



Before & After School Age Child Care Program  
Operated by Hastings County Children's Services  
**Parent Handbook**  
2023 - 2024 school year



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## Hastings County Before & After School Program

The parent handbook outlines important information that will provide you with what you need to know while your children are in our care. We look forward to building a responsive supportive relationship with you and your child(ren) while you are involved in the Hastings County Before and After School Programs.

*Hastings County is dedicated to practicing the following principles with clients, co-workers and agency representatives:*

*Fairness \* Honesty \* Respect \* Integrity \* Accessibility \* Encouragement \*  
Patience \* Consistency \* Confidentiality*

### **Philosophy**

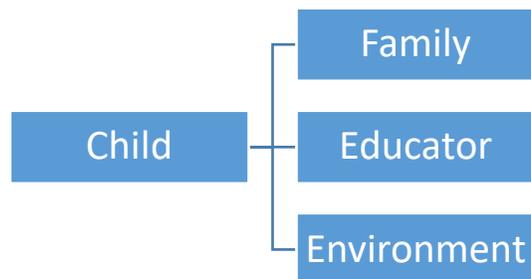
Hastings County Before & After School Program, in partnership with the Hastings Prince Edward District School Board and the Algonquin Lakeshore Catholic District School Board provides positive learning experiences for children, which is based on the four foundational conditions that are important for children to grow and flourish.

### **Belonging, Well-Being, Engagement, and Expression**

These foundations, or ways of being, are a vision for all children's future potential and a view of what they should experience each day. These four foundations apply regardless of age, ability, culture, language, geography, or setting. They are aligned with the kindergarten program. They are conditions that children naturally seek for themselves.



## Our Program Statement Goals and Principles



Hastings County views children as “competent, capable of complex thinking, curious, and rich in potential. They grow up in families with diverse social, cultural, and linguistic perspectives. Every child should feel that he or she belongs, is a valuable contributor to his or her surroundings, and deserves the opportunity to succeed.”<sup>1</sup>

Hastings County’s program statement includes goals to guide programming, pedagogy and the approaches that will be implemented in our programs to:

### ***Promote the health, safety, nutrition, and well-being of children***

Hastings County Before & After School Programs provide a balance of learning experiences that promote and ensure the overall well-being in children’s development and growth. Indoor and outdoor play allows children to experience rich environments that stimulate their interests and curiosity for the world around them. Children’s health is monitored through documentation and monitoring all domains, (social, emotional, physical, cognitive, and language development) while extending community supports where needed. Children’s safety is critical in that equipment and materials are maintained at the highest standards and assessed for quality and assurance monthly by registered Early Childhood Educators. Nutritious and well-balanced snacks are provided to the children daily. Referencing the Canada Food Guide and community resources, such as the local Health Unit, healthy foods are prepared and offered to children in an environment that promotes and models healthy food choices, and a well-balanced diet. Staff are mindful of special dietary needs that child may exhibit and are sure to provide an inclusive alternative that allows children to participate fully without biases or judgment.

### ***Support positive and responsive interactions among the children, parents, childcare providers, and staff***

Each and every interaction that we encounter with children holds the potential to make a positive impact on how children feel about themselves and about learning, as well as on what and how they feel. Hastings County Before & After School Program staff understand that supporting children in a positive manner ensures that they feel valued and are recognized as unique individuals. Responsive interactions consist of listening and supporting children through challenging situations, offering guidance, developmentally appropriate choices and building on the child’s skill to further develop their abilities to manage situations in a confident manner. Parents know their child best. Through positive communication, ongoing resources and supports, program staff and parents build a strong foundation in supporting the child. Engaging conversations provide opportunities for staff and parents to share

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<sup>1</sup> Ministry of Education, How Does Learning Happen, 2014)

observations, discuss the child's strengths, needs, and to develop goals for the child's learning and growth.

***Encourage children to interact and communicate in a positive way and support their ability to self-regulate***

Through opportunities to engage with, and make contributions to the world around them, children develop a sense of belonging and connectedness to their community, their peers and the larger universe of living things. Hastings County Before & After School Program Early Childhood Educators play a key role in modeling and guiding children to self-regulate in their day-to-day interactions. Being attuned to the child's physical and emotional state will allow staff to better understand the child and support them in a non-judgmental, caring approach. Offering a quiet space, and kind ear, or a loving smile will send a message that "you are valued, supported, and understood".

***Foster children's exploration, play and inquiry***

Cultivating environments that foster play and exploration while provoking children's inquiry is critical to their learning and development. Early Childhood Educators facilitate exploration by observing the children and developing a deeper understanding of their interests and abilities. Providing time, by limiting transitions, and "setting the stage" to create a stimulating learning environment will ensure children explore, play, and develop a love for learning. Through the support and encouragement of Early Childhood Educators, children participate in an abundance of experiences that foster play, inquiry, and exploration. Early Childhood Educators nurture children's play and acknowledge that they are competent, capable of complex thinking, curious, and rich in potential.

***Provide child initiated and adult-supported experiences***

Children thrive in outdoor and indoor spaces that invite them to investigate, imagine, think, create, solve problems, and make meaning from their experiences. Hastings County Before & After School Program Early Childhood Educators recognize that child-initiated experiences are instrumental in supporting children's learning and overall development. Through play and inquiry, young children practice ways of learning and interacting with the world around them that they will apply throughout their lives. Adults support learning experiences by engaging with, observing, and listening to children.

