

Before & After School Program  
Operated by Hastings County Children's Services  
**Parent Handbook**  
2019 2020 school year



County of Hastings  
Children's Services  
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## Hastings County Before & After School Program Locations:

### 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

### 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) 849-7430 (613) 849-5213 (613) 922-3273

Supervisor  
 Laura Jones  
 (613) 966-1311 ext. 2612  
 Cell # (613) 403-7350

*Hastings County Children's Services Office located at:  
 228 Church Street, Belleville, ON, K8N 5E2*

*Our programs are licensed by the Ministry of Education on an annual basis.*

Ministry of Education, How Does Learning Happen?  
 Ontario's pedagogy for the Early Years 2014  
<http://www.edu.gov.on.ca/childcare/HowLearningHappens.pdf>

## Hastings County Before & After School Program Statement:

In January 2013, the Ontario government released the Ontario Early Years Policy Framework, which articulates the following vision for early year's programs:

*“Ontario’s children and families are well supported by a system of responsive, high-quality, accessible, and increasingly integrated early year’s programs and service that contribute to healthy child development today and a stronger future tomorrow.”<sup>1</sup>*

*How Does Learning Happen is organized around four foundational conditions that are important for children to grow and flourish.*

### **WELL BEING**

Well-being addresses the importance of physical and mental health and wellness. It incorporates capacities such as self-care, sense of self, and self-regulation skills.

### **EXPRESSION**

Expression or communication (to be heard, as well as to listen) may take many different forms. Through their bodies, words, and use of materials, children develop capacities for increasingly complex communication. Opportunities to explore materials support creativity, problem solving, and mathematical behaviours. Language-rich environments support growing communication skills, which are foundational for literacy.

### **BELONGING**

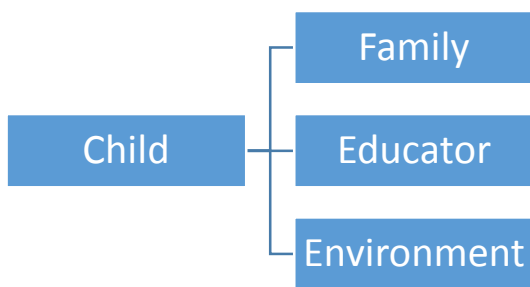
Belonging refers to a sense of connectedness to others, an individual’s experiences of being valued, of forming relationships with others and making contributions as part of a group, a community, the natural world.

### **ENGAGEMENT**

Engagement suggests a state of being involved and focused. When children are able to explore the world around them with their natural curiosity and exuberance, they are fully engaged. Through this type of play and inquiry, they develop skills such as problem solving, creative thinking, and innovating, which are essential for learning and success in school and beyond.

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<sup>1</sup> Ministry of Education, Ontario, 2013, p.2.



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>2</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;
- Support positive and responsive interactions among the children, parents, child care providers and staff;
- Foster children’s exploration, play and inquiry;
- Provide child initiated and adult-supported experiences;
- Plan for and create a positive learning environment in which each child’s learning and development will be supported;
- Encourage children to interact and communicate in a positive way and support their ability to self-regulate;
- Incorporate indoor and outdoor play, as well as active play, rest, and quiet time, into the day, and give consideration to the unique needs of the children receiving child care;
- Foster the engagement of and ongoing communication with parents about the program and their children;
- Involve local community partners and allow those partners to support the children, their families, and staff;
- Support staff or others who interact with children in relation to continuous professional learning;
- Document and review the impact of strategies on children and their families.

***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 on a monthly basis by registered Early Childhood Educators. Nutritious and well balanced snacks are provided to the children on a daily basis. 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 children may exhibit, and are sure to provide an inclusive alternative that allows children to participate fully without biases or judgment.

<sup>2</sup> Ministry of Education, How Does Learning Happen, 2014)

*Support positive and responsive interactions among the children, parents, child care 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.

*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>3</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 created rich, engaging learning environments that recognize and support children as unique individuals, and excite their interests to become lifelong learners.

*Incorporate indoor and outdoor play, as well as active play, rest, and quiet time, into the day, and give consideration to the unique needs of the children receiving child care*

Unlike full day child care programs, Hastings County Before & After School Programs offer programming for a condensed period of time. 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>4</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 as a whole. 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.

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<sup>3</sup> Vygotsky, 1978

<sup>4</sup> FRP Canada, 2011



### *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*

Through ongoing documentation within in 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 in order to gain a deeper understanding of how things are working and what may better serve the community. Hastings County also uses parent surveys to collect data and feedback from families whom they serve.

*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*

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

### **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 and every 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.

***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.*

**BEFORE & AFTER SCHOOL PROGRAM  
SAMPLE SCHEDULE**

MORNING SCHEDULE:	AFTERNOON SCHEDULE:
<ul style="list-style-type: none"> <li>• Welcome children</li> <li>• Attendance</li> <li>• Nutrition break</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>

\*As Ministry regulations state a minimum of ½ hour outdoor play is required each day for Before and After School Programs.

**Activities off Premises:**

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

**Snacks**

An afternoon snack will be provided for your child, after school. 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 and juice, or crackers with cheese, apple slices and juice, etc.

Hastings County Before & After School Program menus are posted in the classroom for your review.

**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 that will include your Doctor's signature. 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.

