

TCRCE

AFTER-SCHOOL PROGRAMS



PARENT HANDBOOK

2021 - 2022



Tri-County
Regional Centre for Education

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TCRCE After-School Program 2021-2022

WELCOME

Thank you for choosing the TCRCE After-School Program for your child. We hope your experience with us will be an enjoyable one. The Program is offered as an option to parents when selecting care for their children in the time following afternoon dismissal and is designed for students' grade Primary to Five. The Program operates at participating schools within the Tri-County Regional Centre for Education at the invitation of the Principal and providing it is financially feasible.

Please Note: Students may only register for a TCRCE After-School Program operating within the school in which they attend.

The TCRCE After-School Program provides a variety of activities for your child. Children in the program have the opportunity for fun, recreation, and social enrichment. The Program begins immediately upon dismissal from afternoon classes and operates until 5:30 pm. The Program encourages children to pursue their own interests, develop friendships, try new things, and respect themselves and others. Programming activities are planned by the Head Program Leader and are recreation based and include art, reading, creative play, crafts, and games. Children spend time outdoors everyday (weather permitting) and are active indoors in play areas.

Your child will receive a nutritious snack, which meets the Province's healthy eating guidelines, each day while in attendance. If your child has a special diet, you are encouraged to send a snack suitable to their dietary needs.

We strive to maintain an employee-student ratio for the After-School Programs 1:15 or better. The convenient location within the school removes transportation worries for parents and allows children to transition from school to childcare with ease. The safety and security of your child will always be our top priority.

This parent handbook outlines what you may expect from the TCRCE After-School Program and what the Program expects in return from both you and your child. We hope your family's experience with our Program is a positive and enriching one.

Please take the time to thoroughly read the information in this handbook.

***It is understood that once enrolled in our program you agree to and understand the policies and procedures outlined in this booklet.**

****We reserve the right to change or alter the policies and procedures within this handbook at any time.**

OUR PHILOSOPHY

It is our goal to maintain a safe, healthy, and inclusive environment in which children can grow socially, emotionally, intellectually, and physically.

We understand children spend long hours at school and childcare, therefore we strive to provide stimulating creative learning through a variety of activities. To provide a supportive place where children can experience new opportunities, overcome barriers, build positive relationships, and develop confidence and skills for life.

PROGRAM EMPLOYEES

The on-site program employees, who provide the after-school care for your children, typically have a minimum of one-year experience in the childcare field and Head Leaders typically have three or more years' experience. CPR/First Aid training and re-certification courses have been completed by all TCRCE After-School Program employees. Courses are updated as needed. All employees have completed a Child Abuse Registry check and a Criminal Record check.

Performance evaluations are conducted annually for all employees. The TCRCE After-School Program provides on-going professional development workshops and seminars to cover a variety of topics essential to our program's implementation and operation. Program employees are constantly re-training to enable us to provide the best quality care possible.

All programs are based on meeting the individual needs of the developing child. Our emphasis is on providing a safe, healthy, and inclusive environment. We will promote active learning through appropriate play materials and the way the program employees work with your children. Children are encouraged to explore the materials around them in a fun, safe, and caring environment. Whenever possible the employees will follow the children's lead. This fosters learning as well as self-confidence and independence. Employees will always encourage self-help skills in children and especially in conflict resolution.

The program is based on the following ideas:

- TCRCE After-School Program employees understand how children mentally construct the world and how this changes development.
- Teaching builds upon but does not direct or control the thought and actions of children.
- School aged children spend a full day within the academic framework therefore children will be given choices as to what areas they will play in.
- The children will get as much physical activity as possible. We have use of the gym and playground. Both are used to their full potential.

We endeavor to provide excellent programming for your child and provide you with the sense of security your child is in good hands.

A list of the TCRCE After-School Program sites contact information is on page 11.

REGISTRATION

All parents interested in utilizing the TCRCE After-School Program are required to register their children by submitting an application for each new school year. This information is necessary to understand the desired program participation level as well as to ensure our employees have immediate access to current student, parent, and emergency information. Incomplete forms and forms that do not include the necessary payment information, will be considered null and void and will be returned to the parents for re-submission. Parents will receive a Confirmation Notice to verify you of your child's enrollment status.