***Plan for and create a positive learning environment in which each child's learning and development will be supported***

The environment is the teacher. "Good learning" happens through interactions where the adult can challenge the child and provoke learning at a higher level that is slightly in advance of the child's current capacities.<sup>2</sup> Hastings County Before & After School Program Early Childhood Educators are mindful of their interactions and are intentional when engaged with the children whom they are working with. Through observations and documentation, Early Childhood Educators plan and create rich, engaging learning environments that recognize and support children as unique individuals and excite their interests to become lifelong learners.

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<sup>2</sup> Vygotsky, 1978

***Incorporate indoor and outdoor play, as well as active play, rest, and quiet time, into the day, and consider the unique needs of the children receiving childcare***

Unlike full day childcare programs, Hastings County Before & After School Programs offer programming for a condensed period. Providing a balance of learning experiences, which recognizes children's needs for quiet, active, indoor, outdoor, and free play, is made available to children in an engaging, child directed atmosphere. Acknowledging children's uniqueness, and embracing their ideas, thoughts, and creativity ensures that our Early Childhood Educators build responsive relationships with the children whom they work with.

***Foster the engagement of and ongoing communication with parents about the program and their children***

Creating an environment that welcomes families into the space, inviting their perspectives and providing meaningful ways (that they are most comfortable with) on an ongoing basis, supports their sense of belonging.<sup>3</sup> Hastings County recognizes that families love their children and want the best for them. Hastings County Before & After School Program Early Childhood Educators establish on going communication with parents, and build relationships based on a holistic approach. Day to day conversations, sharing thoughts, ideas, hopes, and dreams helps to create a strong foundation between parents, Early Childhood Educators, and the child. Other strategies to engage parents may include documentations that describe play and its connection to learning; displays of children's artwork, sculptures, and creations; photographs or video of children at play; and celebration and community events.

***Involve local community partners and allow those partners to support the children, their families, and staff***

Hastings County Before & After School Programs build partnerships with community agencies to support the child and family. Through these ongoing partnerships, children are provided resources to enrich their overall development, build responsive relationships, and maintain a strong working relationship between staff, community partners, and the family.

***Support staff or others who interact with children in relation to continuous professional learning***

Hastings County recognizes the value and necessity in professional growth and development. Staff are supported through on-going opportunities to participate in professional training and workshops. Hastings County Before & After School Program Early Childhood Educators are registered with the College of ECE's, and therefore are obligated and committed to upholding the standards of practice and the code of ethics as identified through their governing body

***Document and review the impact of strategies on children and their families***

Hastings County values our partnerships with the community, families, and the Ministry of Education. Hastings County Before & After School Programs are constantly evolving to meet the needs and interests of the children and families. The above program statement identifies our pledge to establishing a system that demonstrates our commitment to strengthening the quality of early years programs by ensuring these programs are centered on the child and the family. Hastings County

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<sup>3</sup> FRP Canada, 2011

welcomes your feedback and looks forward to supporting your child in their learning journey and life experiences.

### **Hastings County Before and After program Staff**

Hastings County Educators come with a wide background of education and experience. Upon hiring staff participate in orientation and training on Hastings County policies and procedures. Staff must provide a police reference check that is renewed every 5 years and hold a valid Standard First Aid and Infant and Child CPR certification. Nonviolent crisis intervention training is offered yearly for staff.

We understand the importance of continued professional learning and implement several training days on PA days throughout the year. Staff are also provided with professional learning opportunities should they choose to participate that are offered after hours within the community and neighboring communities.

### **College of Early Childhood Educators**

The College of Early Childhood Educators is the professional self-regulatory body for registered Early Childhood Educators (RECE) in Ontario. The College regulates the profession of early childhood education by establishing and enforcing:

- Registration requirements;
- Ethical and professional standards for RECEs;
- Requirements for continuous professional learning; and
- Complaints and discipline process for professional misconduct, incompetence and incapacity.

Hastings County Staff with an early childhood education diploma or equivalent qualifications degree must be a current member of the College in good standing. RECEs are required to renew their membership on an annual basis.

### **Program Development**

Through ongoing documentation within the classroom, staff observe and document children's development, and monitor their interactions with the environment and surroundings. Staff consult with families and community partners to gain a deeper understanding of how things are working and what may better serve the community and families. The program is re-evaluated regularly to reflect ideologies on Early Childhood Education. Staff also attend workshops and review program content with the supervisor to stay current of constantly changing child care issues.

We will post a Serious Occurrence Notification Form by our license, for parents, in the event of a serious occurrence. This will ensure that parents have information about all incidents that occur in our program, what actions were taken to respond to them and the long-term actions we have taken to minimize their re-occurrence. Please ask Staff for more info.

### **Best Practices, Self-regulation & Supporting Positive Interactions with Children**

“Early Childhood Educators make the well-being and learning of all children who are under their professional supervision their foremost responsibility. They value the rights of the child, respecting the

uniqueness, dignity, and potential of each child, and strive to create learning environments in which children experience a sense of belonging. Early childhood educators are caring, empathetic, fair, and act with integrity”.

