



Before & After School Age Child Care Program

Directly operated by Hastings County Children's Services

Parent Handbook

2026 - 2027 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

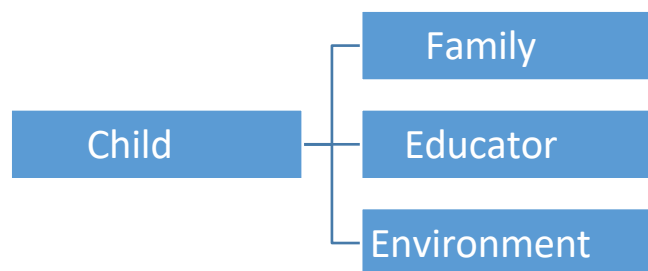
Hastings County Before & After School Program, in partnership with the Hastings Prince Edward District School Board and the Algonquin Lakeshore Catholic District School Board provides positive learning experiences for children, which is based on the four foundational conditions that are important for 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.”¹Hastings 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 observations, discuss the child’s strengths, needs, and to develop goals for the child’s learning and growth.

¹ Ministry of Education, How Does Learning Happen, 2014

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.² 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.

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.

² 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.³ 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.

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

³ FRP Canada, 2011

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 with vulnerable sector that is renewed every 5 years and hold a valid Standard First Aid and Infant and Child CPR certification.

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 employs candidates with an Early Childhood Education diploma (must be a current member in good standing with the College of Early Childhood Educators-which is renewed yearly), a Child and Youth Care diploma, a Recreation and Leisure diploma and/or be a member in good standing with the College of Teachers. We also have the opportunity to hire those with a childcare background without certification.

Program Development

Through ongoing documentation within the classroom, educators observe and document children's development and monitor their interactions with the environment and surroundings. Educators 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. Educators 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 Educators 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 Educators 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

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.
- Sexual abuse, sexual misconduct and prescribed sexual acts (as defined under the *Early Childhood Educator Act, 2007*)

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 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

The purpose of this policy is to provide a transparent process for parents/guardians, the childcare licensee and staff to use when parents/guardians bring forward issues/concerns.

Parents/guardians are encouraged to take an active role in our Before & After Programs and regularly discuss what their child(ren) are experiencing with our program. As supported by our program statement, we support positive and responsive interactions among the children, parents/guardians, childcare providers, and staff, and foster the engagement of and ongoing communication with parents/guardians about the program and their children. Our staff are available to engage parents/guardians in conversations and support a positive experience during every interaction.

All issues and concerns raised by parents/guardians are taken seriously by program staff and the Supervisor 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 day(s). 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.

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 maintains high standards for positive interaction, communication, and role-modeling for children. Harassment and discrimination will therefore not be tolerated from any party.

If at any point a parent/guardian, provider or staff feels uncomfortable, threatened, abused, or belittled, they may immediately end the conversation and report the situation to the supervisor and/or licensee.

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 issue/concern:
Program Room-Related E.g: schedule, toilet training, indoor/outdoor program activities, feeding arrangements, etc.	Raise the issue or concern to the classroom staff directly or the supervisor or licensee.	- Address the issue/concern at the time it is raised - or - arrange for a meeting with the parent/guardian within 2 business days. Document the issues/concerns in detail. Documentation should include: - the date and time the issue/concern was received; - the name of the person who received the issue/concern; - the name of the person reporting the issue/concern; - the details of the issue/concern; and any steps taken to resolve the issue/concern and/or information
General, Centre- or Operations-Related E.g: B&A fees, hours of operation, staffing, waiting lists, menus, etc.	Raise the issue or concern to the supervisor or licensee.	- given to the parent/guardian regarding next steps or referral. Provide contact information for the appropriate person if the person being notified is unable to address the matter. Ensure the investigation of the issue/concern is initiated by the appropriate party within 2 business days or as soon as reasonably possible thereafter. Document reasons for delays in writing. Provide a resolution or outcome to the parent(s)/guardian(s) who raised the issue/concern.
Staff, Supervisor, and/or Licensee-Related	Raise the issue or concern to the individual directly or the supervisor or licensee. All issues or concerns about the conduct of staff, duty parents, etc. that puts a child's health, safety and well-being at risk should be reported to the supervisor as soon as parents/guardians become aware of the situation.	
Student / Volunteer-Related	Raise the issue or concern to the staff responsible for supervising the volunteer or student or the supervisor and/or licensee. All issues or concerns about the conduct of students and/or volunteers that puts a child's health, safety and well-being at risk should be reported to the supervisor as soon as parents/guardians become aware of the situation.	

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*.