Applications take 24 to 48 hours to process. Students may not attend the program until written or verbal confirmation of acceptance has been received.

PLEASE NOTE: Where a program site is at capacity, no part-time or casual registrations will be accepted. Students removed in the first month of enrollment will not be refunded.

Registration Fee: The registration fee is **\$20.00** for families whose registrations are completed correctly and in our office on or before 12 noon on June 30, 2021. The registration fee is **\$30.00** for families whose registrations are completed correctly and arrive in our office after 12 noon on June 30, 2021.

PLEASE NOTE: No registrations will be reviewed and approved the week prior to or the week after school starts. You may submit applications, but they will not be reviewed or approved until the week after the first day of school.

Monthly Fees: Priority enrollment will be offered to applicants enrolling full-time (5 days per week), followed by part-time applicants based on the desired number of days. The date and time applications are received in our office will also be considered when comparing applications of equal number of day requirements. Some applicants may not be accommodated due to limited program space and employee availability. We recommend parents register early to ensure the greatest opportunity for entry into the program. If necessary, waiting lists are formed for individual school programs.

Parents who would like their children enrolled on a casual basis will be considered after full-time and part-time applications are processed but may not be accommodated due to program demand and daily employee to student ratio requirements.

To participate as a casual attendee, all parents **MUST** notify the Head Program Leader at the site their child attends by phone or email no later than 12 noon, the day of, to let them know your child will be attending the program.

The TCRCE After-School Program fees are prorated into ten equal monthly payments and calculated based upon the number of actual scheduled school days, less all professional development/assessment and holidays. Parents are not charged for holidays or non-teaching days within these calculations.

Sibling discounts of 25% for subsequent children will apply to the TCRCE After-School Program fees.

Parents are asked to notify the Program of telephone, email or address changes occurring throughout the school year as well as any changes to banking information. All applications must identify emergency contacts in case of illness and/or cancellations. The TCRCE After-School Program is to be informed of any changes to these contacts.

PAYMENT AND FEE INFORMATION

Payment of Fees

All fees for the TCRCE After-School Program must be paid on the 20th day of the preceding month, beginning August 20, 2021. All Casual/Daily applicants are to pay the day they use the service.

Payment Options: Payments for Full and Part-time applicants will be paid by postdated cheque or Pre-Authorized Debit (PAD) plan **only**. Changes to payment methods or amounts must be received 30 days prior to the 20th of the month. Post-dated cheques beginning with August 20, 2021 or banking information for PAD must be supplied at the time of application.

Cost Sharing Fees: Parents/guardians who cost-share fees with another parent/guardian may choose to pay separately. To pay separately individual applications are required identifying the agreed upon cost-share arrangement. **Application fees are applicable to each application.** Separate accounts allow each Account Holder to receive individual Income Tax receipts.

There is no refund for non-attendance. Please ensure the person holding the account and the child's name and school are listed on all cheques, money orders or correspondence.

A Fee Agreement Change form and \$15 fee is required if any changes to the services are required. Such as number of days or student attending.

NSF cheques or insufficient funds through pre-authorized debit will be subject to a \$15.00 NSF charge. Repeated NSF charges may result in the removal of the child from the program.

Fee options:

| Full & Part-time Schedules | 1 Child per Month | 2 Children per Month | 3 Children per |
|----------------------------|-------------------|----------------------|----------------|
| 100% 5 days/week | \$184.00 | \$322.00 | \$460.00 |
| 80% 4 days/week | \$156.00 | \$274.00 | \$391.00 |
| 60% 3 days/week | \$117.00 | \$206.00 | \$293.00 |
| 40% 2 days/week | \$ 78.00 | \$137.00 | \$196.00 |
| 20% 1 day/week | \$ 39.00 | \$ 69.00 | \$ 98.00 |