Hastings County program staff are required to adhere to and uphold the Code of Ethics and Standards of Practices which are outlined in the following document:

*Code of Ethics and Standards of Practice, College of Early Childhood Educators 2017*

Hastings County Before & After School Programs are delivered in a supportive, compassionate manner, acknowledging, and encouraging children to express their perspectives and feelings.

Hastings County Before & After School Program staff:

- Support children in a positive and consistent manner based on their developmental needs.
- Support children to learn and grow from their experiences.
- Provide children with the freedom to make choices
- Channel the child’s energy to help guide and support difficult situations.
- Role model non-judgmental, inclusive, respectful and collaborative approaches.
- Build on the child’s strengths and recognizes individuality and uniqueness.
- Establishes dependable, positive and responsive relationships with children and families.
- Provide learning experiences that build confidence and a positive mind set.
- Model and promote problem solving amongst children.
- Redirect to divert the child’s challenges and recognizing their needs and interests.
- Promote and build on the child’s strengths and developmental abilities.
- Engage with families and support each child within the context of his or her family, recognizing that family and child wellbeing are inextricably linked.
- Consider best practices that support developing self-regulation and resilience in children.

## Resources

*College of ECE - Professional Advisory: Duty Report* [https://www.college-ece.ca/en/Documents/Professional\\_Advisory\\_Duty\\_to\\_Report.pdf](https://www.college-ece.ca/en/Documents/Professional_Advisory_Duty_to_Report.pdf)

*Childcare Licensing Resources* <http://www.earlyyears.edu.gov.on.ca/EYPortal/en/ChildCareLicensing/>

*Highland Shores Children’s Aid* <https://highlandshorescas.com/>

## Supervision of Volunteers & Students

This provision protects the safety and well-being of children by requiring that volunteers and students be supervised by an adult at all times while participating in the before and after school programs.

Special Instructions:

An adult is an individual who is 18 years of age or older and an employee of Hastings County.

*Compliance Indicators:*

Hastings County shall ensure that every volunteer or student at our before and after school programs is not permitted to be alone with any child who receives child care in the before and after school programs.

A Hastings County employee is always present with the children to meet ratio requirements and respond in case of an emergency and to supervise the volunteer or student.

The supervision of volunteers and student policy must be reviewed with staff, volunteers, and students, implemented and monitored for compliance and contraventions, as per Ministry requirements on a yearly basis.

It is the responsibility of the Supervisor to ensure that prior to a student or volunteer beginning their placement they receive an orientation of the program. This will be done with the Supervisor and /or current staff of the program. This will include:

- Review of the program statement, including sign off, when they begin and then annually.
- Review of the Anaphylaxis Policy and Emergency Procedures will be reviewed and signed off when they begin and then annually.
- All students and volunteers require a clear Criminal Reference Check before they can start.
- Receive a copy of our Parent Handbook.
- Tour of the facilities, introduction to the needs of individual children, our timetable, and any unique aspects of the program Our expectations of the student/volunteer.
- Review and sign off of this policy.

The site staff will be responsible to mentor/support and evaluate the student or volunteer, on an ongoing basis and will be assisted by the Supervisor, if necessary.

### **Prohibited Practice**

As set out in the Child Care and Early Years Act, 2014 regulations, the following practices are prohibited and will not be tolerated by Hastings County:

- Corporal punishment of the child.
- Physical restraint of the child, such as confining the child to a chair, or other device for the purposes of discipline or in lieu of supervision, unless the physical restraint is for the purpose of preventing a child from hurting himself, herself, or someone else, and is used only as a last resort and only until the risk of injury is no longer imminent.
- Locking the exits of the classroom or school premises for the purpose of confining the child or confining the child in an area or room without adult supervision, unless such confinement occurs during an emergency and is required as part of the licensee's emergency management policies and procedures.
- Use of harsh or degrading measures or threats or use of derogatory language directed at or used in the presence of a child that would humiliate, shame or frighten the child or undermine his or her self-respect, dignity or self-worth.
- Depriving the child of basic needs including food, drink, shelter, toilet use, or clothing.
- Inflicting any bodily harm on children including making children eat or drink against their will.

Hastings County Before & After School Program Child Guidance Practices are reviewed with staff and volunteers prior to providing care for your child, and again each year thereafter. Families and visitors are expected to follow our Child Guidance Practices while in the programs.

### **Our Families and Community Partners**

#### ***Inclusive Child Care***

*All children have the right to be cared for, supported, and included within their own community. Hastings County Before and After School Programs recognize the value of inclusion and are committed to helping all children develop and grow to their full potential.*

*All children are welcome and seen as unique individuals. Through our ongoing support, we offer resources to families and build positive relationships with community agencies so that all children, regardless of their exceptionalities, experience a rich, engaging learning environment.*

*Removing barriers whenever possible and providing stimulating, developmentally appropriate learning experiences are paramount to our programs. We foster empathy and ensure that all children, including*

*children with individualized plans, have access to resources, materials and community supports to enhance their learning and overall growth.*

**Parent Involvement**

Hastings County Before & After School Programs welcome and encourage parent involvement in our programs. Please be sure to pass on any concerns that you have regarding your child when you are picking him/her up. Our Early Childhood Educators are eager to discuss any concerns that you have about your child's well-being and his/her program.

