

Before- and After-School in Manor Park PARENT HANDBOOK

Revised April 4, 2018

'Before- and After-School in Manor Park' is operated by the Manor Park Community Council as a 3rd party provider for the Ottawa Carleton District School Board (OCDSB)

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1. Program

1.1 Program Statement:

Before- and After-School in Manor Park, operated by Manor Park Community Council (MPCC), provides licensed child care programming which views children, educators and families as competent, capable of complex thinking, and rich in potential. In order to ensure high quality experiences that result in positive outcomes for a child related to learning, development, health and well-being, our program is guided by 'How does Learning Happen? Ontario's Pedagogy for the Early Years (2014)' (HDLH), and the associated regulations. The programs goals and expectations integrate the six guiding principles of 'Early Learning for Every Child Today' (ELECT) with a focus on child-centred, exploratory and play-based learning.

OUR PROGRAM

With the belief that each child is a unique individual who brings their own abilities, Educators plan a program that positively stimulates the interests and development of the children. Activities are provided that meet the developing needs for all of the children in our care. Alterations are made to the environment and the program based on observed changes in developmental needs and interests.

Children make their interests known in a variety of ways. To discover those interests the educators observe, listen and talk with the children and document their interactions. The educators use this information to plan programming that offers the encouragement and space to explore new materials, hypothesize and foster the expansion of children's creativity thus furthering their interests. Through play based learning, the educators follow the lead of the children as they develop the skills needed to expand their abilities as well as their knowledge and understanding of their world. Our program builds on the interests of the children, supported by educators, in order to provide a stimulating and engaging environment that enhances children's natural sense of curiosity.

Implemented into the program is a balance of opportunities that consider the needs of the group along with individual needs of children. Daily gross motor play is offered outdoors in the playground, the community center's splash pad, sports fields, tennis courts and skating rink as well as indoors in the school's gymnasiums. Indoor activities include structured group activities, free exploration of materials and a weekly art instruction period. Each programs environment is set up to encourage the children to challenge their abilities, expand their interests and develop relationships with a designated space for rest and quiet time.

CHILDREN ARE COMPETENT, CAPABLE, CURIOUS AND RICH IN POTENTIAL

Our goals for children, consistent with the Ministry of Education's pedagogy, include the following:

- Every child has a sense of belonging when he or she is connected to others and contributes to their world
- Every child is developing a sense of self, health, and well-being
- Every child is an active and engaged learner who explores the world with body, mind, and senses, and
- Every child is a capable communicator who expresses themselves in many ways

Our program is designed to:

- Encourage children to interact and communicate in a positive way and support their ability to self-regulate
- Foster the children's exploration, play and inquiry
- Provide child-initiated and adult-supported experiences, and
- Offer opportunities to create authentic lasting relationships with others in the program

HEALTH, SAFETY, NUTRITION AND WELL-BEING

Health and safety - As a licensed child care operator; 'Before- and After-School in Manor Park' meets all health and safety requirements of the Ministry of Education and local government by-laws. Information is posted outside our office and provided in the 'Parent Handbook'

Nutrition - Our child care license permits children to bring bagged snacks to the program each day. Nutritious foods are available to those children without snacks or for those who require a healthy snack option. Included in our parent handbook is a sample menu of nutritious snacks, safe food storage, as well as guidelines for labeling all lunch bags, food and drink containers to ensure the safety of those children with allergies and dietary restrictions.

Well-being - Each group within our program is comprised of children developmentally at the same age where each child feels valued within the group and is given individual attention when needed. Our educators are consistent, gentle and understand the children's well-being as being paramount to a quality program.

RELATIONSHIPS AMONG CHILDREN, FAMILIES, STAFF AND COMMUNITY PARTNERS

'Before- and After-School in Manor Park' acknowledges that children function in many interrelated systems; family, child care, school, and within their community. Our program strives to promote a sense of belonging for children and their families by fostering positive interactions and encouraging collaboration while maintaining MPCC's vision to provide activities that develop healthy minds, bodies and spirit within a diverse community.