➤ **Full-time applicants receive a 20% and part-time applicants receive a 15% discounted rate from the daily fee.**

| Casual/Daily Fee Schedule | Collaborative Learning Days | ✳️ Full Day Service |
|---------------------------|-----------------------------|----------------------|
| 1 Child – \$12.00 | 1 Child - \$16.00 | 1 Child - \$25.00 |
| 2 Children – \$21.00 | 2 Children - \$28.00 | 2 Children - \$44.00 |
| 3 Children – \$30.00 | 3 Children – \$40.00 | 3 Children – \$62.00 |

➤ **Casual/Daily and Full Day Service - 25% discount for each additional child**

Full Day Service is not included in the monthly fees but is offered if there is enough interest. If parents are interested, they must sign up and pay the fee 5 working days prior to the In-Service day.

Note: Part-time applicants must specify which days of the week they will need on their application. If Part-time applicants use days other than those stated on the Fee Agreement they will be charged for the extra days at the daily rate as outlined in the fee schedule. This amount is to be paid the day the service is used. Substituting one day for another is not permitted.

Make cheques payable to: **TCRCE After-School Program** – 79 Water Street, Yarmouth, NS B5A 1L4.

Accounts in Arrears

All Full-time and Part-time payments are processed on the 20th of each month. Consistent payments in arrears may result in the suspension of your child from the Program until your account is brought current. More than one suspension may result in the removal of your child from the Program and limit any future registration into the Program. If necessary, further action and collection efforts will be taken for recovery of the amount owed.

Withdrawal from Program/Program Changes

The TCRCE After-School Program requires a 30-day **written** notice to withdraw your child from any of our program sites. The written notice is to include the child's name and the date of the last day attending. You will be charged for the days within this period if sufficient notice was not provided. The notice is to be given to the Special Projects Supervisor or Head Program Leader of the site your child attends. The Special Projects Supervisor will discuss with the Account Holder any refunds owing or fees outstanding to close out the account.

Increase/Decrease of Days: A 30-day notice is also required when reducing a specific program's participation frequency. Account holders who want to increase or decrease the number of days their child attends are asked to contact the Special Projects Supervisor or Head Program Leader of the site their child attends. When possible, these changes will be made. **A Fee Agreement Change form** and \$15 fee is required if any changes to the services are required. Such as number of days or student attending. Where wait lists exist, individuals desiring a decrease in their enrollment schedule may not be accommodated.

Exceptions to 30-day notice: For extenuating circumstances such as family illness or loss of employment exceptions to the 30-day notice will be considered. Proof of such circumstances may be required for refunds. Please discuss any extenuating circumstances with the Special Projects Supervisor.

Holding Spaces: The TCRCE After-School Program cannot hold spaces for extended periods of time due to the demand for our program. Should you require an extended leave period, you must withdraw from the program and re-register when the program is needed.

INCOME TAX RECEIPTS

Income tax receipts will be issued for each calendar year before the end of February, in accordance to Revenue Canada regulations. The receipt will be in the name of the Account Holder/Guardian #1 identified on the application form. Additional Account Holders are required to submit a second application confirming details and consent. The creation of multiple accounts enables each Account Holder to receive individual Income Tax receipts. Receipts will be given to the Head Program Leader of each site to distribute to parents. If receipts are not obtained by parents by this method, they will be e-mailed or mailed to them. If you do not receive your Income Tax receipt, please contact the Special Projects Supervisor.

For account information please contact our: TCRCE After-School Program Main Office at 902-749-2800, or by e-mail to cynthia.perry@tcrce.ca.

PROGRAM OVERVIEW

Hours of Operations & Holidays

The TCRCE After-School Program begins immediately following afternoon dismissal and operates until 5:30 p.m. The Program does not operate when school is not in session. Summer holidays, Christmas break, March break, all holidays, and the final day of school (Report Card Day) are days the program does not operate and are not charged in the monthly rate. The in-service/professional development days are also not included in the monthly fee, but the service may be provided if there is enough interested. *Please see **In-Service/Professional Development Days** section.

