



Whitestone After School Program

Whitestone Lake Central School

Parent's Handbook

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ATTACHMENT A - Parent Issues and Concerns Policy and Procedures

Municipality of Whitestone After School Program

Whitestone Lake Central School

Mission:

Our Mission is to provide effective, comprehensive, after school services for youth in our community.

Philosophy:

We are committed to our community and its families to provide the opportunities deemed essential in successful children. Youth who participate in such programs are exposed to several opportunities that assist them in developing healthy self-concepts, social attitudes and networking skills. We intend to meet the needs of children and their families, while playing a key role in their success. Our values are based upon belonging, well-being, engagement and expression, and embedded in our everyday operations.

Development:

- We help to improve the well-being of children and families through a dedication to lifelong learning through play;
- We support children's and family development with diverse opportunities to learn through play;
- We provide your child with opportunities to follow their natural curiosity through meaningful explorations and experimenting, playing, inquiring and creating with their body, mind and senses;
- We incorporate indoor and outdoor play, as well as active play, rest and quiet time, into the program, and give consideration to the individual needs of the children receiving child care;

Inclusiveness:

- We provide an open, welcoming and safe environment for all, based on mutual respect;
- We offer a safe, healthy learning environment where everyone's well-being is a priority;
- We respect that every family is unique, and we embrace all diversity in its many forms;
- We believe that everyone has the right to express themselves and communicate in an open and positive manner.

Collaboration:

- Meeting our common goals through communication, flexibility and partnership.
- We believe in providing support to our programs and families in collaboration with our community partners.
- We value your knowledge and welcome your participation in our programs which will help children and families to reach their full potential.
- We provide a positive atmosphere in which everyone is welcome to explore and grow at their own pace.
- We provide child-initiated and adult-supported experiences;
- We support our Program Coordinators and other who interact with the children at the After School Program in relation to continuous professional learning.

Excellence:

- We provide innovative solutions through qualified professionals while upholding accountability for our high standards of quality;
- We believe children, families and our personnel as being competent, capable, curious, and rich in potential;
- We are lifelong learners who value continuous professional development at all levels and provide our personnel with opportunities to access training to maintain the high quality of programs;
- We document and review the impact of the strategies set out in clauses (a) to (j) on the children and their families.

Services Offered:

The Whitestone After School Program is committed to the community and its families and to provide the opportunities deemed essential in successful children. Youth who participate in such programs are exposed to several opportunities that assist them in developing healthy self-concepts, social attitudes and networking skills, while playing a key role in their success. The program capacity is fifteen (15) children total.

We are Ministry of Education Licensed Facility operating under the family age grouping:

Primary/Junior School Age – 68 months up to 13 years (with approved allowance for up to 4 children in the Kindergarten/Junior Kindergarten age group) maintaining a total of 15 children.

The Ministry of Education license for the Program however, provides for a 'Director's Approval' for a mixed age grouping. This allows that 25 % of the children, being a total of four (4), may be from younger or older age groups. The maximum capacity remains at fifteen (15).

The program is Licensed and Supported by the Municipality of Whitestone and is operated and in compliance with: Ministry of Education, Child Care Quality Assurance and Licensing Branch, *Child Care and Early Years Act*; as well as, all applicable health and fire regulations.

After School Program Operating Hours and Closure:

The After School Program hours are Monday to Friday 3:00 p.m. to 6:00 p.m., except during the Near North School Board holidays and professional development and professional activity days.

Closures:

The After School Program observes the following holidays. These dates will be determined on a yearly basis:

New Year's Day	Family Day	Easter Monday
Good Friday	Victoria Day	Canada Day
Civic Holiday	Labour Day	Thanksgiving Day
Christmas Day	Boxing Day	

The After School Program is also closed when schools announce closures due to inclement weather or other unexpected circumstances. The After School Program does not operate on during the summer, winter and March breaks.

After-School Program Fee (current) & Subsidy:

The cost of the After School Program is **\$6.00 per day** per child for the 2020 / 2021 school year.

