**NEW ROSS FAMILY RESOURCE CENTRE AFTER SCHOOL PROGRAM PARENT POLICY MANUAL**

Welcome to the New Ross Family Resource Centre! This Parent Policy Manual has been designed to provide you with information about our programs and policies. Please read it and keep it for future reference. Open, two-way communication is important to our success in caring for and educating your child. If you have any questions, concerns, ideas, or comments concerning the New Ross Family Resource Centre’s Programs, please feel free to speak to our staff or the coordinator.

**CONTACT INFORMATION**

New Ross Family Resource Centre

4691 Highway #12 New Ross

PO Box 106, New Ross, NS, B0J 2M0

Phone: ASP cell: call or text 902-277-1823, Office: 689-2414, Fax: 689-2092

email: nrfrcjanice@gmail.com

Centre Coordinator: TBA

Program Coordinator & Leader : Janice Cornelius

Program Leader: Selina Tanner

Program Leader: Jackie Keddy

Program Leader: Shyla Veinot

**HOURS OF OPERATION**

After School Program is open Monday to Friday 2:15 pm – 6:00 pm

**GENERAL HOLIDAYS**

If any day designated as a statutory holiday falls on a Saturday or Sunday, then the holiday will be observed on the Monday immediately following. The Resource Centre is **closed** on the following Statutory and Additional Holidays:

**Statutory Holidays: Additional Holidays:**

New Year’s Day Easter Monday

Good Friday Natal Day (first Monday in August)

Canada Day Thanksgiving Day

Victoria Day

Labour Day

Christmas Day

**\*PLEASE NOTE**: **The Family Resource Centre** is **closed** between Christmas and New Year’s.

**STORM DAYS**

The New Ross Family Resource Centre **CLOSES** for winter storms. We feel if the roads are not safe for children they are not safe for our staff.

**If school is closed there is NO After School Program**

**INSERVICE, EARLY DISMISSAL FOR PARENT TEACHER DAYS & EARLY DISMISSAL DUE TO A STORM, POWER OUTAGE ETC**

There will be **NO ASP** on these days

**MARCH BREAK**

There is no ASP over March Break

**YOUR CHILD’S FIRST DAY**

This is a very important day for your child. Children who are introduced to a child care setting with the help of their parent(s) tend to cope better with their new situation. The introduction helps to open lines of communication between parent(s) and staff, so that special information about the child can be shared. In addition, you and your child become familiar with the environment, the staff, the routine, and the activities at the Centre. Please try and visit the centre with your child before their first day.

**PARENT RESPONSIBILITIES**

❖ In order to participate in the program, all registration forms need to be filled out and signed in advance. Fees for the month need to be paid at the first of the month for the month. (ASP staff will text or handout an in-person copy of your monthly bill)

❖ All information on the Registration Form must be accurate and current. Please keep us informed of any changes that may take place.

❖ We **cannot** release your child to anyone who is not on your emergency pick-up list.

**WHAT TO BRING, WHAT TO WEAR**

**1)** Comfortable and inexpensive play clothes are suggested so that children can participate in all aspects of the program.

**2)** The New Ross Family Resource Centre is **not** responsible for any lost or stolen clothes. It is the child’s responsibility to take care of their possessions.

**3)** Please send your child with the appropriate outdoor clothing for the day and season. We try to go outside every day, to the playground or for walks, and in all kinds of weather. All children are required to participate.

**4)** We ask you to send in a bag of extra pants, shirt, underwear, socks (2 pairs), mittens, and a winter hat for your child to have at the center. These will be marked in a bag with your child’s name on it and used in case of accidents, wet and/or snowy days.

**ITEMS FROM HOME**

Children participating in programs at the New Ross Family Resource Centre are discouraged to bring toys and items from home. Therefore, it is best practice for children to keep their personal belongings in their backpacks. Also, the Centre is not responsible for any lost, damaged, or stolen items. iPad use will be at the discretion of the facilitator, but generally, we are an electronic-free centre.