Any ideas and suggestions that parents have for our program will be gratefully accepted. Perhaps you have a talent or a special skill that you would like to share with everyone- or have access to "interesting" creative materials. We want to hear from our parents.

**Parent Issues, Concerns & Procedures**

It is the intent of Hastings County to provide parents with a clear and transparent procedure to follow when a parent has brought forward an issue or concern, they wish to have addressed with the supervisor.

Parent concerns and issues are taken very seriously. If a parent expresses a concern to a staff member, the supervisor, or management at Hastings County, the following will be documented. All issues and concerns raised by parents/guardians are taken seriously by Hastings County and will be addressed. Every effort will be made to address and resolve issues and concerns to the satisfaction of all parties and as quickly as possible.

Issues/concerns may be brought forward verbally or in writing. Responses and outcomes will be provided verbally, or in writing upon request. The level of detail provided to the parent/guardian will respect and maintain the confidentiality of all parties involved. An initial response to an issue or concern will be provided to parents/guardians within **2 business days**. The person who raised the issue/concern will be kept informed throughout the resolution process. Investigations of issues and concerns will be fair, impartial, and respectful to parties involved.

**Procedure for Addressing Concerns**

Nature of Issue or Concern	Steps for Parent and/or Guardian to Report Issue/Concern:	Steps for Staff and/or Licensee in Responding to the Issues/Concerns:
<p><b>Conduct of Staff/student/volunteer or Supervisor</b></p>	<p>Families are encouraged to speak directly to the supervisor about any question, or concerns either in person, by phone or through email.</p> <p>If the family member is concerned about the conduct of supervisor, they are encouraged to speak directly to the manager of Children's Services</p>	<p>Supervisor or manager will listen openly to fully understand the family members issue of concern and may attempt to resolve the issue. If follow up is required contact information will be recorded and a future time to discuss will be determined.</p> <p>If applicable, family member will be advised of their duty to report if they suspect child abuse.</p> <p>If there is a violation of the code of ethics or standards of practice supervisor/manger will take the appropriate steps to report.</p> <p>Complaints will be documented and kept on file at the main office</p> <p>Any disciplinary information will not be shared</p>

Nature of Issue or Concern	Steps for Parent and/or Guardian to Report Issue/Concern:	Steps for Staff and/or Licensee in Responding to the Issues/Concerns:
<p><b>Daily program issues/concerns</b></p> <p><i>(E.g. Parent expresses that their child and another child do not get along)</i></p>	<p>Initially, family member would be encouraged to discuss this issue with the immediate program staff member.</p> <p>Should the parent wish to, the supervisor may be contacted as well.</p> <p>Families may call or make an appointment to further discuss the matter.</p> <p>For parent/staff conflicts the supervisor is to be contacted immediately, via email or telephone.</p>	<p>The staff member will document this issue in their logbook.</p> <p>For this example, the staff member will develop a plan along with the parent to help resolve the issue between the two children.</p> <p>The staff will arrange a follow up with the parent in a timely manner to update them on the progress of the child.</p> <p>The supervisor will meet with the staff member as well as the parent to ensure a plan is in place.</p> <p>In some cases, HR will need to become involved should discipline be required.</p>
<p><b>Centre wide Issues/concerns</b></p> <p><i>(E.g. fees/payments, snack menu variety, hours of operation, cleanliness)</i></p>	<p>Families are encouraged to speak directly to the supervisor about any question, or concerns either in person, by phone or through email.</p>	<p>Supervisor or manager will listen openly to fully understand the family members issue of concern and may attempt to resolve the issue. If follow up is required contact information will be recorded and a future time to discuss will be determined.</p> <p>Supervisor will document this issue/ concerns in their logbook as well as the resolution.</p> <p>If issue/concern is unresolved: In most cases, speaking with the supervisor will resolve all issues, however if it is not resolved, the supervisor will provide contact information for the Hastings County Children's Services manager.</p>

## Communication

If your child's behavior has become an ongoing concern, we will share information with you and together try to develop solutions and evaluate progress. We will not involve resource agencies without your permission. If your child's behavior poses a potential danger to children and/or staff, they may be asked to leave our program once all community resources have been fully utilized. In this rare event, every attempt will be made to provide you with adequate notice and assistance in finding alternate care.

## Concerns about the Suspected Abuse or Neglect of a Child

Everyone, including members of the public and professionals who work closely with children, is required by law to report suspected cases of child abuse or neglect.

If a parent/guardian expresses concerns that a child is being abused or neglected, the parent will be advised to contact the local Children's Aid Society (CAS) directly.

Persons who become aware of such concerns are also responsible for reporting this information to CAS as per the “Duty to Report” requirement under the *Child and Family Services Act*.

### **Confidentiality**

Every issue and concern will be treated confidentially, and every effort will be made to protect the privacy of parents/guardians, children, staff, students, and volunteers, except when information must be disclosed for legal reasons (e.g., to the Ministry of Education, College of Early Childhood Educators, law enforcement authorities or a Children’s Aid Society).

