



Before and After School Care Parent Handbook

Before and After School Care

Grades 1-5



Conrad Street Elementary School

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WELCOME to School District 52 Before & After School Care Program

Dear Families,

Welcome to School District 52 Before & After School Care Program, offered at Conrad Street Elementary School.

Please take some time to familiarize yourself with our Parent Handbook. It will provide you with basic information about our child care program. If you have questions, concerns, or suggestions please bring them to the attention of your Manager (Mrs. Marogna, school principal) whose contact information is on your information page.

OUR VISION FOR OUR SCHOOL COMMUNITY

Create a safe and welcoming environment where every student is able to apply 21st century skills to their learning.

Children, families and staff need to combine individual talents within a cooperative school setting to provide a quality education. Thus, children may become responsible, active, life-long learners in our global community.

The following statements form a common understanding and are based on our vision:

- All children can and will learn;
- Children learn best in a warm, friendly, caring and secure environment where expectations are high;
- We offer structured and consistent procedures so children will know what is expected of them;
- We offer a variety of learning experiences which give opportunities for all children to succeed and to be enthusiastic towards learning;
- Children should develop into caring individuals through experiencing success, appreciating each other's uniqueness, respecting the rights of others, and helping each other achieve success while being happy for the success of others; and
- We work cooperatively with the home to encourage the assistance and cooperation of families.

To build positive relationships and connections with peers and adults to foster a sense of belonging and compassion for future years at school.

OUR VISION FOR FAMILIES

We strive to work in partnership with families, and we are dedicated to developing and maintaining meaningful relationships with the families and students. We are

there to support families as they balance work and home, create accessible and inclusive opportunities for their engagement.

OUR MISSION

Conrad Elementary is a community of life-long learners that challenges students to strive to do their personal best within a caring and supportive environment.

OUR STAFF

Our staff has training and experience in providing quality child-care. We meet every requirement outlined by the Child Care Facilities Licensing Regulations. We maintain valid First Aid Certificates.

CRIMINAL RECORD SAFEGUARDS

Our staff, substitutes and volunteers complete and renew the Criminal Record Search process prior to starting at the Conrad Street Elementary School Before & After School Care Programs in accordance with the Child Care Licensing Regulations.

OUR PROGRAM

The program provides childcare for families, and offers students with a higher quality learning experience.

Our commitment is to provide quality before and after school care for students attending elementary school. Our program is inclusive, meets the social and emotional needs of the students and fosters joy and enthusiasm. The program values input from parent and students when planning schedules and activities.

SCHEDULE

Welcome & Soft Landing – Students have a choice of playful and creative activities.

7:00- 8:00 am	Soft Start – Center activities
8:00- 8:55 a.m.	Breakfast – Crafts/ Outdoor play if weather permits
2:55 – 3:20 pm	Snack and quiet time to rest
3:20 – 4:15 pm	Indoor Exploration – Fine Arts/Indoor games/Clean Up

4:15 – 5:00 pm Outside/Gym Exploration

5:00 – 5:30 p.m. Games – Indoor /Outdoor

This schedule is a sample only. Projects and activities are adjusted to accommodate special events or to take advantage of good weather for extended use of the outdoor fields and playgrounds.

HOURS AND DAYS OF OPERATION

Before School Hours:

7:00 – 8:58 am

After School Hours

2:58 – 5:30 p.m.

Conrad Street Elementary School Before & After School Care Program will be closed for the following holidays: All statutory holidays and SD52 Winter, Spring and Summer Breaks as well as all Professional Development Days. Please check school calendar for specific dates.

PHOTO TAKING

As part of School District No. 52, parents have completed a Media Release Form, which will guide photo taking practices within the Conrad Street Elementary School Before & After School Care Program.

CLOTHING AND POSSESSIONS

As the children participate in a variety of indoor and outdoor play activities each day, it is helpful if your child wears washable, comfortable clothing that is appropriate for the weather. Please send along an extra set of clothing.

PLEASE LABEL EVERYTHING.

for rainy days: boots and rain gear, change of clothes

in the winter: mitts, hat and warm outdoor clothes, extra layers

in the spring: hat, extra layers

in the summer: hat and sunscreen, water shoes

ENROLLMENT

We are licensed to provide daily care for 12 children, and priority will be given to children in Grade 1 to 5.