Educators will ensure that parents are well-informed about their children's learning, by using pedagogical documentation to make learning visible. Rich conversation occurs when families are offered the opportunity to share their views and perception of learning, therefore educators will invite parents and caregivers to contribute by posting pedagogical documentation and questions for inquiry. In addition, encouraging the involvement of family's views on learning speaks to the MPCC's vision for fostering 'Community Spirit'.

We are committed to working collaboratively with community partners in the best interest of the children and their families. Our third party agreement is located within Manor Park Public School where it is essential to uphold a positive relationship with teachers and school administrators. This will be accomplished by maintaining on-going communication.

OUR COMMITMENT TO QUALITY CARE

Educators refer to the early learning documents, '*How Does Learning Happen?*' (HDLH) along with *Early Learning for Every Child Today* (ELECT) as a guide to shape their program's pedagogical approach. These documents, along with other resources and professional development opportunities, encourage educators to be reflective and aid them along their path of continuous professional learning.

With an emphasis on responsive, positive communication and interactions as a means to develop meaningful relationships with children, educators will guide behaviours aiding in self-regulation. Positive language and behaviours are modeled at all times when speaking with the children and other adults. The educators use numerous forms of communication (words, multiple languages and body language) to aid children in the development of their communication and problem-solving skills. Self-regulation is supported by on-going discussions to help children understand emotions and deal with situations affectively and calmly.

As defined by the Child Care and Early Years Act, the following practices are not supported:

- 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 or child care premises 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.

An annual review of the program statement will be conducted by the Program Supervisor. The Program Supervisor will review the implementation and impact of all components of the statement in the Program. Any updates or modifications to the statement will be sent to the MPCC Board of Directors for review and approval. In addition, the Program Supervisor will be responsible for reviewing the program statement with all staff, students and volunteers prior to interacting with children and at any time when the program statement is modified.

- 1.2 'Before- and After-School in Manor Park' is operated by the Manor Park Community Council (MPCC), as a 3rd Party Provider on behalf of the Ottawa Carleton District School Board (OCDSB). The MPCC is a community-based, not-for-profit organization.
- 1.3 Programs will provide children in Junior Kindergarten (JK), Senior Kindergarten (SK) and grades 1-6 with a safe, fun and friendly environment in which to enjoy quality recreational activities which complement their regular school day. Children will be encouraged to develop friendships and new skills. Programs will balance sports with crafts, quiet time with active play, and individual- with group- activities. Both structured and unstructured activities are included.
- 1.4 A bilingual and inclusive atmosphere will be provided whenever possible.
- 1.5 Before- and After-school programs are part of the Extended Day Program. Additional programming (on PA Days, during March Break and Christmas Break) may be added to the Extended Day Program where sufficient interest exists.

2. Hours and Days of Operation

- 2.1 'Before- and After-School in Manor Park' takes place in the Manor Park Public School located at 100 Braemar Street, Ottawa.
- 2.2 Before-school program – from 7:15 a.m. until the start of the school day (approx. 8:30 a.m.), on days regularly scheduled as part of the academic year by the OCDSB, also known as 'instructional days'.
- 2.3 After-school program -- from the end of the school day (approx. 3:00 p.m.) until 6:00 p.m. on days regularly scheduled as part of the academic year by the OCDSB, also known as 'instructional days'.
- 2.4 Parents may register their child in the before- school portion, the after-school portion, or both.
- 2.5 Extended Day Programs following the academic calendar of the OCDSB.
- 2.6 Additional programming on PA Days, during March Break, or for six days during the Winter Break may be offered at an additional charge, should sufficient interest exist.
- 2.7 In the event of emergency closure of the Manor Park Public School, the programs will not operate. No refunds, credits or substitutions will be provided for Before- or After-School program fees.

3. Pick-up and drop-off times

- 3.1 Arrival time for Before-School program is 7:15 a.m. or later. Children must be accompanied by parent/guardian into their classroom and an instructor must be made aware of his/her presence.
- 3.2 In the unlikely event that the Before-School program instructor is not on-site upon arrival, the custodian will let you into the school but parents must remain with their child until the program instructor arrives.
- 3.3 Parents are expected to pick up children in the After-School program no later than 6:00 p.m. Late pick-ups will be penalized at the rate of \$1.00 per minute thereafter. Penalties must be paid on or before the last day of the month in which they were issued. If late penalties are not paid on time, the child will not be allowed to attend the program. After three (3) instances of late pick-up, the MPCC reserves the right to discharge the registrant from the Extended Day Program.
- 3.4 When picking up, parents, or their designates will communicate verbally with an Educator that they are leaving with their child.
- 3.5 Children will only be released to those adults identified on the registration form. Should it be necessary for another adult to pick up the child, parents must notify the MPCC in writing.