The TCRCE After-School Program Head Office and all Programs will be closed on the following days:

| | | | | |
|----------------|---------------|--------------|------------------|---------------|
| New Year's Eve | Good Friday | Victoria Day | Thanksgiving Day | Christmas Day |
| Heritage Day | Easter Monday | Labour Day | Remembrance Day | Boxing Day |

***The Program is closed on storm days or when school is closed early due to special circumstances.**

Professional Development Days

The TCRCE After-School Program provides full-day programming on In-Service days if parents demonstrate enough interest. Several In-Service days are set aside for the TCRCE After-School Program employees and full-day programming will not be provided during these times. When full-day programming is provided, parents are required to sign their children up and pay the fee 5 working days prior to the In-Service day. Supplies are purchased for the number of children attending and late registration or those who have not paid will not be considered.

Storm Days & Other Unavoidable Program Closures

If school has been cancelled prior to the start of the school day, the TCRCE After-School Program is also cancelled. The TCRCE website and local radio station will provide notice of closures. If school is cancelled after children are in attendance and children are sent home, the TCRCE After-School Program is cancelled from that point on. Parents must have alternate childcare arrangements made for storm days. These arrangements must be listed on your registration form. Parents are advised to discuss with their children where they should go in the event of early dismissal.

There will be **no refunds** in the event of school closure due to storm days.

Vacations

There will be no refunds issued for student absences due to family vacations. Please advise program employees of planned absences.

Sick Days

If children are too sick to attend school, they are too sick to attend the TCRCE After-School Program. Parents are to have alternate childcare arrangements when their child is sick. If children are sick for five consecutive days or more, a refund will be issued when a note from a doctor is received by the Special Projects Supervisor indicating the dates and length of illness.

Additional Fees

Extra Days: If Part-time applicants use days other than those stated on the Fee Agreement they will be charged for the extra days at the daily rate as outlined in the fee schedule. This amount is to be paid the day the service is used. Substituting one day for another is not permitted.

Non-notification Fee for full-time/part-time attendees: For the safety of your child, we require written or verbal notification advising Program employees your child will not be attending the program. If notification is not received, we must assume your child is “lost in transit” and take appropriate measures. Notification is to be received no later than 12 noon on the day your child is absent.

Non-notification Fee for Casual attendees: All parents **MUST** notify the TCRCE After-School Program by e-mail or verbally to let them know your child will be attending the program. Notification is to be received no later than 12 noon on the day your child is to attend.

All attendance is to be reported to the employees of the site your child attends.

If you fail to notify a \$5.00 fee will be charged. All fees are to be paid to the Head Program Leader the next day your child attends the program.

Late Pick-up Fee: The TCRCE After-School program ends at 5:30 p.m. Parents are required to pick up their children no later than the 5:30 p.m. deadline. Families with children still at the After-School Program after closing will be charged a late pick-up fee and the following procedures will be followed:

1. There will be a late pickup charge of \$10.00/family per 15 minutes or part thereof;
2. More than five incidents without notification may result in dismissal from the program;
3. Late fees will be added to your account and you will be notified of the charges;
4. Late fees are charged to cover the cost of the instructor’s wages to remain with your child(ren).

It is the responsibility of the parents to be aware of the TCRCE After-School program site phone number so when they are running late, they can contact Program employees of expected delays.

Authorized Pick-Up

A child will only be released to those indicated on the pick-up list. If an unauthorized person is to pick up a child written notification or an e-mail from the child’s parent/guardian must be provided to the Head Program Leader. Photo ID to confirm their identity will be required at time of pick-up. If authorization cannot be confirmed and the individual persists, police may be contacted to intervene. We regret any inconvenience this may cause, but the safety of your child will be our primary consideration.

Signing Out: Parents are required to sign their name to the parent “Sign in/Sign Out” sheet along with the pick-up time at the end of each day. This insures our employees are aware the child is leaving. Parents who wish for their children to leave the TCRCE After-School Program without being picked up need to fill out the appropriate forms well in advance.

Parents are reminded to allow sufficient travel time during times of inclement weather to ensure your arrival prior to 5:30 p.m. Parents should consider making arrangements to have a suitable person available to pick up your child should road/storm delays be encountered.

Emergency Contacts

All applications **must identify individuals other than the parents or legal guardians** that TCRCE After-School Program employees may contact should we be unable to reach you. These individuals may be required to be responsible to pick your child up from the Program due to unexpected program closures.