Parents can email the **registrar**: Susan.Kobza@sd52.bc.ca to request days and times. Please do not assume all of your dates are booked until you receive confirmation from our Registrar.

ENROLLMENT PROCESS

Ensuring the best possible care for your child means building strong relationships with both the child and you, the parent/guardian, from the outset. To ensure the best start into the program, we have a multi-step process:

1. Full enrolment registration forms must be completed prior to children attending Conrad Street Elementary School Before & After School Care Program, which includes a photo headshot of your child. Please email the completed package to the registrar or drop off registration forms to Jan Currie, the school secretary. The photo can be taken on your phone and e-mailed to registrar.
2. Thorough reading of the Parent Handbook (this document), with an e-mail sent to the registrar confirming that you have read the handbook and any questions you may have.
3. Once the completed forms and e-mail acknowledging reading the handbook have been received, the registrar will contact you and provide the start date for your child(ren).
4. Calendar (and payment submitted, if applicable), and spaces confirmed by Registrar.

STUDENTS REQUIRING ADDITIONAL SUPPORT TO MEET NEEDS

We believe in providing support to children with physical, cognitive, and behavioural special needs. To ensure success for your child, staff, and the other children in the program, we will enroll children once a qualified support worker is in place. We will be the employer for the support workers of children who require them through supported child development contracts with Community Services assuming a qualified support worker has been identified. We will provide parents with a list of qualifications and documentations needed. We will not take responsibility for the initial finding of those workers although we will interview and check qualifications and documentations before hiring. Depending on levels of support required for each child, we reserve the right to limit the number of children with special needs to two per day, or to limit amount of time the child attends to ensure program integrity and positive, successful experiences for all. Please communicate with staff and feel free to ask any questions to ensure the best possible care for your child.

If your child requires additional supports during the school day, whether they have a medical designation or not, please let us know through the Health & Individual Needs Information Form, so we can work together to create success.

ATTENDANCE POLICY (ABSENCES/DROP-INS)

ABSENCES

If your child will not be attending the program for any reason (illness, change in work schedule, family vacation or sporting event), please contact the front school office and leave a message so that staff are not worrying or looking for your child.

DROP-OFF/PICK UP

Please inform Conrad Street Elementary School Before & After School Care Program staff if you have arranged for another authorized person to pick up your child. If an emergency arises during the day, please leave a message on our Program Phone or with the school secretary. If the authorized person picking up your child is not known to the **manager: Jean Marogna (School Principal)** , we will need information from you about the person (their name, address, phone number and physical description). The person will be asked to show identification to Conrad Street Elementary School Before & After Care Program staff and be expected to sign out your child.

At pick up time, please speak to Conrad Street Elementary School Before & After Care Program staff before signing out your child out and find out about their day. **Please sign out using your full name** versus “Mom”, “Dad” etc.

Permission will not be given by Conrad Street Elementary School Before & After Care Program staff for your child to make any alternate arrangements without your prior permission.

LATE PICK UP

If you have not picked up your child or called the Conrad Street Elementary School Before & After Care Program manager by 5:45 p.m. we will contact the alternate person from the authorized pick up list to pick up your child. If that person is unavailable, and you have not contacted the Conrad Street Elementary School Before & After Care Program by 15 minutes after our end time 5:30 p.m., we are required by licensing to notify Emergency Services of the Ministry for Children and Family Development.

SAFE RELEASE OF CHILD

Any parent or authorized person picking up a child from Conrad Street Elementary Before & After School Care Program that is suspected of being under the influence of Drugs or Alcohol will be asked to call a relative, friend or taxi to drive them home. Refusal to wait for another driver and to get into their car to drive, will result in Conrad Street Elementary School Before & After School Care Program staff calling the police immediately, as legally required.

FIELD TRIPS

At this time, we will not plan for children to participate in activities outside of the Conrad Street Elementary School Before & After School Care Program premises.

GUIDING STAFF IN THE CARE AND SUPERVISION OF CHILDREN

Two Educational Assistants will staff the program. The toys that are available for the use of the B&ASP are age appropriate and varied. There are adequate toys that ensure rotation to prevent overuse and boredom. School equipment both indoors and out are regularly maintained by school district maintenance staff and ensure all equipment, including playground equipment is up to code. Inspections are done regularly. Staff will make monthly inspections of inside and outside equipment and toys. Daily and Monthly inspection and cleaning list will be posted in classroom.