Parents and / or Guardians are required to **pay in advance** before the 1st of each month based on the estimated use of the program. This estimated use should be calculated by the parent.

Accounts must be kept up to date at all times in order for the child (children) to remain in the program.

When accounts are in default or parents have not made financial arrangements and paid in advance, parents may be required to make alternate after school arrangement for their child (children).

Parents will receive a monthly statement from the Municipality however it remains the parent's responsibility to ensure funds remain on account at all times to support their child's (children's) use of the program.

The Program Coordinator provides weekly attendance reports to the Municipality of Whitestone and these reports are utilized to track program usage and accounts.

Families with a financial need may apply for subsidy at the District Social Services Administration Board (Parry Sound) for support.

Admission:

A meeting can be arranged with interested families to answer any questions and take a tour of the Whitestone Lake Central School and meet Program Coordinator.

Families will need to complete the registration form at the Municipal Office, review policies with staff and submit required supporting documents. Support to complete forms is offered if needed. The After-School Program is committed to providing a smooth and supportive transition from school activities to the After-School Programming.

We kindly request that any changes to the information provided at registration be updated as necessary.

Waiting List:

When necessary, the Municipality of Whitestone will maintain a waiting list for the After-School Program. The program capacity is fifteen (15) children total.

Discharge policy:

The After School Program reserves the right to exclude any child from attendance, temporarily or permanently, who is deemed to be interfering with the health, safety, and educational development of themselves or any other child in the program. A child may be discharged from enrolment after the following measures have been implemented:

Initially, parents will be advised via conversation and/or in written form of the circumstance which is deemed by the Program Coordinator to be interfering with the health, safety, and educational development of themselves or any other child in the program. In this meeting or conversation, parents are made aware of the child's readiness for and/or suitability to the program, and/or the perceived risk to others. Parents are made aware of any modifications or improvements required in order to continue the child's enrolment. A deadline will be established to provide the child with the opportunity to adapt, improve or make modifications acceptable to the Program Coordinator.

A final meeting will take place between the Program Coordinator and parent(s) to determine a) continuation in the program, b) discharge, or c) next steps.

All timelines are established dependent upon the severity of the circumstance leading up to consideration of discharge and are determined according to the impact that the child's behaviour has on the health, safety, and educational development of him/herself or any other child in the school.

The final decision of discharge is made by the Municipality of Whitestone after discussion with the Program Coordinator.

Activities Off Premises

The Program Coordinator and children will occasionally go on walks, visiting natural outdoor areas (such as woodlands) near the school during program time. These walks provide children with a safe and stimulating outdoor play and learning experience. At registration, you will be

asked to give permission for these neighbourhood walks. Off-site activities are noted on the activity planner that is posted in a location that the Parents.

The Program Coordinator will also post a sign indicating where the children are, when they left the school property, and when they will return.

Students on Placement and Volunteers

Supervision of Volunteers & Students

This provision protects the safety and well-being of children by requiring that volunteers and students on placement be supervised by the Program Coordinator at all times while participating and assisting with the After-School Program.

The After-School Program shall ensure that every volunteer or student on placement at the After-School Program is not permitted to be alone with any child in the program.

A vulnerable sector criminal reference check is required for students on placement. Volunteers under 18 must obtain a police information check, and volunteers over 18 must obtain a vulnerable sector criminal reference check.

(for more information see Supervision of Volunteers and Students on Placement Policy)

Prohibited Practices

- corporal punishment of the child;
- physical restraint of the child, such as confining the child to a high chair, car seat, stroller or other device for the purposes of discipline or in lieu of supervision, unless the physical restraint is for the purpose of preventing a child from hurting himself, herself or someone else, and is used only as a last resort and only until the risk of injury is no longer imminent;
- locking the exits of the child care centre for the purpose of confining the child, or confining the child in an area or room without adult supervision, unless such confinement occurs during an emergency and is required as part of the licensee's emergency management policies and procedures;
- use of harsh or degrading measures or threats or use of derogatory language directed at or used in the presence of a child that would humiliate, shame or frighten the child or undermine his or her self-respect, dignity or self-worth;
- depriving the child of basic needs including food, drink, shelter, sleep, toilet use, clothing or bedding; or
- inflicting any bodily harm on children including making children eat or drink against their will.