## **Hastings County Before and After School Program Information**

### **Program Contact Information**

#### **Hastings and Prince Edward District School Board**

School Location	Hours of Program	Contact Number for Program
<b>Frankford Public School</b> 36 Adelaide Street Frankford, Ontario	7:30 am – 9:15 am & 3:35 pm – 5:30 pm	(613) 849-7974
<b>Sir John A MacDonald Public School</b> 22 Harder Drive Belleville, Ontario	7:30 am – 8:30 am & 2:50 pm – 5:30 pm	(613) 403-1402
<b>Trent River Public School</b> 84 Dixon Drive Quinte West, Ontario	6:30 am – 9:00 am & 3:20 pm – 5:30 pm	(613) 849-7610-Primary (613)-922-8542- JK/SK

#### **Algonquin and Lakeshore Catholic District School Board**

School Location	Hours of Program	Contact Number for Program
<b>St. Michael Catholic School</b> 273 Church Street Belleville, Ontario	2:30 pm – 5:30 pm	(613) 847-7430 ASP (613)-403-7425- ASP (613) 849-5213- EDP1 (613) 922-3273- EDP2

### **Administration Contact Information:**

Office Hours: Monday through Friday between 8:30 am and 4:30 pm

Account Inquiries: Community and Human Services - Finance Unit

Phone: (613) 966-1311 Toll Free: 1 (800) 267-0575

Email: [beforeandafterprograms@hastingscounty.com](mailto:beforeandafterprograms@hastingscounty.com)

## Before and After School – Program Supervisor

Morgan Donaldson <a href="mailto:donaldsonm@hastingscounty.com">donaldsonm@hastingscounty.com</a>	Phone: (613) 966-1311 ext. 2612	Toll Free: 1 (800) 267-0575 Fax: (613) 966-6086
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### Communication with Families

We feel it is important that we share the details of your child(ren) day with you, educators will keep parents informed through daily face to face communication and in program documentation of the children's ongoing explorations and learnings. The supervisor will keep you informed of any policy or procedure changes through emails sent throughout the year.

## Hastings County Before and After Program Procedures

### BEFORE & AFTER SCHOOL PROGRAM SAMPLE SCHEDULE

MORNING SCHEDULE:	AFTERNOON SCHEDULE:
<ul style="list-style-type: none"><li>• Welcome children</li><li>• Attendance</li><li>• Breakfast club (morning snack)</li><li>• Child directed play and learning</li></ul>	<ul style="list-style-type: none"><li>• Welcome children</li><li>• Attendance</li><li>• Nutrition break</li><li>• Child directed play and learning</li><li>• Outdoor play (minimum ½ hour)</li></ul>

### Outdoor Play

All children in before and After school programs are required to play outdoors for a minimum of 30 minutes each day, weather permitting. During inclement weather, alternate active play will be provided indoors. Weather can change from morning to afternoon so we please ask that you send your child prepared for any type of weather so they can enjoy their time outdoors.

### Extra Clothing

It is encouraged to send a pair of indoor footwear that can be kept at the before and afterschool program or ensure the full day teacher knows that they will need to take their indoor shoes back and forth from school program to Before and after program. For younger children enrolled in the program an extra set of socks and underwear or change of clothes kept in a Ziplock bag in the backpack is helpful.

### Nutrition

A morning and afternoon snack will be available for your child. This will be a nutritious snack that is in line with the Canada's Food Guide and is nut free. An example of a snack would be orange wedges & granola bars, bagels & cream cheese with banana, cereal & milk with fruit, or crackers with cheese and apple slices. Hastings County Before & After School Program menus are posted in the classroom for your review as well as any menu changes. For health and safety reasons, sending food from home or takeout restaurants is strongly discouraged, however we realize this may happen from time to time. If you are sending food & beverage, it must meet the nutritional recommendations set out in Canada's food guide, it MUST be nut free and respect Hastings County allergy awareness policies and all containers must be labelled with the child's name and properly stored (i.e. ice pack). Children's will be encouraged to eat the snack provided.

## **Allergies and Dietary Requirements**

All allergies and dietary requirements must be identified on our admission forms. Allergy lists are posted in each room to ensure the safety of all the children. **We are a nut free program.** Hastings County Before & After School Program menus are always posted, and parents are asked to look them over as well.

## **Anaphylaxis**

Our facility is nut free. If your child has a severe allergic reaction that can be life-threatening (anaphylaxis) and carries an Epi Pen, Hastings County Before & After School Program will ask for an individual plan for them. This plan must include emergency procedures in respect to your child. All staff are trained in first aid and CPR. They are also trained how to administer an epinephrine auto-injector. For health and safety reasons, sending food from home or takeout restaurants is strongly discouraged, however we realize this may happen from time to time. If you are sending food & beverage, it must meet the nutritional recommendations set out in Canada's food guide, it **MUST** be nut free and respect Hastings County allergy awareness policies. Children's will be encouraged to eat the snack provided.

## **Administering Medications and Prescriptions**

Parents will be asked to complete a Medical Authorization form.

Prescription and non-prescription medication may be administered under the following guidelines:

- Written authorization, including the dosage and times of day any medication is to be given.
- Medication with the original PHARMACY label clearly with the child's full name, name of the medication, name of the prescribing physician, does, time of administration, purchase date, special storage instructions, start date and, where appropriate the end date, and expiry date.