## **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. 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.

## **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.

## **Ill Children**

Should your child express that they are not feeling well, Hastings County Before & After School Program staff will call you or the emergency contacts to request that your child be picked up. Children showing the following symptoms will need to be kept at home until they no longer exhibit the following:

- Diarrhea
- Vomiting
- Severe cough
- High fever
- Communicable disease

It is recommended that a child with head lice (*pediculus humanus capitis*) should be given treatment before returning to program.

If Hastings County Before & After School Program staff are unable to contact you or an emergency contact person and/or your child appears to require immediate medical attention, arrangements will be made for your child to be taken to the hospital. Children recovering from a communicable disease will be allowed to return to the centre under the guidance of practices outlined by the local Health Unit.

## **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 you.

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 you.

## **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**

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. In the event that 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.

## **Communication**

If it should happen that 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).

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>What specifically is the parent’s issue or concern</p> <p><i>Eg. Parent expresses that their child and another child do not get along</i></p>	<p>Initially, parent will 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>Parents 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 log book</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 require</p>

### Best Practices & 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*

### Resources

<https://www.college-ece.ca/en/Documents/Professional%20Advisory%20Duty%20to%20Report%202015.pdf>

<http://www.earlyyears.edu.gov.on.ca/EYPortal/en/ChildCareLicensing/>

<https://highlandshorescas.com/>

## **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 in order 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 in order 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.

## **Programming**

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
- Designed to assist children to learn and grow from their experiences
- Channel the child's energy to help guide and support difficult situations
- Promote a non-judgmental, supportive approach
- Build on the child's strengths, and recognizes individuality and uniqueness
- Establishes 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

## **Specialized Services**

Our before and after school program is only open to children who attend school in the schools directly operated by Hastings County and are between the ages of 3.8 years and 12 years of age.

## **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 and
- 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.

## **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.**

## **Pick up**

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.

When parents arrive to pick up their child, please speak directly to the teacher. 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.

## **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.

## **Late Pick Up Fees**

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.

## **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.*

## Withdrawal

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 [beforeandafterschoolprograms@hastingscounty.com](mailto:beforeandafterschoolprograms@hastingscounty.com). Laura Jones, 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.

## 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 a number of considerations including, but not limited to:

1. At the start of a new school year, to children and their sibling enrolled in the program for the previous school year.
2. To siblings of children presently enrolled in the program.
3. To children scheduled:
  - a. for full time, 5 days per week;
  - b. for 4 days per week, every week;
  - c. for 3 days per week, fixed schedule, every week;
  - d. minimum 3 days per week, every week, rotating schedule.

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.

**Fees:**

One-time registration fee per family, <i>regardless of the number of children enrolled in our programs</i>	\$ 30.00 one-time per family
Before school or After school program	\$ 12.00 per day
Before <b>and</b> After school (same day)	\$ 22.00 per day
Late Pick Up Fees, billed in 15 minute increments	\$ 10.00 per 15 minutes
NSF Fees	\$ 25.00 per occurrence

Families may qualify for child care subsidy, for further information, please contact: Hastings County Children's Services at (613) 771-9630.

Payment is due on the last working day of the month for the following month. Payment for child care is based on your submitted child's schedule. It is the expectation that fees are paid for the agreed schedule which parents have submitted regardless of the child's attendance.

See Fee Schedule for 2018 2019 school year for payment due dates and ACH withdrawal dates.

Hastings County Children's Services offers the following payment methods:

- Automatic Monthly Bank Withdrawal
- On Line Bill Payment through your Financial Institution
- Credit card by phoning (613) 966-1311 ext. 2249 Monday to Friday 8:30am to 4:30pm.
- Cheques, credit or debit card at our office locations Monday to Friday 8:30am to 4:30pm:  
228 Church Street, Belleville OR 91 Creswell Drive, Quinte West

Please note: Payment is not accepted at program sites.  
E-transfer is not accepted through email.

Receipts will be issued with each payment made in person. It is recommended that you retain your receipts for income tax purposes.

Account inquires can be made by contacting:

Community and Human Services, Finance Unit, ext. 2249  
Phone: (613) 966-1311 Toll Free: 1 (800) 267-0575  
Email: [beforeandafterprograms@hastingscounty.com](mailto:beforeandafterprograms@hastingscounty.com)

Unpaid fees will result in the suspension of your child care space until your account is paid in full. Please note that **a minimum of three (3) days a week, each week** is required to secure your child's space for the school year.



## Hastings County Before and After School Program Contact 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

#### 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) 849-7430 (613) 849-5213 (613) 922-3273

### Administration Contact Information:

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

### Payment Locations:

Belleville: Community and Human Services 228 Church Street Belleville, Ontario	Trenton: Community and Human Services 91 Creswell Drive Quinte West, Ontario
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Credit Card, Debit Card, Cash and Cheque Payments can be made in person at the above locations.

Credit Card Payments can be made by Telephone at (613) 966-1311 ext. 2249.

Bill Payment through your financial institution.

Automatic monthly bank withdrawal with signed consent.

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

Laura Jones <a href="mailto:jonesL@hastingscounty.com">jonesL@hastingscounty.com</a>	Cell: (613) 403-7350 Phone: (613) 966-1311 ext. 2612	Toll Free: 1 (800) 267-0575 ext. 2612 Fax: (613) 966-6086
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