, Summer Programs requires that there be at least 12 children registered.***

## Hours of Operation

The Before and After School Care Program is open from 7:00 a.m. to 9:00 a.m. before school and 3:00 p.m. to 6:00 p.m. after school, Monday through Friday. The program will continue to operate from 7:00 a.m. – 6:00 p.m. on **occasional** professional development days if **SPACE** if available. Registered members will continue to have their morning and/or afternoon spots and a supplemental drop in fee will apply. Winter, Spring, and Summer Breaks are different programs and parents will be notified by newsletters and through the St. Francis de Sales Website as per commencement dates.

## Closures

The Before and After School Care Program will be closed for these holidays listed:

<b>Labour Day</b>	<b>Christmas Eve</b>	<b>New Year's Eve</b>	<b>Good Friday</b>
<b>Thanksgiving Day</b>	<b>Christmas Day</b>	<b>New Year's Day</b>	<b>Easter Monday</b>
<b>Remembrance Day</b>	<b>Boxing Day</b>	<b>B.C. Family Day</b>	<b>Victoria Monday</b>

Closures or cancellations may occasionally happen due to school functions and poor weather conditions. Your family's well-being is our primary concern, and we reserve the right to take precautionary measures and cancel care until otherwise notified.

If any of these holidays are on a weekend, there will be a day of the week in lieu of.

## Clothing

Children will be participating in a variety of indoor and outdoor activities. Children must wear washable, comfortable clothing appropriate for the weather and physical exercises. A child must have at all times:

- A pair of skid proof shoes and/or indoor shoes that will only be worn in the centre or gym. Preferably runners
- A pair of outdoor shoes, preferably runners
- Rain suit and boots for rainy days
- Mittens, hat, and warm outdoor clothes
- Hat and sunscreen for warm weather

Clothes and shoes must be taken home with your child. We recommend that they pack their extra shoes in their school backpacks in the morning before being dropped off for school.

## Field Trips/Walking

We will explore our community by regularly walking around the area. All families must complete and sign a walking release form. Parents will be informed in advance for field trips outside of our local community. All families must complete and sign a field trip consent form. If a conflict such as weather or inadequate accommodations should arise, other arrangements will be made.

## Videos/Movies

Every Friday is Popcorn and Movie Day. All movies shown will be “General” rated or screened before viewing.

## Clean Up

All the children and staff are responsible for keeping the centre in proper order. The children must clean up after themselves before departure and/or pick-up. Children may also be required to do daily chores to adhere to self-help skills.

## Attendance/Absences

Please call the St. Francis de Sales Elementary School and leave a message for the Before and After School Care Staff if your child is absent from school.

If there is no notification of a child’s absence and he/she is **delayed**, staff will follow the following protocol:

- Contact the principal the child may be paged
- Check attendance with his/her classroom teacher
- Check school grounds
- Contact the parents regarding other arrangements that may have not been communicated to the staff
- 

If the child cannot be located the staff will:

- **Contact the police to report a missing child**
- **Contact the Ministry of Children and Family Services**

# Arrival and Departure Policies and Procedures

## Arrival

When arriving for the before or afternoon care program, please sign your child in. If a child is attending the After School Care Program, the staff member that picked up him/her will sign them in. The children must be dropped off by no later than **8:15 a.m.** so they may be accounted for before being transported to their destination.

## Departure

When departing please sign your child out and notify a staff member that you are leaving. Children may be released only to those whose names appear on the registration form. If an emergency situation arises and you have made alternate arrangements for pick up, the Before and After School Care staff must be notified by phone, and require permission in a written format which includes name, address, and telephone number. The alternate person will be expected to show photo identification for safety purposes. In all other circumstances an unauthorized person requesting the release of your child will be denied.

It is important for the staff to know who is authorized to pick up your child to ensure safety. Therefore, please keep information on your Registration Form and Emergency Contact Card updated.