Supervision, both inside the school and out will be continuous and active. Staff will ensure that everyone is within eyesight and they are actively scanning and counting students. Boundary areas will be reviewed with staff and students

Conrad Street Elementary school has a student population of approximately 216 students with a staff of approximately 40 adults including teachers, support staff and administration. Custodial staff work daily from 3:00 – 10:30 p.m. The likelihood of other adults being in the school when before and after school are is running is very high; however, there may be short times where staff is alone in the building. We do have working alone policies and plans in the school district that involve checking in by phone every 2 hours. This plan will be in place for staff in the event they are working alone.

VIDEOS

As a program activity, we will not show videos unless it relates to a special activity we are doing and provides specific educational value. If a video is used for educational / activity purposes, it will not extend past 15 minutes of viewing. If shown, all videos will be rated 'General'. Should you or your child not wish to participate, other activities will be available.

MOBILE OR GAMING DEVICES

For school age children it is essential that they develop the social skills to make friends, and the physical skills that build confidence and a sense of accomplishment. For this reason, we discourage mobile or gaming devices in the program, as these can isolate children and diminish interaction and group participation. Please speak with staff if your child requires some accommodation in regard to device use.

ACTIVE PLAY

To conform to Ministry standards of practice, Conrad Street Elementary School BEFORE & AFTER SCHOOL CARE PROGRAM staff will, whenever possible, provide children with at least 30 minutes of active outdoor play as part of our regular daily routine.

Active play includes:

- Moderate to vigorous bursts of high energy
- Difficulty speaking a complete sentence due to being out of breath.
- Activities involving running, jumping, leaping, such as field games and sports, tag, fishy fishy, manhunt, scavenger hunts, obstacle courses, skipping, etc.

Furthermore, staff will ensure that at least 20 minutes each day will be facilitated play – activities planned and led by an adult, with specific rules and objectives. The remainder of outdoor or gym time will provide children with free play opportunities, where equipment and toys will be made available to encourage imagination, creativity, and opportunities for children to follow their interests.

Finally, CONRAD STREET ELEMENTARY SCHOOL BEFORE & AFTER SCHOOL CARE PROGRAM staff will include elements of injury prevention and Fundamental Movement Skills into planned activities which include:

- Identifying potential hazards in activities e.g. ‘we are in a crowded space, so please do not run, as you could bump into someone and hurt them’, ‘the pavement is slippery today, so be careful not to go too fast around the corner’, ‘when you leave the table, please leave the scissors there and do not walk around the room with them’, etc.
- Activities that allow children to practice and develop balancing skills, coordination skills (throwing, catching, and kicking), and locomotor skills (running, jumping, skipping, hopping etc.)

It is our goal to provide opportunities for ‘Mastery’ where children will develop the physical literacy skills necessary to feel confident and capable to take part in activities and try new things requiring physical competency.

GUIDANCE AND DISCIPLINE

Each child will be encouraged and supported to develop positive adult and peer relationships. Our goal is to provide a safe and healthy learning and living environment in which each child can feel secure, learn friendship and social skills.

Families can expect the Conrad Street Elementary School Before & After School Care Program staff to:

- Promote the development of positive social skills including self-esteem, self-control and safety skills
- Demonstrate appropriate, respectful behavior at all times.

- Encourage children to understand/follow rules and positive expectations.
- Supervise the children at all times.
- Conrad Street Elementary School Before & After School Care Program staff will strive to:
- Establish clear, consistent and simple expectations and implement appropriate consequences if required.
- Discourage aggressive play and assist the children to learn and practice resolving conflict in non-violent ways.
- Acknowledge children's feelings and seek their input.
- Offer choices that are developmentally appropriate.
- Demonstrate respectful affection and caring to each child.
- Give verbal direction and redirection as the main way of guiding children.

We encourage parents/ guardians to ask about guidance and discipline methods in the orientation and as any questions arise. We are committed to working with families and to enhancing knowledge of child development and approaches to child rearing practices. Please be proactive and provide us with relevant information about your child. Parents are sometimes reluctant to share information about issues, diagnoses, or challenging behaviours in their children, however, providing our staff with this information allows us to better meet your child's needs in a supportive manner.