Health Policies

All of the TCRCE After-School Program sites are **SCENT FREE**.

Parents are responsible to identify all pertinent allergies or medical information that TCRCE After-School Program employees should be aware of to ensure the general health and well-being of your child while under our supervision.

Medication

All parents must complete a Medication Information Sheet for any medications a child will be bringing with them to the TCRCE After-School Program site. **All medication must be given to the Head Program Leader with clear instructions on how/when they are to be given and must be in the original bottle.**

Non-prescription drugs will not be administered at any time by TCRCE After-School Program employees.

If your child contracts a contagious disease or illness, please advise the TCRCE After-School Program employees and keep your child at home until a doctor certifies your child can return at no risk to other children. Parents may wish to refer to the TCRCE website to review the specific TCRCE Policies with respect to Communicable Diseases, etc.

If your child becomes sick during the afternoon, you will be notified. It is expected an authorized person will pick up the child as quickly as possible.

Accidents

If a child has an accident while attending the TCRCE After-School Program, the employees will assess the situation and act according to the following procedures:

- In the event of an accident that may might require medical attention a TCRCE After-School Program employee will contact you immediately for instructions.
- If you are unavailable, a TCRCE After -School Program employee will call your emergency contact.
- If neither contact is available, emergency transport may be called as TCRCE After-School Program employees may not transport any child in their personal vehicle.
- In the event of any accident identified as being possibly life threatening or requires immediate medical attention, an employee will first call for emergency assistance and then inform the parent.
- TCRCE After-School Program employees are responsible for all children in the program and may not be able to accompany your child in an ambulance but will make every effort to contact someone to accompany your child.
- There are always TCRCE After-School Program employees on site who are trained in emergency first aid and CPR and will administer any necessary treatment as required.

Outdoor Items & Activities

Children will be taken outside every day except in times of bad weather. Please dress your child appropriately for going outside, this includes appropriate footwear, jackets, etc. that are able to adequately protect your child from wet/damp weather. During the winter months please send your child with the proper outdoor clothing, including boots and snow pants.

Effects of the sun can be very hazardous to young skin. Please provide sunscreen for your child – Program sites do not have access to their own sunscreen so please make sure to send some with your child if they are prone to sun burns.

We cannot keep one child inside if the group is going out. Our numbers are too large to have an employee sit with one child.

Nutrition

The TCRCE After-School Program provides a healthy snack for the children participating in the program. Employees, with the help of the children, prepare snacks. All sites have at least one employee who has taken the provincial Food Handlers Education Program.

The TCRCE After-School Program is peanut free on all sites.

At all times, the TCRCE After-School Program uses the following guidelines to ensure your child is receiving healthy and nutritious snacks at their ASP site:

- Enough food, but not too much;
- Food which provides the essential nutrients;
- Minimal use of food which is low in nutritional content;
- Baked goods containing sweeteners will rarely be served.

Please send an afternoon snack with your child if you think he/she may not like the snack being served or find they are still hungry after eating what we provide.

Snacks will not be tailored to an individual child's need. If your child is on a special diet you are encouraged to send a suitable snack. Any snack you send with your child cannot be shared with others, please remind your child of this. Children who are found to be sharing food on repeated occasions will no longer be permitted to bring snacks to the space.

ACCOMMODATING SPECIAL NEEDS

The TCRCE After-School Program is committed to supporting and including all elementary children in our programs. Our employees will do their best to accommodate students with special needs. If your child has teacher assistant support in their school setting, they may need support in the After-School setting. The TCRCE After-School Program has established an intake process for families who have indicated their child may need additional support in our program. The ability of the program to accommodate special needs students will be assessed by the Special Projects Supervisor and the Head Program Leader in consultation with Student Services. A Special Needs assessment interview will be held with parents and decisions will be made based on the information reviewed and discussed at the meeting. This process will be followed every year as applications are submitted.

If you wish to enroll a child with special needs, please contact the Special Projects Supervisor to start the process.