An exact measuring device is required to ensure the correct does for the prescribed medication. The staff will not administer a dose higher or more frequently than the dosage suggested by the physician. Non-Prescription over the counter medication can be administered to the children if it is accompanied by a note from a medical doctor. The medication must be in its original packaging, labelled with the child's full name and have not expired. The staff will not administer a dose that is higher or more frequent than the dosage suggested for the child's age or weight on the original packaging.

## **Sunscreen**

It is recommended that parents supply their child with sunscreen. Please ensure your child's name is clearly written on the sunscreen packaging and kept in their school backpack.

## **Intoxication**

If Hastings County Before & After School Program staff suspect that a person collecting a child is adversely affected by alcohol or drugs, staff will identify this concern to the individual and offer to contact an alternate person to pick up the child. If the person insists on taking the child, staff will let the individual know that we are required to contact the police immediately, providing a description of the individual and their vehicle if applicable.

## **Children Displaying Signs of Illness**

A child may not attend before & after school programs until they are fever free for 24 hours, fever free without the use of over-the-counter medication to suppress a fever and symptoms are improving. For a gastrointestinal illness (vomiting / diarrhea) the child is not to attend before &

after school programs until 48 hours has passed since last episode of vomiting or diarrhea and symptoms are improving.

Children who are not feeling well and exhibiting signs and symptoms of illness while in program will be allowed to sit quietly or lie down and their parents will be called to come pick up the children as soon as possible. These signs could include a heavy nasal discharge, vomiting, elevated temperature, discharge from eyes, etc. A visual wellness check before sending your child to care will be beneficial.

### **Other Illness**

It is recommended that a child with head lice (*pediculus humanus capitis*) should be given treatment before returning to program. Hastings County will follow direction from Public Health regarding contagious periods and exclusion from programs for other common childhood infections.

### **Injuries**

If your child should become injured while at the centre, our staff, who are trained in first aid and CPR, will give them immediate care. If the injury is minor in nature, staff will make note of the incident in our Daily Log and will provide details in an Accident Report form. A Copy of this information will be provided to parents.

If your child has an injury which requires immediate medical attention the staff will attempt to call you or the listed emergency contacts to inform you of the situation. Hastings County Before & After School Program staff will ensure your child receives the treatment they need in your absence. Full details of the occurrence will be documented to share with parents.

### **Emergency Management / Building Evacuation**

Hastings County Before & After School Programs has established an Emergency Management and Evacuation policy. To help the children be prepared in the event of a real emergency, we conduct unannounced fire drills each month. The evacuation site is posted in the classroom. **In the event an emergency should occur, parents and families will be contacted via email or telephone, it is imperative that if you are contacted to pick up your children early due to an unforeseen program closure that you or an emergency contact comes in a timely manner.**

### **Activities Off Premises**

Due to limited time of children participating, activities off the school premises will not occur during program time.

### **Program Information**

#### **Program Commitment**

Due to the high demand for spaces in our before and after school programs there is a program commitment of 5 days a week every week, to secure your child's space. You can use 5 before days, 5 after days, 5 before and after or a combination of both. Your child must be registered Monday to Friday.

## Arrival and Departure

The safety and well-being of your child(ren) is our highest priority. We require that children be personally escorted to the program in the morning and picked up at the end of the day by the parent/guardian or designate. Please ensure that you speak directly to the educator at arrival and departure as the time is recorded by the educator prior to the parent leaving the program. Parents picking up their children, who are on the playground, must get out of the car and walk to the program area to get their child. Children are not permitted to leave the program unattended.

## Safe Arrival and Dismissal Policy

This policy and the procedures within help support the safe arrival and dismissal of children receiving care.

This policy will provide staff, students, and volunteers with a clear understanding of their roles and responsibilities for ensuring the safe arrival and dismissal of children receiving care, including what steps are to be taken when a child does not arrive at the childcare center as expected, as well as steps to follow to ensure the safe dismissal of children.

This policy is intended to fulfill the obligations set out under Ontario Regulation 137/15 for policies and procedures regarding the safe arrival and dismissal of children in care.

Note: definitions for terms used throughout this policy are provided in a Glossary at the end of the document.

## Policy

### General

- Hastings County Before & After School Programs will ensure that any child receiving child care at the child care centre is only released to the child's parent/guardian or an individual that the parent/guardian has provided written authorization the child care centre may release the child to.
- Hastings County Before & After School Program will only dismiss children into the care of their parent/guardian or another authorized individual. (The authorized individual must be in grade 9 or age 14 and older and must be on the approved list of authorized persons to pickup). The centre will not release any children from care without supervision.
- Where a child does not arrive in care as expected or is not picked up as expected, staff must follow the safe arrival and dismissal procedures set out below.

## Procedures

### Accepting a child into care

1. When accepting a child into care at the time of drop-off, program staff in the room must:
  - greet the parent/guardian and child.
  - ask the parent/guardian how the child's evening/morning has been and if there are any changes to the child's pick-up procedure (i.e., someone other than the parent/guardian picking up). Where the parent/guardian has indicated that someone other than the child's parent/guardians will be picking up, the staff must confirm that the person is listed on the Emergency Contact Card or where the individual is not listed, ask the parent/guardian to provide authorization for pick-up in writing (e.g., note or email) or adding the individual to the Emergency Contact Card.
  - document the change in pick-up procedure in the daily written record.
  - sign the child in on the classroom attendance record.