***No child will be permitted to leave the program alone.***

***Please note that pick up time is no later than 5:55pm.***

If the family has made arrangements for the child to arrive or leave on their own the following procedures will be in effect:

- Letter of permission must be provided with either arrival or departure on their own is authorized by the family.
- Consideration must be made according to the child's age
- Telephone call must also be made by the family to indicate that the child has left home.
- A follow up telephone call must be made by the family to ensure that their child has arrived safely.
- Telephone call will be made by the staff to the family indicating the child is leaving the program.
- A follow up telephone call must be made by the family to notify the program that the child has reached their destination safely.

## Early Pick-Up

If your child needs to be picked up early, please notify the centre by 3:30 p.m., as it is an active program and we may have scheduled a field trip or have gym time. The staff will arrange to have your child at the centre for his/her designated pick-up time.

## Late Pick-Up/Release

If you have not picked up your child by 6:00 p.m., the staff will contact an alternate authorized person(s) from the pick-up list. If your child has not been picked up by 6:30 p.m., we are required to contact the Ministry of Children and Families. Late fees will be in effect after 6:00 p.m.

***Late fee pick up is \$10.00 for each 10 minutes, or part thereof after 6:00 pm.***

Staff reserves the right to **not release** a child to any unauthorized individual unless notified by parent and/or if the authorized individual appears incapable of providing safe care (i.e. – appearing intoxicated etc.) as the health and safety of the child is our foremost concern.

We will not release a child to an authorized person who is unable to adequately care for the child (i.e. appears under the influence of drugs or alcohol).

Driving under the influence is against the law and the staff is obligated to ensure the safety of the child. If the person chooses to get in the car with or without the child, the staff will immediately notify police and provide a description of the car, location, and possible destination. If the staff believe that the child is in need of protection, Ministry of Children and Family will be notified.

## Guidance and Discipline

Children will be encouraged and supported to develop positive relationships and learn social skills. Our goal is to provide a safe, healthy, supportive, structured, and fun environment where each child feels secure. To achieve this goal we will strive to create an atmosphere of trust, mutual respect, and consideration for others. The expectations for behavior for your child and staff is as follows:

- Model appropriate acceptable behavior
- Establish clear, consistent and simple rules
- Encourage children to understand and follow the rules and expectations
- Acknowledge children's feelings
- Promote positive social skills and self-esteem through various activities
- Give verbal direction and redirection as an appropriate guidance strategy
- Offer developmentally appropriate choices
- Supervision of children

A **Time Away Area** or **Cool Down Area** is used as a final option. Persistent refusal to adhere to the rules of safety for self, others, and environment may require that a child be removed from an undesired situation. **Time Away** is consistently executed with a positive attitude toward the child, focusing on the behavior and follow up explanation as to why they have temporarily been removed. The child is supervised, but away from the general activity and given an alternate individual chosen activity. The staff follows through with a mutual discussion or dialogue with the child to promote positive strategies and conflict resolution to prevent reoccurrence. Allowing the child to decide when they feel ready to resume promotes the development of problem-solving skills, positive interactions, and self-control.



If there is a persistent behavior problem, staff will request a meeting with the parent/guardian. If the child's behavior causes a continual disruption to the program or causes harm to others, the next step may result in termination of enrollment.

The parent/guardian may request a meeting with the Program Coordinator to discuss any concerns.

## Health and Safety

Our goal is to promote good health and safety by providing children with:

- Activities for learning how to take care of their bodies and develop self- help skills
- Activities that exercise the body and relax the mind
- Activities both indoor and outdoor
- A clean and safe environment
- A **scent-free** zone : example: **Avoid** scented detergents and fabric softeners, hair sprays, colognes and perfumes

*Children must wash or sanitize their hands before commencement of program, after outdoor play, and before handling food products.*

## Nutrition

Nutritious snacks will be provided for the **After School Care Program**, consisting of at least two food groups that are in accordance with the Canadian Food Guide. We will occasionally have treat days. We may have children with serious allergies, please remind your children that if you choose to pack an extra snack, to not share their food with others. We request that children do **not** bring the following items:

- Gum, candy, chips and pop

## Peanut "Aware" Policy

Due to life threatening allergies to **peanut and nut** products we ask the cooperation of parents and children in keeping our centre **nut free**. We insist that children do not bring peanuts and/or any products that may contain nuts; this includes products that may contain traces of nuts.