HEALTH AND SAFETY

Conrad Street Elementary School Before & After School Care Program has been carefully designed to ensure it is a safe, comfortable environment that will accommodate the abilities of all children.

Our goal is to promote good health, safety, and nutrition by providing the children with a clean, well-maintained, safe environment and opportunities for:

- Learning how to take care of their bodies and develop self help skills.
- Both active and quiet activities.
- Indoor and outdoor activities.
- Conflict resolution, self regulation, and healthy expression of feelings

WORKING ALONE POLICY

The before school care staff will text the Principal to inform of arrival time at the school.

HYGIENE

The staff and children hand wash before preparing and eating meals, after washroom

use, and blowing noses. Staff and children will also wash hands prior to entering the classroom in the mornings and after they have been outside for play.

The before and after school staff will spray down tables with the same solution (mix of water and Mr. Clean) used by the custodial staff in the school.

NUTRITION

Eating nutritious food is an important part of each child's day. Please note that Conrad Street Elementary School Elementary is an allergy AWARE school.

The program will provide before and after school snacks which will follow the Canada Food Guide requirements and SD52 regulations. The weekly snacks will be posted in the classroom for parents to view.

Conrad Street Elementary School Before & After School Care Program staff will:

- Encourage children to eat and enjoy their food.
- Be sensitive to individual food preferences, cultural preferences, and any restrictions/ allergies.
- Provide sufficient time to eat.
- Not force a child to eat.
- Food will not be used as a method to reinforces appropriate or inappropriate behavior.

IMMUNIZATION

As immunizations are one of the most effective ways of preventing the spread of communicable diseases, we recommend that all families have their child's immunizations brought up to date prior to starting at Conrad Street Elementary School Before & After School Care Program.

Parents will be asked to complete an Immunization Information Form upon registration.

Please provide updated immunization information as necessary. (Immunizations are not mandatory for enrolment. Please provide a letter stating your conscientious objection to immunizations). If not immunized, your child may not be allowed to attend the program in the event of an outbreak of communicable disease.

ILLNESS

While we are sensitive to the stress that illness may cause families, we are not licensed to care for children when they are ill. You will need to keep your child at home, or make alternate arrangements, if your child:

- Has a communicable disease.
- Has a contagious infection, including pink eye
- Has a fever over 38 degrees Celsius
- Is vomiting or has diarrhea.

- Has a skin infection or an undiagnosed rash
- Is not able to participate in all program activities including outdoor play.

If your child becomes ill during the program, we will attempt to contact you. If you are unavailable, we will try to reach your emergency contact. We will provide a quiet, resting area and close staff supervision until you, or one of your emergency contacts, can pick up your child. If the situation becomes urgent, we will follow the emergency procedures outlined.

MEDICAL EMERGENCIES

If your child is injured or becomes ill at Conrad Street Elementary School Before & After School Care Program, staff will quickly assess the situation to decide what action/ attention is required.

If First Aid treatment is required:

Conrad Street Elementary School Before & After School Care Program staff qualified in First Aid will:

- Provide First Aid treatment.
- Acknowledge the child's feelings.
- Provide close supervision to ensure that the child does not require further First Aid or medical attention.
- Complete an Incident Report and process.
- Inform the family when they come to pick up the child.

If Emergency medical attention is required:

Conrad Street Elementary School Before & After School Care Program supervisor or manager will:

- Call and request an ambulance.
- Contact family and/ or emergency contact.
- Ensure other children attending CONRAD STREET ELEMENTARY SCHOOL BEFORE & AFTER SCHOOL CARE PROGRAM have qualified care.
- Accompany the child to the emergency facility, if possible.
- Provide information to the doctor and family.
- Support the child and family.
- Complete Incident Report and process.

ADMINISTERING MEDICATION

If you require Conrad Street Elementary School Before & After School Care Program to administer prescription medication to your child, the Child Care Licensing Regulation requires that we have certain information and follow certain procedures.

We require that the medication be provided in its original container, with your child's name and dosage information, and a Medical Consent form be completed with instructions on administering the medication. All medication will be stored in a locked container.

