



## ROBSON AFTERSCHOOL CARE PROGRAM POLICIES

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### WELCOME TO THE ROBSON AFTERSCHOOL CARE PROGRAM

We are excited to meet your family and are looking forward to working with you and your children. The information provided in this package is to help you understand what our program is all about. **Please** read over this information carefully and feel free to contact us if you have any questions or concerns about any of the information contained in this package.

Parents are free to visit and observe our program at any time. We value your opinions, input and welcome questions and suggestions. We will use newsletters, notices, and bulletin boards to keep you informed of what is happening with your children.

### AGES AND NUMBER OF CHILDREN

School aged children from Kindergarten upwards may participate in our program. We are licensed to care for twenty children at one time. We will maintain a staff to child ratio of at least one qualified staff member to ten children at all times.

### HOURS AND DATES OF OPERATION

Our program provides care from 2:20 PM until 5:45 PM on regular school days, Monday to Friday. On early dismissal days from school, our program will open at 12:30 PM. (or when school lets out)

**\*\*We are closed** on days that there are no school.

### ARRIVALS/DEPARTURES

Staff members will pick children up from classrooms at Robson Elementary. Staff will sign children in daily.

Parents, guardians, or designated adults must sign each child out at the time of pick-up. A designated adult is defined as someone over the age of 12 years. Parents, guardians, or designated adults must sign-out each child using their full name clearly written. Only those individuals identified in writing on the registration forms by the child's parents or guardians as a designated adult will be authorized to pick up the child in our care. If a designated adult is new to staff, identification may be requested. We cannot allow any child to leave our program unescorted.

Any parent picking-up a child who is incapable of providing safe care (Example: under the influence of drugs or alcohol, apparent psychological or emotional instability, or extreme distress) will be asked not to leave the premises with any child registered within our program. If the adult insists on leaving then the proper authorities will be contacted immediately, including the RCMP and the Ministry of Children and Family Development. Any other designated adult who has been authorized to pick-up a child and who is incapable of providing safe care will NOT be allowed to leave the premises with any child



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registered within our program. If alternate transportation cannot be arranged, the proper authorities will be contacted, including the RCMP and the Ministry of Children and Family Development.

### LATE PICK-UP OF CHILD

The Robson Afterschool Care Program ends at 5:45 PM each day. If a child is not picked up at this time, then staff will attempt to call the parents or guardians, as well as the emergency contacts available on the child's registration card. Every 15 minutes the staff will try to telephone again. A late fee of **\$1.00 per minute past closing** will be charged and this money will be payable immediately.

If no one is reached by one hour past closing time and all efforts have been made to make contact with all emergency contacts or parents and guardians, then the Ministry of Children and Family Development will be contacted.

### ATTENDANCE POLICIES/SCHEDULING

RASC provide full time and drop in after school care spaces. Advance notice is preferred in both cases and ensures that a space can be provided for your child and others.

If you know your childcare schedule needs in advance this information should be communicated to Teresa Rogers (manager) during program hours (2-6pm school days) either in person, written, or leave a voice message or text on the **RASC voicemail. 250 304 5714**. All messages will be returned by the manager to confirm your child's reservations.

Last minute (on the day drop in **MUST be** confirmed in person, or by direct phone contact (no messages) at 2pm when the program opens. Your child can attend only if there is space, and alternative option should be in place should RASC be full.

The attendance list will serve as a check list for program staff to ensure that all children arrive safely. Communication with program staff is essential. Please, respectfully call if your child will not be attending for a scheduled day as we could accommodate another family needing that space.

### Monthly Enrollment:

#### Fixed Schedules:

Children's enrollment for fixed schedules (ie same every week/month) must be completed on this form. Parents/Guardians will be billed for all enrolled days. Absences will be billed at the lowest rate per day (ie 6.5).

#### Flexible Monthly Schedules:

For children who require different schedules each month, Flexible Monthly Schedule Enrollment Form must be completed and submitted to the RASC program manager PRIOR to the start of the month. Once



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submitted you will be billed for all these enrolled days. Any absences will be billed at the lowest rate per day (ie 6.5).

### **Drop in:**

Drop in spaces MAY be available, to determine if your child can attend on a particular day, please contact Teresa Rogers the RASC Manager and determine if there is space for your child. If you have not confirmed your spot personally with Teresa, please do not assume there is space and send your child, as the program may be full.