## Immunization

Immunizations are the most effective ways of preventing the spread of communicable diseases. Updated immunization records must be provided before children enter the program. Please continue to update immunization records if applicable.

## Illness

You will need to keep your child at home, or make alternate arrangements, if your child:

- Has a communicable disease
- Has a contagious infection
- Has a fever of 38 degrees Celsius

- Is vomiting or has diarrhea
- Has a skin infection or undiagnosed rash
- Has a deep persistent cough
- Abnormal discoloured mucous
- Is not well enough to participate in all our program activities

Please notify the centre if your child has a communicable disease, so the staff can administer proper precautionary measures.

If your child becomes ill while the program is in session, the staff will contact you immediately. If you are not available the staff will attempt to reach your emergency contacts. A quiet resting area will be provided for child until he/she is picked up. If the situation escalates and becomes urgent, the staff will follow the emergency procedure protocol.

## Medical Emergency

If a child becomes ill or injured while the program is in session, the staff will assess the situation to determine appropriate process of action or response.

Procedures that may be followed:

### First Aid Protocol

- First Aid
- Acknowledge the child's feelings
- Ongoing supervision until no further first aid or medical attention is required
- Complete Incident Report
- Inform the family

### Medical Attention Protocol

- First Aid
- Contact the family and/ or emergency contacts
- Contact child's physician
- Transport by taxi and accompany the child to the nearest medical facility\*
- Access child's medical information if needed
- Provide information to medical practitioner, family and/or emergency contact
- Complete Incident Report

### Emergency Medical Attention Protocol

- First Aid
- Contact 911
- Continue Ongoing First Aid until paramedics arrive
- Accompany child to emergency facility
- Contact family and/or emergency contacts to meet at the emergency facility
- Access child's medical information if needed
- Provide information to medical practitioner, family and/or emergency contact
- Support the child until have been successfully handed over to their family and/or emergency contact
- Complete Incident Report

## Medication Administration Policy

If your child requires medicinal assistance during program hours, that staff will **not** administer prescription or non-prescription medication to your child unless the following procedures are followed:

- Medication Consent Form from your child's physician which states his/her condition, effects, instructions in quantity and how to administer medication
- Medication be provided in its original container
- All medication will be stored in secured and locked container

## Fire Drill/Earthquake Drill Emergency Procedures

### Fire Drill Procedure

- Fire bell rings.
- The staff-in-charge gathers children and proceeds to the back door leading to the yard enclosure.
- The children are walked to the park across the street from the school.
- The other staff member helps gather the children.
- He/she checks the bathrooms and storage room.
- On her way out she brings the class register and first-aid bag (orange neon colour) which is kept on a shelf by the back door.
- She joins the group as soon as possible.
- Once at the park, roll call is taken.
- The children stay as a group until the "all clear" signal is given. The group returns to the centre

### Earthquake Drill Procedure

#### 1) DROP-COVER-HOLD:

#### Children are instructed to do the following:

- Drop under the table, hold the legs of the table with both hands. Curl up into a ball.
- Drop, cover head with both hands if no table is available. Curl up into a ball.

#### 2) REMAIN CALM:

#### 3) YELL INFORMATION TO THE CHILDREN:

- "Keep your eyes closed"
- "Hold on to the table legs"
- "Count to 60 together"
- Reassure the children that they are "okay".

**4) WHEN THE ALL CLEAR IS ANNOUNCED:**

- Do a personal body check
- Staff do a quick check of the children.
- Staff member will bring out Emergency Bag, Attendance Book and First Aid Bag with them outside.
- Staff places the OKAY/HELP sign in the window and close door behind them.

**5) ASSEMBLE ON PLAYING FIELD:**

- Roll call by placing identity tags on each child.
- Report status of children Program Coordinator and/or Principal.

**6) LEAD CHILDREN TO ASSEMBLY AREA ON PARKING LOT:**

- The children are to stay with the staff until all of them have been released to parents or regular pick-up person.