BEHAVIOUR EXPECTATIONS

To ensure a safe, secure, and inclusive After-School Program for all students an Expected Behaviour Matrix has been developed that is modeled on the Provincial School Code of Conduct. In an effort to provide consistency in the lives of students, the employees of the TCRCE After-School Program support and follows this code of conduct at each site.

The Program strives to create a positive environment and have procedures in place to address inappropriate/aggressive behavior. Parents will be informed of any unacceptable behavior and every attempt will be made to resolve the situation. If a child fails to respond to verbal reminders or displays consistent inappropriate/aggressive behaviour, parents will be informed, and the process followed. Depending on the severity of the incident or if the behavior causes continual disruption, we reserve the right to deny access to its programs.

Communication between our Program employees and parents is essential to identify a solution to deal with persistent inappropriate/aggressive behaviour. The Program employees believe in dealing positively with situations and every child will be treated on an individual basis. There will be on-going dialogue with parents as we look to reach a positive conclusion to the situation in the best interest of the child and the program. Confidentiality will be maintained in all situations. As a last resort when all avenues have been exhausted a child may be withdrawn from TCRCE After-School Program.

PARENT FEEDBACK

If you become concerned with any aspect of the TCRCE After-School Program, we would encourage you to first discuss it with the on-site Head Program Leader. If you are not satisfied, you may address your concern with the Special Projects Supervisor.

TCRCE After-School Program Contact Information

Cynthia Perry, Special Projects Supervisor

Phone: 902-749-2800 Mobile: 902-740-2901 E-mail: cynthia.perry@tcrce.ca

Drumlin Heights Consolidated School

Head Program Leader: Laura Gould - Cell #: 902-740-1561 – asp.drumlin@tcrce.ca

Hillcrest Academy

Head Program Leader: Patricia Doucette – Cell #: 902-874-2384 – asp.hillcrest@tcrce.ca

Meadowfields Community School

Head Program Leader: Kandy Moulaison - Cell #: 902-740-6495 – asp.meadowfields@tcrce.ca

Plymouth School





Head Program Leader: Susan Turner-Bain - Cell #: 902-740-6498 – asp.plymouth@tcrce.ca

Port Maitland Consolidated Elementary

Head Program Leader: Susan Surette - Cell #: 902-740-2482 – asp.portmaitland@tcrce.ca

Code of Conduct Matrix

TCRCE After-School Program Behaviour Expectations

| | |
|---|--|
| <p>Respect for</p>  | <ul style="list-style-type: none"> • Give your best effort • Dress, speak and act appropriately • Follow the school rules • Be responsible • Always do your best • When inside use quiet “indoor” voice • When outside play safe • Respect program and school property • Work quietly • Be prompt and use your “listening ears” at all times • If you have a problem, tell the Head Program Leader |
| <p>Respect for</p>  | <ul style="list-style-type: none"> • Keep hands and feet to yourself • Be honest • Use kind words • Respect other’s property and space • Encourage others to do their best • Cooperate and respect ASP employees • Walk, do not run in the school • Always use good manners and appropriate language • Respect Program and school materials and equipment • Always wait your turn • Encourage others to do their best • Follow the Program and school rules • Play fair (i.e. wait your turn) • Do not throw inappropriate things in the school or outside (i.e., pencils, paper, rocks, snowballs) • Always put thing back where you found them when finished • Do not leave the Program area without permission from an employee • Always show respect for others |
| <p>Respect for</p>  | <ul style="list-style-type: none"> • Do not litter/Pick up trash • Recycle • Respect the Program’s and school’s equipment & property • Flush toilet & wash hands when using the bathroom • Keep school and play areas tidy and clean • Always pick up after yourself |
| <p>Respect for</p>  | <ul style="list-style-type: none"> • Respect what others say and do • Be a good listener • Follow instructions and rules • Respect others efforts and contributions • Be positive and kind with others • Share materials and equipment with others • Know and practice the rules • Play fair • Use “indoor voices” when doing activities inside the school |



Tri-County
Regional Centre for Education

TCRCE After-School Program

79 Water Street
Yarmouth, NS B5A 1L4
www.tcrce.ca