**SNACKS**

The New Ross Family Resource Centre After- School Program will provide an afternoon snack. **There will be peanut butter at the center - please let us know if this is a problem.** Water will always be available and in-season fresh fruit. If your child requires supplements or special foods due to a medical condition, we will work with you to develop a plan for your child’s specific needs and will meet those needs if possible, but you may be responsible for providing the snack if we cannot meet these needs. **Please keep us informed about any food allergies and or food sensitivities.**

**ARRIVALS AND DEPARTURES**

*Policies and procedures relating to arrivals and departures of children.*

**Arrival:**

**1)** If your child is participating in our After School Program **you need to make sure the school has been notified and all necessary paperwork/notes are signed at the school.** We will receive the list of children with permission to come to the centre. Our responsibility for your child does not begin until he/she is in the care of a Program Staff Member. The staff receiving your child will mark the attendance sheet, noting the time of arrival. This allows us to keep accurate attendance records.

**2) Please let us AND the school know if your child(ren) will not be attending the program on a specific day. This saves everyone a lot of time, phone calls, and confusion at bus time.**

**Departure: (very important information - please read carefully)**

**1)** We expect you to pick up your child. In the event that you are unable to do so, notify the Resource Centre Program Coordinator in **advance** regarding who will be coming for your child, and an approximate time. (NOTE THE CHANGE IN OUR COVID PLAN FOR PICK UP if still applicable in SEPTEMBER 2021) If no covid rules are in place you may come into the center to pick up your child or continue to text us to let us know you have arrived for your child(ren).

**2)** Staff members will only release your child to those persons listed on the authorization form at the time of enrolment. **Please keep us updated with any changes to this authorization list. 3)** If you want someone not listed on the authorization form to pick up your child, you must inform us prior to pick-up. If this is not possible, we must contact you for authorization, or we will not release the child to the person.

**4)** We will not release children to anyone under sixteen years old.

**5)** Our after-school program closes promptly at 6:00 PM. It is our policy to call the contact persons on file if no one shows up by 6:05 PM.

**6)** If alcohol/drug consumption is suspected we will not release children to anyone, including parents. It is our policy that alternate arrangements for release must be made, and we will call the RCMP and Family and Children’s Services to inform them of the situation if cooperation is not met. The safety of the children and staff is our primary concern and responsibility.

**LEGAL DOCUMENTS REGARDING CUSTODY ARRANGEMENTS**

If there are custody arrangements between parents for a child, we will need to have the current documents on file (stored in a locked cabinet for privacy) in order to be able to enforce the agreement if an issue ever arises.

**HEALTH, SAFETY & MEDICATION**

At the New Ross Family Resource Centre, we are concerned about the Health and Safety of all children and staff in the Programs. Infections can spread rapidly within a child care centre, so universal precautionary measures are to be taken at all times. **Please carefully read the following:**

**1)** If your child will be absent due to illness, please call the Centre and/or notify the program staff of the condition of your child.

**2)** Please do not send your child if there is any question of illness, as **we are not equipped to accommodate sick children**. Children who exhibit the following will not be accepted for care: **a)** Children, who exhibit conditions of illness that make him/her unable to participate in program activities, should be kept at home.

**b)** Children who exhibit symptoms of a contagious or transmittable illness (i.e. fever, diarrhea, vomiting, infection, persistent coughing, swollen glands, unidentifiable rash, pain/aches, chickenpox, etc.)

**3)** If your child becomes ill while attending a program, you will be notified immediately and will be expected to have an authorized person pick up your child in a reasonable amount of time. We will call you when their temperature goes above **99.5 F or 37.5 C.**

**4)** Please inform the staff if your child has a contagious condition that has been diagnosed by a medical doctor.

**5)** You will be informed of any contagious condition your child may have been exposed to while attending our Programs.

**Medications:**

**Special needs, allergies, or concerns must be reported to the Program Coordinator.** The employees at the Resource Centre are only permitted to give medication authorized by a doctor or parent. If your child is required to take prescribed or over-the-counter medication during the program, a **Medical Record Form** must be on file before we can administer medication. **Please check in all medications with the Program Coordinator.**

If your child is injured during a Program, we will take whatever steps necessary to provide appropriate care. These steps include, but are not limited to:

**1.** Attempts to contact parents

**2.** Attempts to contact emergency names on the registration forms

**3.** Summoning 911/Emergency Care

**Accident Reports**

Employees are required to complete an **Accident Report Form** for any accident that occurs during a Family Resource Centre Program. It must be signed by the employee who witnessed the accident and administered the treatment and the Program Coordinator. It is then explained to the parent/s and signed by the parent/s before being placed in the child’s file. Parents are to be informed of the injury at an appropriate time, depending on the extent of the injury, maintaining the confidentiality of any concerned parties.