RASC is an IHA licensed program and is currently limited to a maximum of 20 children per day. Due to high subscription rates only children with fixed schedules are guaranteed care, in most cases Flexible monthly schedules submitted prior to the start of the month will also be accommodated, and Drop in spaces will be filled on a first come first served space. When all 20 spaces are filled, we cannot accommodate your child.

Guardians are charged for all enrolled days. ***BCCS is an approved child care fee reduction centre, this reduction is \$100 per child per month (full time) (approx. \$2.50 per day part time) reductions are shown on invoices.***

In the Event that fees are not paid as required, parents will receive a letter and be asked to commit to a payment plan contract. If this contract is not fulfilled the child-care space will be forfeited immediately.

Childcare Subsidy. It is the responsibility of the parent/guardian to apply for subsidy. If authorization is not received, parents/guardians will be billed in full for childcare. If authorization is backdated any eligible parent fees paid will be refunded.

### **Withdrawal**

Parents and Guardians are requested to give 2 weeks written notice of withdrawal. Charges will apply as normal until the end of the 2 weeks notification period. (please note that this is to withdraw your child permanently from the program and not cancellation of enrolled days )

### **DAILY PROGRAM REQUIREMENTS**

Parents will provide a nutritious **NUT FREE** snack for their child to be consumed during afternoon snack time. Parents are requested be conscious of **food safety** with regards to their Childs afternoon snack. Snack containers will be refrigerated upon arrival at the after school care program but ice packs and insulated containers would be appropriate for all day school storage of high risk foods like meats/dairy. Lower risk foods such as fruit/vege/granola bars etc offer a lower risk food safety option. If any additional snacks and beverages are provided to a child during the program hours, this information will be recorded.



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Indoor school shoes must be worn during indoor play.

### **APPROPRIATE BEHAVIOUR AND LANGUAGE**

All adults entering Robson Afterschool Care Program must use appropriate language at all times.

RASC center is a SMOKE FREE ZONE.

### **CHILD ABUSE**

All staff are bound by law to report any concerns that they may have regarding issues of abuse and/or neglect to the Ministry of Children and Family Development. This includes suspicion of emotional, physical, sexual abuse or neglect. All further actions will be up to the discretion of the proper authorities.

If parents or guardians have any concerns regarding the treatment of their child at the Robson Afterschool Care Program, please contact the staff, manager: Teresa Rogers, Blueberry Coordinator: Alana Medeiros at 250-365-7201 or Community Care Facilities Licensing in Nelson at 250-505-7200.

### **POLICY FOR REPORTING INURIES**

Our afterschool care staff members are responsible for ensuring the facility is operated in a safe manner, and ultimately ensuring the safety of your child.

If, in the judgment of the supervisor an injury requires medical attention, the child's parents or guardian will first be contacted. If the child's parent or guardian cannot be reached in a timely manner, the emergency contact outlined on the child's registration form will be contacted.

If the injury requires immediate emergency treatment, an ambulance will be contacted for transportation to the hospital, the parent or guardian will then be contacted as well. A staff member will accompany the child to the hospital.

When an injury requires medical attention an incident report will be completed and the injury properly documented. One copy will be placed in the child's file, and one copy will be sent to the Licensing Officer.

Stall will be encouraged to error on the side of caution.

Non-reportable incidents will be documented in a log book. Any incident or injury occurring at the Robson Afterschool Care Program that appears to be upsetting to the child shall be communicated to the parent or guardian by the staff member involved, and documented in our log book at the Centre.

### **MEDICATIONS/ALLERGIES: \*\*WE ARE A NUT FREE CENTRE!!!\*\***

Please notify RASC staff verbally if your child has taken any medications before your arrival at the centre. If your child requires medication of any kind prescription or non-prescription (including cough



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drops, vitamins, etc.) to be given we require a Medical Authorization form to be filled out and signed with details as to how to administer the medication. All medications must be in its original container. We will only give the appropriate dose as labeled on the container unless a Doctor's note is provided explaining otherwise. Please ensure that all medication is given to a staff member as we must ensure they are stored safely out of reach of children at all times. **Please do not send any peanut products to afterschool care with your child.**

**Asthma:** if your child requires an inhaler for Asthma, we will need a medical authorization form to be completed with instructions. The parent is responsible to provide a care package including medication that will accompany their child when they attend the centre. If this medication is forgotten, parents or guardians will be contacted immediately to pick-up their child as we have no way to treat an emergency asthma attack without the proper medication.