EMERGENCY PREPAREDNESS

In the event of fire and other disasters, staff has been trained and regularly practice emergency preparedness including being prepared with the contents and use of the kit. Staff will relocate children, if necessary, to the nearest safe location and remain with them until families pick them up. The mustering area is in the field and beside the chain link fence by the school division numbers.

SAFETY PROCEDURES

FIRE DRILL

When the fire alarm is heard, the teacher shall give the warning "FIRE DRILL". All instruction and activity should cease.

The teacher should have the students line up quietly in an orderly manner facing the door. The teacher shall then take the fire drill clipboard, posted on the classroom wall, and keep it in their possession until the end of the drill. (Please make sure you have an up-to-date classroom list).

The teacher will supervise the class out of the building in a single line to the back of the school on the field. Teachers should appoint two or more persons to act as doorpersons. They should be the first students out of the class and should join with their class after the last student leaves while making sure that the doors are shut.

Each teacher must send a tag to the Secretary when at the back of the school indicating that all students are present or all students are not present. This tag should be with your clipboard.

When the fire bell stops ringing **AND** the school bell rings three times, it is safe to reenter the school.

Please check with the Principal if you have any questions about the Fire Drill Procedure.

EARTHQUAKE DRILL

Before:

- hold class discussions
- practice drills
- hold hazard hunts, correct where possible

During:

- issue TAKE COVER order at first sign of tremor
- FACE AWAY from windows
- assume CRASH position on knees, head down, hands clasped on back of neck or head covered with book if possible
- COUNT ALOUD to 60; earthquakes rarely last longer than 60 seconds and counting is calming
- talk calmly to reassure students
- review evacuation procedure (see fire drill)

After:

- instruct students to evacuate
- lead class to your assembly area
- be prepared for alternate route
- take class list and first aid kit
- administer first aid, if needed
- do NOT reenter building unless cleared by Principal
- reassure students, remind them that parents may be delayed in calling them

If Outside:

- stay outside
- move away from buildings, utility wires, fuel and gas lines, etc. The greatest danger from falling debris is just outside doorways and close to outer walls
- once in the open, get down low (to avoid being knocked down by strong shaking) and stay there until the shaking stops
- take attendance and wait for all clear

TSUNAMI PROCEDURES

In the event of a tsunami you ideally want to be at least 3.2 km (2 miles) away from shore and at least 30.5 meters (100 ft) above sea level. Tsunami's bring many surge waves that can last for hours, arriving every ten to sixty minutes. Tsunami's usually affect communities close to where the earthquake or other triggering event occurred. **Locally generated tsunamis can strike the shore minutes after they are generated, before official warnings can transmit from warning centers to local warning systems.** In rare cases tsunamis can travel across open ocean and strike communities thousands of miles away, hours after they are generated. In these cases there is time to warn the residents of those communities.

A Tsunami is imminent if you experience any of the following:

- A strong earthquake shaking, particularly shaking lasting longer than 30 seconds;
- Withdrawal of the sea water to unusually low levels; or
- Loud sound or roar from the ocean, similar to a jet plane, an explosion or a sudden downpour of rain.

What to do:

- Complete the evacuation of the school as set out in Regulation No. 4110-20 Emergency Preparedness – Earthquake Response.

- Gather students and move children as quickly as possible to the highest ground available. See evacuation route for your school.

INTRUDER ALERT

1. Determine the location, description and any other information about the intruder.
2. Advise the main office of the incident and where you are going
3. Do not approach alone.
4. Approach in a non-confrontational manner and assess the situation/intruder.
5. Maintain a safe distance.
6. Identify yourself and ask why the intruder is there.
7. Ensure that you do not block the intruder's exit, and identify an exit for yourself.
8. Ask the intruder to accompany you to the main office, explaining the safety concerns.
9. If the intruder refuses to cooperate, direct the intruder to leave the school site.
10. If the intruder refuses to leave, instruct staff to immediately call 911 for police.
11. After advising 911 of the situation, stay on the line until police arrive.
12. If possible, provide the following information to 911:
 - location of school
 - best entrance to school by police – they will want to enter at a point unobserved by intruder
 - physical description / name of individual
13. Avoid further confrontation by observing the intruder from a distance.
14. Initiate Lockdown Procedure if situation escalates and poses a risk to staff/students.