### Where a child has not arrived in care as expected

1. Where a child does not arrive at the child care centre and the parent/guardian has not communicated a change in drop-off (e.g., left a voice message or advised the closing staff at pick-up), the staff in the classroom must:
  - inform the parent their child never arrived in care and make connections as to why and they must commence contacting the child's parent/guardian no later than 15 minutes after program has begun or after program has ended. Staff shall call or text message the parent for this information. If parent cannot be reached a voicemail or text message must be left stating their child never arrived in care and Supervisor will be notified to follow up.
2. Once the child's absence has been confirmed, program staff shall document the child's absence on the attendance record and any additional information about the child's absence in the daily written record.

### Releasing a child from care

1. The staff who is supervising the child at the time of pick-up shall only release the child to the child's parent/guardian or individual that the parent/guardian has provided written authorization that the child care may release the child to. Where the staff does not know the individual picking up the child (i.e., parent/guardian or authorized individual),
  - confirm with another staff member that the individual picking up is the child's parent/guardian/authorized individual.
  - where the above is not possible, ask the parent/guardian/authorized individual for photo identification and confirm the individual's information against the parent/guardian/authorized individual's name on the child's file or written authorization. If the person does not have photo identification, you must contact the parent/guardian for approval.

### **Where a child has not been picked up as expected (before centre closes)**

1. Where a parent/guardian has previously communicated with the staff a specific time or timeframe that their child is to be picked up from care and the child has not been picked up within a ½ hour window the classroom staff member shall contact the parent/guardian via phone call or text message and advise that the child is still in care and has not been picked up.
  - Where the staff has not heard back from the parent/guardian or authorized individual who was to pick up the child the staff shall wait until program closure and then refer to "where a child has not been picked up and the centre is closed."

### **Where a child has not been picked up and the centre is closed**

1. Where a parent/guardian or authorized individual who was supposed to pick up a child from care and has not arrived by 5:30pm, staff shall ensure that the child is given a snack and activity, while they await their pick-up.
2. One staff shall stay with the child, while a second staff proceeds with calling the parent/guardian to advise that the child is still in care and inquire their pick-up time. If only one staff is present, they will make the phone call.
3. If the staff is unable to reach the parent/guardian or authorized individual who was responsible for picking up the child, the staff shall contact the authorized individuals on the Emergency Contact Card.
4. Where the staff is unable to reach the parent/guardian or any other authorized individual listed on the child's file (e.g., the emergency contacts) by 5:45 the staff shall proceed with contacting the local Children's Aid Society (CAS) @ 613-962-9291. Staff shall follow the CAS's direction with respect to next steps.

## **Authorized Drop off/Pick up and Emergency Contacts**

Children will be released to individuals you have listed in the application form as “persons who may pick up the child” If you would like somebody else to pick up your child, you must let us know that person’s full name and the time they are likely to arrive. New persons picking up a child will be asked for Photo Identification.

If a staff member does not recognize the person picking up your child, they will check the Daily Log to see if you have called with special arrangements. If no arrangements have been made, they will contact you. If you cannot be reached, staff will contact the emergency contact person for permission to release your child. If no family member or emergency contact person can be reached, your child will not be released.

## **Absence from Care**

Staff will be expecting your child to attend based on the set schedule we have for you, if they do not arrive staff will have to investigate their whereabouts through contacting you or the secretaries at the school. It is important for the smooth operation of the program that: **If your child will not be attending Before and or After care, please email or text the program teacher to let them know.**

## **Custodial Issues**

In the case of separated parents, Hastings County Before & After School Program staff cannot deny access to either parent unless a copy of the legal custody documents is on file in the program, clearly stating the custody and access rights. In the event that the parent who does not have legal access to the child at that time attempts to pick up the child, staff will contact the parent who does have access, to obtain approval to release the child.

## **Inclement Weather School Closure**

In the event that Hastings Prince Edward District School Board and/or Algonquin Lakeshore Catholic District School Board officially closes schools that the Hastings County directly operates due to inclement weather, our programs will not be open. As a result of an official school closure, credits will be applied in the month following the school closure date.

## **Program Closure**

Our programs are closed to recognize the following holidays:

*Please note, fees are required to be paid for any scheduled statutory holiday days as per the schedule agreement for your child.*

New Year’s Day

Good Friday

Victoria Day

Family Day

Easter Monday

Thanksgiving Day

We will also be closed when the school is closed Christmas holidays, March break, PA days, and summer holidays. **Parents are not billed for these days.**

## **Late Pick Up**

Hastings County educators are counting on you to pick up your child(ren) on time as they also have personal and family obligations to meet. We do understand that weather and traffic delays happen, however we appreciate you calling the program to let them know. Families who pick up children past the Centre’s closing hours (5:30) will be subject to a \$10.00 late fee for each fifteen-minute period. Staff will make note of the pickup time and you will be charged. An invoice will be provided for late fees

and payment is required within five working days. Habitual late pick up may result in your child being asked to leave the program.