**Epipen:** if your child has an allergy that in an emergency situation will require staff to administer an Epipen we will need a medical authorization form to be completed with instructions. The parent is responsible for providing a care package including an Epipen that will accompany the child to the centre. If this medication is forgotten, parents or guardians will be contacted immediately to pick-up their child as we have no way to treat an allergic reaction in an emergency situation.

### ILLNESS

In order to protect other children within the Robson Afterschool Care Program and to ensure the comfort of a sick child, parents or guardians are advised to keep their child at home if they show signs of illness or a contagious condition. These conditions would include, but are not limited to:

- Fever
- Vomiting
- Diarrhea
- Persistent cough or nasal discharge due to cold virus
- Symptoms of contagious childhood diseases (Example: measles, mumps, rubella, chicken pox, etc...)
- Contagious skin conditions such as ringworm, head lice, scabies, impetigo

If your child has shown symptoms of any of the above in the last 24 hours we ask that you do not send them to afterschool care.

**Should any of these conditions develop while a child is attending the program, parents or guardians will be notified promptly that their child needs to be taken home.** The child will remain in the centre; they will be made comfortable in a quiet and clean resting area until the parent or guardian arrives. Staff will remain in the room at all times to ensure the child is under close supervision, and will check on the



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child at regular intervals. When a child is sent home with a contagious illness, a note from a physician may be required before that child may return to our programming.

It is a requirement of Licensing Regulations that all children have an outdoor play session each day. Please don't ask staff to keep your child inside due to illness. Our rule is: If your child is too sick to be outside, they are too sick to be at afterschool care. Due to limited number of staff we are unable to supervise both indoor and outdoor programming opportunities simultaneously. We will only take children outdoors weather permitting. We will be utilizing the Robson Elementary School gymnasium during inclement weather conditions.

We encourage parents and guardians to routinely share health information with staff members. Staff should be informed if family members other than the child in our program are ill. If children in our program have been exposed to a communicable disease, pertinent details will be shared with all parents and guardians so that they can watch for symptoms.

### **FIRE EVACUATION PROCEDURE**

When the fire alarm rings, children will stop what they are doing and turn their attention to the supervising staff member.

1. Staff will move quickly and quietly to prepare the children for evacuation
2. Children will walk single file to the nearest exit as determined by staff
3. Children will meet outside in the overflow parking lot—a designated spot previously discussed and outlined with all program participants.
4. All staff will make provisions for children who are physically incapable of walking out of the building
5. Attendance will be taken to determine that all program participants are present as determined by the sign-in sheet kept on the desk at the top of our entrance stairs.
6. There will be an emergency first aid and evacuation kit prepared and kept near the door; this kit will also include emergency consent cards and emergency telephone numbers for all children
7. Staff will inform the fire authorities if any child or staff is missing

Parents/guardians will be notified to collect children. If parents/guardians are not available, an emergency contact person will be notified

The emergency evacuation plan is posted at the school and will be practiced on a regular basis. In the event of an emergency, parents and guardians can contact us at:

**Robson After School Care Program: 250 304 5714**



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## FIELD TRIP POLICY

On occasion, children may be given the opportunity to participate in field trips. The following criteria will be met:

Children must have submitted a signed permission form in order to participate in all field trips. This permission form will include specific information as it relates to the field trip, and differs from the out-trip consent form included in the registration package which pertains to hikes and trips within the Robson community

For adequate supervision during field trips the Robson Afterschool Care Program's ratio will be one adult to eight children or less

Attendance will be taken before embarking, upon arrival at our destination, before disembarking, and upon return to the school

A staff member will be responsible for the first aid kit which will contain all emergency consent cards of program participants, and emergency contact numbers

## INCLUSION OF ALL CHILDREN

The Robson Afterschool Care Program has an open door policy and will accept any child with the necessary support required, to provide a quality program for each individual child. Our staff will meet with all agencies involved to assure continuity of care, and that special requirements of the child are met.

A current care plan outlining the diagnosis and courses of action recommended by healthcare professionals to better address the needs of the individual child will be placed in the child's file. All resources will be made available. This care plan will be created in consultation with the parent or guardian, and all applicable health care professionals.