Hastings County Before and After School Program Information

Hastings and Prince Edward District School Board

School Location	Hours of Program	Contact Number for Program
Frankford Public School 36 Adelaide Street Frankford, Ontario	7:30 am – 9:15 am & 3:35 pm – 5:30 pm	(613) 849-7974
Sir John A MacDonald Public School 22 Harder Drive Belleville, Ontario	7:30 am – 8:30 am & 2:50 pm – 5:30 pm	(613) 403-1402
Trent River Public School 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
St. Michael Catholic School 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

Before and After School – Program Supervisor

Morgan Donaldson donaldsonm@hastingscounty.com	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:
• Welcome children • Attendance • Morning snack • Child directed play and learning • Transition to school/outdoor time	• Welcome children • Attendance • Afternoon snack • Child directed play and learning • Outdoor play (minimum ½ hour)

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 after school 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 cucumbers. 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, Parents are encouraged not to send foods for their children to the before and after school program due to the high risk of cross contamination within the classroom environment.

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 in how to administer an epinephrine auto-injector. Parents are encouraged not to send food for their children to the before and after school program due to the high risk of cross contamination within the classroom environment. 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, dose, 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 dose for the prescribed medication. 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 has 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. We do ask if parents can provide an emergency medication (Inhaler/Epi-Pen) to be left in program.

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 have 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 the 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 in program, 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 the 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 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.

Policy

Hastings County Before & After School Programs will ensure that any child receiving childcare is only released to the child's parent/guardian or an individual that the parent/guardian has provided written authorization for (and is aged 14 or older). We will not release any children from care without supervision.

Any child(ren) attending our Before school program will have authorization by the parent to be released into the care of the yard duty teacher as they transition to school. The child will be signed out in accordance with this dismissal.

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.

Accepting a child into care

When accepting a child into care at the time of drop-off, program staff in the room must:

- greet the parent/guardian and child and note any changes to pick-up procedure, ensuring authorized persons are listed on the emergency contact form.
- 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

Where a child does not arrive at program and the parent/guardian has not communicated a change in drop-off, the staff in the classroom must:

- inform the parent their child never arrived in care via phone call or text and make connections as to why within a 15-minute timeframe. If parents cannot be reached, Supervisor will be notified.
- 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

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.
- An authorized permission form will be signed by the parent stating staff can release the child into the care of the yard duty teacher, specifically from any Before school program before the school time has started.

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

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

Where a parent/guardian or authorized individual who was supposed to pick up a child from care has not arrived by 5:30pm, staff shall ensure that the child is given a snack and activity, while they await their pick-up.

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 about their pick-up time. If only one staff is present, they will make the phone call.

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.

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 the next steps.

Dismissing a child from care without supervision procedures

Staff will only release children from care to the parent/guardian or other authorized adult. Under no circumstances will children be released from care to walk home alone.

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

If 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:

Christmas Day
Boxing Day
New Year's Day

Family Day
Good Friday
Easter Monday

Victoria Day
Thanksgiving Day

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

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

In addition, all Hastings County Before and After school programs will be closed for one Professional Learning Day each year. Communication on details of this date will be sent to all registered families through email with ample notice to find alternative care. Parents will not be invoiced for this day.

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 added to next invoice. Habitual late pick up may result in your child being asked to leave the program.

Registration Information

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 siblings 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 the program.

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 25th. 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 25th 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.

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 25th of each month.

Withdrawal/ Change of Care Needs/ Refunds

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.

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. 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. If you wish to temporarily withdraw your child, your child's space is not guaranteed to be available. If you withdraw your child from care and have already paid childcare fees for the month, a refund will be issued back to you in the form of a mailed cheque or electronic funds transfer (EFT). Childcare credits will be held on account for future invoices or issued to payer via cheque or EFT-depending on amount and childcare service.

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 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 assessments and community support have been accessed and Hastings Counties 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 30th,
 - 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 1st, 2025:

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

Program Type	Base Rates	CWELCC Eligible Rates	Reduced Fee for SA Affordability
One Time Registration	\$ 30.00	\$ 14.18	\$30.00
Before or After School	\$ 13.00	\$ 12.00	\$12.00
Before and After School (same day)	\$ 24.00	\$ 12.00	\$22.00

Effective January 1, 2025, base fees will not exceed \$22.00/day for CWELCC eligible children. Fees that are not charged as part of a daily fee, such as our one-time registration fee, will be amortized over the number of service days in the calendar year in which it is charged. This is aligned with cost-based funding to ensure daily rates do not exceed \$22.00 per day as per the new funding guidelines.

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. Hastings County Children's Services accepts the following payment:

Automatic Monthly Bank Withdrawal (ACH) Only