## **Registration Information**

### **Child Care Payments**

Childcare payments are processed monthly. You will be invoiced the month prior to using care. E.g. care used in September will be withdrawn on August 25<sup>th</sup>. You will receive your invoice approx. 4-5 business days prior to the withdrawal date. Please review your invoice for discrepancies and reach out to the childcare supervisor (Morgan Donaldson) should there be any issues. Your payment will be withdrawn through Automatic Monthly Bank Withdrawal (ACH) on the 25<sup>th</sup> of each month (or the next business day). NSF returned payments will automatically be charged \$25.00, this charge will be added to your next month of care.

### **Registration Fees**

Hastings County has a one-time registration fee per family that will be added to your first monthly invoice. This fee is nonrefundable.

### **Wait List**

Hastings County strives to accommodate all registration requests, however there may be times when space is unavailable. To address this issue, Hastings County Children's Services has created a waiting list procedure. There shall be no charge for the placement of a child on a waiting list for admission to the program. It is the family's responsibility to ensure that the contact information is kept current.

Children are placed numerically on the waiting list based on the receipt date and time of the completed registration package by Hastings County Children's Services.

Determining where a child (ren) is on the wait list / or admission to the program is subject to several considerations including, but not limited to:

- To children and their sibling enrolled in the program for the previous school year.
- To siblings of children presently enrolled in the program.
- Children that require both before and after school care, where applicable.

Families will be given 24 hours to confirm acceptance of an available space before the next family on the wait list is contacted.

The waiting list shall be administered in a transparent manner and available to prospective parents.

This requirement does not prohibit charging parents an enrolment fee once a child has been offered a secure spot in program.

### **Absence from Care**

Refunds for childcare fees will not be processed for the following missed days: vacation (unless supervisor (Morgan Donaldson) has been notified 2 weeks prior to taking vacation) sick days, or increment weather days where the school is not closed.

### **Registration / Payment Changes**

For changes to registration information E.g. address, emergency contact, allergies you should notify the supervisor via phone call or email asap. Changes to banking information can take several days to complete so please provide at minimum a week prior to the ACH withdrawal date of the 25<sup>th</sup> of each month.

## **Withdrawal/ Change of Care Needs**

If you wish to withdraw your child, or have a change in their current schedule, we require two weeks written notice. Please provide this via email to [beforeandafterprograms@hastingscounty.com](mailto:beforeandafterprograms@hastingscounty.com). Morgan Donaldson, program supervisor will review and follow-up with confirmation of receipt and acceptance of effective date of withdrawal. If you do not provide notice, you will be charged full fees for that period. If you wish to temporarily withdraw your child, your child's space is not guaranteed to be available.

## **Withdrawal of Hastings County Services**

Hastings County will make every effort to meet the individual needs of the families enrolled in our programs. However, circumstances to arise where it may be necessary for us to end childcare services for your family.

We do not make this decision lightly and would ensure that an assessment of the child's needs, community supports available and Hastings County's ability to support your child's needs have been thoroughly considered before withdrawing services.

*Examples leading to withdrawing services may include:*

- Non-payment of program fees
- Frequent late pick up
- Parents/guardians or children that exhibit violent or harassing behaviors towards staff, volunteers, students on placement or other children or families
- Community resources for children with special needs are unavailable or have been exhausted
- Refusal by parent/guardian to meet with Hastings County staff and/or consent to use of support services for children.

## **Canada Wide Early Learning and Child Care System**

Hastings County Before & After School Age Child Care Program is participating in the Canada-Wide Early Learning and Child Care (CWELCC) System. The Federal government committed to investing in a national child care system with all provinces and territories, as well as Indigenous organizations. Funding under the Canada-Wide Early Learning and Child Care Agreement (CWELCC) System will be used to build and leverage the success of Ontario's existing early learning and child care system by increasing quality, accessibility, affordability and inclusivity in early learning and child care.

Parents do not have to apply to receive a child care fee reduction, it will automatically be done by Hastings County. **You may be eligible for reduced fees if:**

- you pay more than \$12.00 per day for child care: **and**
- your child:
  - is five years of age and younger,
  - turns six years between January and June of the calendar year, eligible for CWELCC until June 30<sup>th</sup>.
  - turns six years between July and December of the calendar year, eligible for CWELCC for the full month of birthday.

**Updated fees as of September 1<sup>st</sup>, 2023:**

\*Please note, rates were not raised for kindergarten age children attending JKSK programs.

	<b>Base Rates</b>	<b>CWELCC Eligible Rates</b>
One Time Registration	\$ 30.00	\$ 14.18
Before School or After School Only	\$ 13.00	\$ 12.00
Before and After School (same day)	\$ 24.00	\$ 12.00

**Non-Base Fees**

Late Pick Up Fees, billed in 15-minute increments	\$ 10.00	N/A
NSF Fees, per occurrence	\$ 25.00	N/A

**Unpaid fees will result in the suspension of your childcare space until your account is paid in full.**

**PLEASE NOTE:**

**Hastings County Children’s Services accepts the following payment:**

**Automatic Monthly Bank Withdrawal (ACH) Only**