## CODE OF CONDUCT

### **To maintain a *safe* environment:**

- Walking within the Centre
- Respect of personal body space
- Use of appropriate language, manners, and behaviour at all times
- Storage of equipment and toys in outlined and proper storage areas
- Always acting in a safe manner towards others

### **To maintain a *healthy* environment:**

- Use of appropriate language



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- Actively participating in scheduled programming activities
- Maintaining a clean centre
- Maintaining personal hygiene

### *To maintain a **positive** environment:*

- Following all instructions
- Displaying positive attitude toward programming, as well as others
- Use of good manners
- Continual practice of good communication skills
- Asking for help, whenever needed

## GUIDANCE AND DISCIPLINE POLICY

Our centre believes in the use of positive guidance strategies to help children learn to regulate their own emotions and behaviour. They set the stage for a positive atmosphere and maximize the opportunities for desirable behaviour.

1. Establish clear, consistent and simple limits: *Make sure children know what is expected*
2. Offer straight-forward explanations for limits: *Make sure children know why it is expected (Ex: Safety)*
3. State limits in a positive way, rather than in a negative way: *Focus on 'What to do' rather than on 'What not to do'*
4. Focus on the behaviour, rather than on the child: *The behaviour was inappropriate, not the child*
5. State what is expected, rather than pose questions: *When there is not a choice, make a clear statement of what is expected*
6. Allow time for children to respond to expectations: *Gives children a chance to prepare for change*
7. Reinforce appropriate behaviour, with both words and gestures: *Encourages children to repeat desired behaviour – builds self-confidence*
8. Encourage children to use you as a resource: *Be willing to listen and offer support*
9. Be aware of what is going on around you: *Inappropriate behaviours and situations may be prevented*
10. Model appropriate language and behaviour: *Set good consistent examples*

## INTERVENTION

1. Gain a child's attention in a respectful way: Approach a child in a calm manner, make eye contact, use child's name
2. Use proximity and appropriate touch: May help a child regain self-control
3. Remind: Restate limits





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4. Acknowledge feelings before setting limits: Let child know that you understand how they are feeling
5. Model problem-solving skills: Children are encouraged to find solutions to the problem with the assistance of other members of the group and/or staff
6. Encourage self-discipline
7. Offer appropriate choices: *Offer choices in a non-threatening and non-punitive way*
8. Use natural and logical consequences: *Natural consequences clarifies the inevitable outcome of a behaviour. Logical consequences clarifies an adult-arranged outcome of a behaviour.*
9. Redirect or change activity: *Offer a new and positive activity to distract from the negative behavioural patterns*
10. Removal to a separate space (where the child can be seen by staff): *For serious situations such as swearing, or physical attack*

### CELEBRATIONS

We celebrate Birthdays, Halloween, Thanksgiving, Christmas, Valentine's Day, St. Patrick's Day, Easter, and Canada Day. Parents are welcome to send special snacks for these celebrations, but please LIMIT SUGAR and opt for a healthier alternative. If you would like to send any treat type of snacks please check with staff and remember we are a NUT FREE PROGRAM. There may also be other allergies so always check with staff prior to bringing in food. If your family celebrates any other occasions, and you would be interested in teaching us about them, please let us know as we are open to including this as well.

### Invoices and Fees

All fees are due one week after invoices come out. If fees are not paid by the middle of the month, care for your child can be suspended. We do not collect fees in advance of child care services being provided.

**If your child is not attending full time or is not on a regular schedule, please provide the days your child requires as soon as possible as spaces for drop in are on a first come first serve basis.**

Families are required to provide **two week's written notice to inform us of holiday time** in order to hold your child's space and avoid charges for absences.

If you decide to remove your child from the program, or are **changing your child's schedule**, we also require **two week's written notice** as well. This is to respectfully allow us adequate time to fill your child's space and will prevent charges for absences. I

**Invoice totals will not be split among parents or guardians, but rather one invoice will be created for the child.**



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### **CURRENT RATES**

**Regular School Days:** \$6.50/hour up to maximum of \$15

**Early Dismissal Days:** \$6.50/hour for first 2 hours, \$15.00 for 2-4 hours, \$20 for 4+ hours

If you have any questions or concerns regarding these policies please contact manager Teresa Rogers or BCCS at 250-365-7201.