**FULL-TIME CHILD CARE**

**Full-time** child care means that your child is guaranteed a spot in the program 3-5 days per week. Please let the Program Coordinator (Janice) know 1 month in advance at the centre for your dates required. Spots will be filled with full-time children first then we will fill in the calendar with part-time.

**PART-TIME CHILD CARE**

**Part-time** child care means that your child will attend the program on pre-booked days given at the start of the month. Part-time, however, also means your child(ren) **does not** have a **guaranteed** program space **IF** the calendar is already filled with full-time children at the start of the month.

**FEE STRUCTURE/PAYMENT POLICIES**

**\*Payment is due on the first of the month for the month.**

Payments of cash and/or a check are to be given to the Program Coordinator, (with cheques made payable to the *New Ross Family Resource Centre.)*

**\*E-transfers** can be made at nrfrcpayments@gmail.com (there is no password)

**\*RECEIPTS** will be given to you monthly as you pay. **These are also your income tax receipts as we no longer do just year-end receipts.**

**FEES:**

**\*\* NEW FOR SEPTEMBER 2021\*\***

Our fees have stayed the same now for several years. **As of September 1st, 2021, our AFTER SCHOOL PROGRAM FEE WILL BE $11.00 A DAY PER CHILD. Fees for Embedded Wednesdays will be $14.00 A DAY PER CHILD**

● AS WELL, **THERE WILL BE NO REIMBURSEMENT FOR ANY DAYS ABSENT including WITH NOTICE AND/OR STORM DAYS**. We need to pay our staff regardless of these days and have moved to use the same policy of most other centres.

● We currently have a waitlist for the 2021/22 school year, so this also secures your child(ren)’s spot in the program

**LATE PICK-UP FEE**

**Late Pick-Up Policy/Fees**: Parents who arrive after 6:00 pm (*CLOSING*) will be charged $5.00 for every 15 minutes you are late.

**TERMINATION OF SERVICE**

Please notify the Centre as soon as possible, a minimum of 1 week, of your intention to leave the program so we can fill the spot with names from our waiting list.

**CONDUCT OF CHILDREN**

Good behaviour is expected, and every effort will be made to maintain an atmosphere conducive to a spirit of mutual respect and cooperation where self-esteem is fostered. It is our intention that every child enjoys a safe and positive experience at our Centre.

Favorable behaviour allows our Program to run smoothly for all involved. If unfavorable or unacceptable behaviour occurs and a child fails to respond to verbal reminders or displays consistent aggressive behaviour, the parent will be informed at the time of pick-up.

Depending on the incident's severity, parents will be notified verbally and then in written form (Incident Report Form) - this may result in a temporary suspension from the program.

\*It is our hope children display good behaviour. If however, your child is having a problem with another child that may not be visible to us **PLEASE encourage your child to let one of the leaders know.** Assure them this will be kept private and we will work to remedy the issue. We want our children to enjoy the program! (We can't help fix what we aren't aware of)

**BEHAVIOUR GUIDANCE POLICY**

**Statement:**

The New Ross Family Resource Centre recognizes that a well-planned program with interesting activities helps prevent most inappropriate behaviours. We structure our programs with a variety of developmentally appropriate and interesting activities that encourage children to participate.

**Behaviour Guidance Techniques used by the staff at the Centre include:**

● Acceptable alternatives for unacceptable behaviours (explanations of appropriate behaviour and reasons why some behaviours are inappropriate, focusing on the behaviour and not the child, such as “When you throw sand at Johnny, it hurts his eyes. Please keep the sand in the box.”)

● Positive reinforcement (recognizing/rewarding appropriate behaviour with praise) ● Positive directions (positive statement of expected behaviour: “walk please” instead of “don’t run inside”.)

● Real choices (child(ren) is/are given a choice of acceptable alternatives, such as “do you want to help clean up the Lego or the playdough?” instead of “do you want to help clean up?” which invites the response “No”.)