POWER OUTAGE

1. Keep all students in your class.
2. Please be patient – if the power does not come back on within a couple of minutes, do not expect an answer for a minimum of fifteen minutes.
3. All staff (Support and Teaching) who are not teaching or directly involved one on one, please report to the office.
4. The Principal and/or Secretary will assign staff to duties.
5. Open curtains and engage in an educational activity or continue with your lesson if possible.
6. In the event that students need to go home, we will commence the phone out procedures listed on the next page.

PLEASE DO NOT SEND RUNNERS TO THE OFFICE EXCEPT IN AN EMERGENCY

We will keep staff updated as soon as we know something.

Conrad Elementary School **Emergency Phone Out Procedure**

Once it is decided that the students need to leave the school for the day, the following procedure is in effect:

- The Principal will assign designated individuals as runners. These assigned runners will be used to convey information to classes more easily.
- The runners will be sent to the classes with information to the teachers informing them of the current situation.
- All other students **MUST** stay in their classroom until they are told they can leave. Contact **MUST** be made with an adult before a student can leave.

Washroom: We will have an adult standing outside the washroom with a flashlight if students need to use the bathroom. Please only send students if they **REALLY** need the bathroom.

Phone Out Procedures:

Any extra support staff not needed in the classroom are asked to come to the office to help.

If any staff member has a cell phone and is willing to let us use it for phone outs, please send it to the office.

The secretary will organize the call outs. We have a list that lists the students by family. The secretary will give each adult who has a phone one or two divisions to do the callouts. This also includes siblings. We will start with Division One and work our way up. Once contact is made, the runners will be sent to the classes to tell the appropriate students they can leave.

For those people doing call outs, they must record who they spoke with and where the students are to go or who is picking them up. This can be done on the sheet given to you.

Please remember **ONLY** those adults designated as “callers” should be phoning home. **Students are NOT to phone home.** If you have a phone in your room that works and the teacher is able to call out, send a student to the office to let the secretary know and she will give you a list with instructions for callout procedures.

MESSAGE:

- We are entering into the Conrad School Emergency callout procedure

- Please send any available support staff to the office
- Please send any extra cell phones to the office
- Reminder: A runner will come and let you know when your student(s) can leave.
- If you have a phone that works in your room, send a student to the office and the secretary will send you a callout list with instructions

BOMB THREAT

Bomb threats are an occasional “fact of life” in public schools in British Columbia. Should you receive such a call when you answer the school phone, the following points are intended to assist you.

1. Attempt to obtain an “explosion time” and an idea of where the device is placed in the building. (This may seem like a futile request; however, in many instances the caller will give the information)
2. Report the threat to the Principal giving (telephone trace procedure on following page):
 - a. any information obtained from the caller
 - b. the line number used by the caller
 - c. the time of the call.
3. If the Principal is not available then:
 - a. phone the Board Office (250-624-6717) and provide the above information
 - b. phone the police (911) and provide the above information
 - c. pull the fire alarm to activate our evacuation procedures
4. The safety of the building will be determined by the Principal in consultation with the police and fire department.
5. The all clear will be a ring of the school bell.

TELEPHONE CALL TRACE

Customer Originated Trace lets you track harassing callers through Prince Rupert CityWest and the RCMP.

Call Trace Procedure

1. After receiving a threatening or harassing phone call, hang up the phone. Immediately pick up the handset before another call comes in. (On a multi line key system, make sure you access the line that just rang in.)
2. Press *57 (Feature*57) You will receive an announcement indicating that the last call has been traced or an announcement that it could not be traced because it was outside the local calling area.

3. If the call was traced, immediately call the RCMP if it was a threatening call and report what you have done.

FIRE DRILL/ EVACUATION PROCESS

As safety is an ongoing part of the Conrad Street Elementary School Before & After Care Program, fire drill/ evacuation procedures (approved by the Fire Marshall) are posted and are practiced once a month. During orientation we will review these procedures as it is important for you to understand your role if an emergency evacuation happens.

CLOSURE OF Conrad Street Elementary School Before & After School Care Program

In the case of fire, extended power or heat failure, extreme weather conditions or an evacuation due to the safety of the facility, Conrad Street Elementary School Before & After School Care Program may have to close. The staff will care for children until families/ emergency contacts have picked them up. Evacuation Procedures as posted at the exits will be followed.