Parent Issues & Concerns:

Parents/guardians are encouraged to take an active role in the After-School Program and regularly discuss what their child(ren) are experiencing with the program. As reflected in the program statement, the program supports positive and responsive interactions among the children, parents/guardians, program provider, students on placement and volunteers, and fosters the engagement of and ongoing communication with parents/guardians about the program and their children.

The Program Coordinator is available to engage parents/guardians in conversations and support a positive experience during every interaction.

All issues and concerns raised by parents/guardians are taken seriously by the Municipality of Whitestone and will be addressed. Every effort will be made to address and resolve issues and concerns to the satisfaction of all parties and as quickly as possible.

Issues/concerns may be brought forward verbally or in writing. Responses and outcomes will be provided verbally, or in writing upon request. The level of detail provided to the parent/guardian will respect and maintain the confidentiality of all parties involved.

An initial response to an issue or concern will be provided to parents/guardians within two (2) business days. The person who raised the issue/concern will be kept informed throughout the resolution process.

Investigations of issues and concerns will be fair, impartial and respectful to parties involved

Parent Concerns about the Suspected Abuse or Neglect of a Child:

Everyone, including members of the public and professionals who work closely with children, are required by law to report suspected cases of child abuse or neglect.

If a parent/guardian expresses concerns that a child is being abused or neglected, the parent will be advised to contact the local Children's Aid Society (CAS) directly.

Persons who become aware of such concerns are also responsible for reporting this information to CAS as per the "Duty to Report" requirement, *Child and Family Services Act*. Please visit:

<http://www.children.gov.on.ca/htdocs/English/childrensaidthereportingabuse/index.aspx>

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

See ATTACHMENT A - Parent Issues and Concerns Policy and Procedures

Emergency Management & Notifications:

In the case of an emergency, the Program Coordinator shall follow specific protocols and procedures for different emergency situations. In the event that the children need to be evacuated from the school due to an emergency; an alternate site has been designated as an evacuation site.

Please take time to speak with the Program Coordinator and familiarize yourself with this alternate site. The Program Coordinator follows specific procedures for their location if an emergency requires the program to go into a hold and secure, lockdown, or shelter in place mode. For more information, please see the Emergency Management Policy and Procedures.

In case of an emergency, Parents/Guardians will be notified by telephone, text and/or email.

List of Program Policies

	Program Statement
# 01	Program Statement Implementation Policy
# 01.1	Program Statement Monitoring Form
# 02	Waiting List Policy
# 03	Attendance Notification Policy
# 04	Payment and Account Policy
# 05	Parent Issues and Concerns Policies and Procedures
# 06	Monitoring Compliance & Contraventions; Policies/Procedures
# 07	Emergency Management Policies and Procedures
# 08	Serious Occurrence Policy
# 09	Supervision of Volunteers and Students
# 10	Sanitary Practices Policy and Procedures
# 11	Anaphylactic Policy and Procedures
# 12	Medication Administration Policy and Procedures
# 13	Criminal Reference Check/Vulnerable Sector Check Policy
# 14	Fire Safety/Evacuation Procedures
# 15	Staff Training and Development Policy
# 16	Playground Safety Policy
# 17	Emergency Washroom Procedures
#18	COVID-19 Policy and Protocol



Questions & Concerns

Michelle Hendry, Chief Administrative Officer/Clerk

The Corporation of the Municipality of Whitestone
21 Church Street - Dunchurch, Ontario - P0A 1G0
Phone: 705-389-2466

E-mail: michelle.hendry@whitestone.ca

Website: www.whitestone.ca