*Evacuation procedures will be practised once a month.*

## Child Abuse

The Child, Family and Community Services Act states that all children in the Province of British Columbia, “are entitled to be protected from abuse, neglect, harm or threat of harm”. The Act also states that any person who has reason to believe that a child needs protection must promptly report the matter” to the Ministry of Children and Families. The staff are legally required to report any suspicion of physical or sexual abuse or neglect of the children in our program. Failure to report such suspicions is an offense.

If help and more information is needed the staff is willing to assist the families in finding the proper community resources.

## Custody and Access

The staff cannot become involved in marital or custody issues of the families enrolled in our program. Our professional role is to remain impartial and work with both sets of separated parents. If a parent is divorced, separated, or going through custody negotiations the following procedures will go into effect:

- Staff need to be informed of relevant custody and parental access
- In the case of restrictions on parental access such as no visits or no pick-ups, relevant official documentation is required
- Relevant documentation that will be excepted are court orders and/ or restraining orders
- Staff will only be accountable to the enrolling parent, who provides adequate information and documentation
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***Without proper documentation, we can not deny a parent access to their child.***

## Fees

Program	Hours	Fees-Monthly
Before School Care	7:00 - 8:30am	\$228
After School Care	3:15 - 6:00pm	\$365
Before and After School Care	7:00 - 8:30am / 3:15 - 6:00pm	\$466
Before and After School Care Before School Care Only After School Care Only	1-4 days/week	\$101/\$192/\$294/\$410 \$53/\$111/\$167/\$213 \$89/\$172/\$253/\$339
Drop-In	Before/After/Both	\$16/\$23/\$37

**Registration**

**\$45.00**

**Emergency/Earthquake**

**\$10 (new families only)**

### Drop In/Pro D Days:

If your child is registered for Before and After School Care, it does not mean that **YOUR CHILD IS AUTOMATICALLY REGISTERED FOR PRO D/ DROP IN DAYS**. Parents will be notified in advance of upcoming Pro D/ Drop In Days to allow for registration time.

### Fee Information

Payment is due on the first of the month

Fees are payable to **St. Francis de Sales Parish**

These fees do **NOT** include drop in, pro d days, winter, spring, and summer break care.

Fees are calculated on an annual basis they must be paid in full, regardless of the number of attended days by your child. Payment is based on the space provided.

Part of the enrollment procedure requires that parents give post-dated cheques for ten months, from September to June.

If a cheque is marked NSF, an additional \$25 fee will apply.

### Unpaid Fees

The Before and After School Care program operates and depends on parental fees. In the case of unpaid fees, we will not be able to meet our budget. If a parent does not pay the fees, he/she will be asked to make other arrangements for their child.

## **Subsidy**

Some families are eligible for a child care subsidy. Eligibility for the B.C. Child Care Subsidy is assessed by the Ministry of Human Resources.

When families receive subsidy they are responsible for:

- Paying the difference between the program fees and the subsidy rate
- Keeping track of subsidy expiration
- Renewal of subsidy

If for any reason subsidy payments are not paid, families are required to pay the fees in full.

## **Withdrawal Policy and Refund Policy**

Families are required to provide one month's notice in writing if they plan to withdraw their child from the Before and After School Care Program or pay one month's fees in lieu of notice.

## **Termination of Services**

The St. Francis de Sales Parish Before and After School Care Program reserves the right to terminate services to a family under the following circumstances:

- If fees are not paid in full and on time and other arrangements cannot be made
- If the centre is unable to satisfactorily resolve an issue or problem with a family
- If a family picks-up their child late three times or more without having made previous suitable arrangements
- If the program decides to terminate services, one month's notice in writing will be given to the family by the Program Coordinator



## **St. Francis de Sales Before & After School Care Program**

I have read the hand-book and will operate in agreement with all the policies and procedures. If I have any questions I will contact the Program Coordinator immediately to ensure accurate communication.

I also give my child(ren) permission take part in food preparation and snack consumption and I allow him/her to attend walking field trips within the local community.

Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Child (ren) \_\_\_\_\_

Date : \_\_\_\_\_

**\*\*\* Parent/Guardian Copy\*\*\***