If school is closed early during school hours due to extreme weather or other events, and parents are notified to pick up their children from the school, Conrad Street Elementary School Before & After School Care Program will **NOT** be open. Please follow school direction regarding pick up and contact the school office with any questions.

VISITORS

As the safety and security of children, families and staff is critical, visitors need permission from the manager prior to visiting Conrad Street Elementary School Before & After School Care Program. Community resources/ partners and immediate family members of children enrolled are welcome to visit, however, arrangements must be made in advance. Unauthorized visitors will be asked to leave the premises.

UNAUTHORIZED PERSONS

If an unauthorized person arrives to pick up your child, the child will remain under the supervision of Conrad Street Elementary School Before & After School Care Program staff. Conrad Street Elementary School Before & After Care Program staff will explain the policy that written authorization from the enrolling parent/ guardian is required to release a child. If difficulties arise, all reasonable efforts will be made to ensure the safety of the child, other children and the staff. If necessary, the police will be called for assistance.

SUSPECTED CHILD ABUSE

The Child, Family and Community Service Act states that all children in the Province of B.C. "are entitled to be protected from abuse, neglect and harm or threat of harm". The Act also states that any "person who has reason to believe that a child needs protection must promptly report the matter" to the Ministry for Children and Families. If you have any questions, or would like more information, we invite you to talk to the Program Manager.

APPREHENSION BY THE MINISTRY FOR CHILDREN AND FAMILIES

The Child, Family and Community Service Act defines when a child needs protection. Decisions related to when, how and where the Ministry for Children and Families can apprehend a child rests with the Ministry. If and when a social worker from the Ministry for Children and Families intends to apprehend a child from Conrad Street Elementary School Before & After School Care Program, the manager will be responsible for responding to the situation. Prior to the child being removed, the manager will verify with a ministry supervisor that the social worker is authorized to apprehend the child. It is the responsibility of the Ministry to make all reasonable efforts to notify the family of the apprehension.

CUSTODY AND ACCESS – SAFE RELEASE OF CHILDREN, CONTINUED

If parents live separately, Conrad Street Elementary School Before & After School Care Program expects that the information provided by the enrolling parent is accurate. Without a custody agreement or court order on file with Conrad Street Elementary School Before & After School Care Program, staff cannot deny access to the non-enrolling parent. If one of the parents is not authorized, the policy on unauthorized persons will be followed. If custody has not been legally determined and conflict between the parents and/ or their family members is evident, Conrad Street Elementary School Before & After School Care Program may not be able to care for the child unless both parents and/ or family members sign a written agreement confirming details re: authorization for pick up and access to information about the child. If a family has a custody agreement or court order, a copy must be provided and placed in the child's file.

CONFLICT RESOLUTION

Families are encouraged to discuss questions or concerns regarding any aspect of Conrad Street Elementary School Before & After School Care Program with the manager. If an issue arises, the goal is to resolve differences of opinion and conflict in a peaceful way and find solutions that everyone can accept.

The steps outlined will be followed:

Step 1 The enrolling parent/ guardian and the Conrad Street Elementary School Before & After Care Program manager will meet to define the issues, state their

points of view, and agree on the problem. This is best done at a time other than pick up at end of day.

Step 2 Solutions and/or resources will be identified whenever appropriate.

Step 3 A plan will be agreed upon by the enrolling parent/guardian and the manager.

Step 4 Once the plan is enacted, the enrolling parent/guardian and manager will check in to ensure it is working. If it isn't, they will return to Step 2. If no plan can be agreed upon by all parties, using the conflict resolution procedure, other arrangements may be required.

FEES AND PAYMENT

Once the registration package has been received and is confirmed as complete, families can request the days they wish to attend the program. Priority will be given to families who request a regular full -time schedule – September to June. Families who wish to register on a month to month basis can request spots by contacting Susan Kobza at susan.kobza@sd52.bc.ca starting at 6:00 pm on the 15th of the previous month.

We will fill spaces on a first come, first serve basis, so please do not leave requests to attend to the last minute. You will then receive an e-mail confirmation.