● Modeling by all staff of appropriate behaviours.

● Age-appropriate limits (staff set limits in a positive way, and periodically remind children.)

● Staff will follow a 3 stage system **1**. Talk to the child, **2**. Talk to the Executive Director of NRFRC, and **3**. Talk to the parent(s) and possibly set up an appointment to meet.

\*We value the knowledge you can provide about your child and together we can build strategies for success **ANTI-BULLYING POLICY:**

**Statement:**

The NRFRC and the ASP would like to recognize that we have a ZERO tolerance policy for all bullying behaviours. This includes but is not limited to emotional, physical, prejudicial, and verbal bullying. Bullying is unacceptable and can have long-lasting effects on a child.

Students who attend our After School Program have the right to a caring, respectful and safe environment that is free from all forms of bullying. Our goal is to provide a caring, supportive, friendly, and safe environment for all children so they can learn and play in a relaxed and secure atmosphere.

After-School Staff will help children establish an environment where they feel comfortable to speak to us about any concerns they may have. Our program will encourage core values such as cooperation, sharing, respect, and responsibility. Experiences brought forth will be handled with the best interest of all children involved as the main priority.

Responses to unacceptable bullying behaviours will be appropriate for the child(ren)’s age and stage of development, reflect the severity of the behaviour, take into account the frequency and duration of the behaviour, be chosen with educational value in mind, reflect an individualized approach to discipline, and be fair and equitable while respecting the dignity of all involved.

**Responsibilities of ASP Staff:**

- Promote the use of learning and playing styles and strategies that discourage all bullying behaviours - Model anti-bullying values and practices daily

- Build strong staff-student relationships so children feel comfortable reporting any issues - Identify and address all bullying behaviours brought to the attention of the staff member - Listen to all parties involved and provide mediation

- Investigate incidents promptly

- Take appropriate action

- Record the incident when necessary

- Share the experience with the parent(s)/carer of all parties involved

- Consolidate with outside agencies such as the NRCS when appropriate

**Responsibilities of the Parent/Carer:**

- Talk to your child(ren) on a regular basis so problems are easier for them to share - Listen to and encourage your child(ren) to feel good about themselves, recognizing we are all unique/important

- If your child(ren) is a victim of bullying behaviour assure them that it is not their fault - If your child(ren) demonstrates bullying behaviours work with them to see their wrongdoing and correct it in a supportive and nurturing environment

- Be realistic in your expectations as ongoing problems can take time to resolve

**Children who have been bullied will be supported by ASP staff by:**

- Offering an opportunity for the child(ren) to discuss their experience privately

- Reassuring the child(ren)

- Offering continuous support

- Working to restore the self-esteem of the child(ren) involved

**Children who have bullied will be supported by the ASP staff by:**

- Discussing with the child(ren) what happened

- Discovering why and how the child(ren) became involved

- Establishing their wrongdoing in a supportive manner and need for change

- Informing parents/carers of the incident

**CHILD ABUSE POLICY**

As per the protocols outlined by the Department of Children and Family Services for the prevention and reporting of child abuse/suspected child abuse **the Family Centre employees are legally required to report any and all cases of child abuse/suspected child abuse**

**AFTER-SCHOOL SCHEDULE:**

2:20 PM - 2:25 PM: Pick-Up Children at School

2:30 PM - 4:00 PM: Outdoor play (weather permitting)

4:00 PM: Snack

After 4:00 PM- PARENTAL PICK-UP

Children will get an opportunity to explore arts and crafts, seasonal activities, and games. There is structured, free time, and outdoor play daily.

**IF YOU HAVE ANY QUESTIONS OR CONCERNS, PLEASE CONTACT OUR PROGRAM COORDINATOR:** Janice Cornelius (using the contact information above).

THANK-YOU,

NRFRC ED., ASP Coordinator and Staff

\* When picking up your child you can continue to text us at **902-277-1823**  or come into the centre following Covid-19 protocol. ( wearing a mask if masking if still required & use of hand sanitizer when you come in the door)

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I have read and understand the New Ross Family Resource Centre Afterschool Program Parent Policy Manual, and by signing below I agree to adhere to these rules and regulations.

Child(ren)’s name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Parent’s names: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Signature of Parent\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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