Demands for space may exceed our capacity, so please do not assume that all spaces requested on will be available until you have received a confirmation from the Registrar.

We ask that you don't send schedules or payments to school with your child, but rather e-transfer them directly to the school secretary once invoices are issued to Jan Currie the school secretary. jan.currie@sd52.bc.ca. We accept cash, post-dated cheques. Fees are non-refundable if your child is ill or on vacation.

Children must be pre-registered to participate in the Before & After School Care program. Fees are due the on the 1st of every month.

The monthly fee for full time grade Kindergarten to 5 students for Before & After School care is \$500.00. There are no part-time fees for this program. This fee is before the government child care reduction fees are applied which will be for Grade 1 to 5 students in September 2023. Fees will be reduced to \$385.00 a month for Grades 1-5. Monthly fees will decrease once subsidies are approved.

WITHDRAWAL POLICY

When you are withdrawing your child from the Conrad Elementary School Before and After School Program, it is necessary that you give us one month's notice with reason

for withdrawal, or one month's fees can be paid in lieu of notice.

CANCELLATIONS, CREDITS REPAYMENT POLICY

Due to the increasing staff time required to process cancellations and changes to schedules, Conrad Elementary School Before and After School Care does not provide credits for cancellations except in the event of i) a closure due to weather, facility closure, or circumstances beyond our control where we are unable to provide service: or ii) an unseen family crisis which results in a child being unable to attend the program. Families will receive credit on their next month's fees in the event one of the above reasons for an absence occurs.

TERMINATION OF SERVICES BY CONRAD STREET ELEMETARY SCHOOL SEAMLESS DAY BEFORE & AFTER SCHOOL CARE PROGRAM ADMINISTRATION

Conrad Street Elementary School Before & After School Care Program staff are committed to providing a caring and supportive environment for all families. However, termination of services may be required if:

- Parents consistently fail to adhere to policies and procedures, especially regarding the respectful treatment of staff and children, health and safety, facility hours, etc.
- Conrad Street Elementary School Before & After School Care Program is unable to satisfactorily resolve an issue with the enrolling parent/ guardian using the conflict resolution steps.

If the Conrad Street Elementary School Before & After School Care Program plans to terminate service, the manager will give one month's written notice to the enrolling parent/ guardian or refund fees for the current month in lieu of notice.

TERMINATION OF SERVICES BY FAMILY

Families are required to provide one month's written notice if they plan to permanently discontinue use of Conrad Street Elementary School Before & After School Care Program services.

COMMUNICATING WITH SCHOOL STAFF

Conrad Street Elementary School Before & After School Care Program is a managed by School District 52 staff. Early Childhood Educators work in the school building during the school day in order to ensure strong communication between teaching staff and Early Childhood Educators.

COMMUNICATING WITH FAMILIES

For sharing information about Conrad Street Elementary School Before & After School Care Program, we use an e-mail bulletin distribution list and by phone or texting. We look forward to communicating frequently, setting goals and if needed, solving problems together with each family in the best interests of the children. If you

have any questions, concerns, or suggestions, please speak with the Conrad Street Elementary School Before and After School Care Program supervisor or manager.

- Parents and Guardians will be notified in person or by phone (text) if their child is injured in the classroom or outside during the hours of the program.

PROGRAM EVALUATION

Your feedback is important to us. The manager of Conrad Street Elementary Before & After School Care Program will encourage on-going feedback as well as provide you with opportunities to share comments/suggestions. Your response to our program evaluation helps us to develop programming policies and procedures and to provide child care that meets family and community needs.

Please contact us if you have any questions, concerns, or need clarification about our program and policies. We welcome curiosity and dialogue, and value clear communication.

We look forward to working with you!

Program Manager- Jean Marogna- School Principal – jean.marogna@sd52.bc.ca

Registrar – Susan Kobza – District Vice-Principal for Early Learning and [Childcare-
susan.kobza@sd52.bc.ca](mailto:susan.kobza@sd52.bc.ca)

Lisa Sherr- Classroom teacher – lisa.sherr@sd52.bc.ca

Mary Snook – ECE staff member – mary.snook@sd52.bc.ca

Renee Dennis – ECE staff member – renee.dennis@sd52.bc.ca

School office phone number (250) 624-4935