4. Registration

- 4.1 All children must be **PRE-REGISTERED**. One (1) registration form per child is required.
- 4.2 Registration will be accepted beginning in March for the following September, and on an on-going basis throughout the school year, provided there is sufficient space and staff to accommodate the registrant.

- 4.3 The program can accept a limited number of participants.
- 4.4 Registration is considered complete when a completed registration form is received by the MPCC and accompanied by full payment. A signed and completed Pre-Authorized Debit agreement or post-dated cheques for the full balance of the academic year are required as outlined in sections 11.6 and 11.7.
- 4.5 The MPCC values the diverse needs of children, recognizing individual abilities and nurturing development in an environment that promotes the growth of self-esteem and mutual respect. The MPCC aims to provide an inclusive environment to the best of our abilities. To best serve children in the program, we ask parents to indicate whether children receive community supports, such as, Child Integrated Support Services (CISS), Children's Aid Society (CAS), CHEO, Ottawa Children's Treatment Centre (OCTC). Please also indicate whether your child receives educational supports in school (IEP, Learning support teacher resources, behavior consultant).

5. Waitlist Selection Policy

Intent: The Manor Park Community Council (MPCC) may select registrants in the 'Child Care Registry and Waitlist' (CCRAW) and accept them into 'Before- and After-School in Manor Park' (Program). In order that the selection process is both fair and transparent, policies and procedures are established.

1. Parents will be directed to place their child on the 'Child Care Registry and Waitlist' (CCRAW) if they are seeking placement in 'Before- and After-School in Manor Park' (Program) and need a fee subsidy.
2. Parents will be directed to place their child on the CCRAW if the Program is at capacity.
3. CCRAW ranks registrants seeking placement in the Program under a fee subsidy more highly than full-fee registrants.
4. When notified by the City of Ottawa that fee subsidy funding is available, the Supervisor may initiate placement from CCRAW.
 - a. Supervisor will review the CCRAW, for registrants meeting the following ranked criteria:
 - i. A child who attended the Program with a fee subsidy in June returning to the Program in September and approved for a fee subsidy.
 - ii. A child already enrolled in the Program for whom fee subsidy has now been approved.
 - iii. A child who already has a sibling attending the Program.
 - iv. A child with special needs for whom support has become available.
 - b. A child meeting the criteria of 4a will be offered placement provided there is space available in an age-appropriate group and that transportation to the Program is available.
 - c. If no child meets the criteria of 4a, and fee subsidy funding is available, the Supervisor would offer placement to the highest ranked registrant on the CCRAW for whom space is available in an age-appropriate group and transportation to the program is available. For clarity, the highest ranked registrant is defined as the first child on CCRAW with an 'approved' status eligible to receive fee subsidy.
 - d. Once offered placement, a family has five (5) business days to complete their registration in the Program or they forfeit their spot and the selection process continues.
5. Should no fee subsidy funding be available, the Supervisor may choose to initiate placement from CCRAW.
 - a. Supervisor will sort all full-fee registrants according to the date of their registration in CCRAW.
 - b. Supervisor will review the sorted CCRAW for registrants meeting the following ranked criteria:
 - i. A child who already has a sibling attending the Program.
 - ii. A child who is returning to the Program.
 - iii. A child with special needs for whom support funding has become available.
 - c. A child meeting the criteria of 5b will be offered placement provided there is space available in an age-appropriate group and transportation to the Program is available.
 - d. If no child meets the criteria of 5b, the Supervisor may offer placement to the highest ranked full-fee registration for whom provided space is available in an age-appropriate group and transportation to the program is available. For clarity, the highest ranked full-registration is defined as the first full-fee child listed chronologically by date of joining CCRAW.
 - e. Once offered admission, the family has five (5) business days to complete their registration in the Program or they forfeit their spot and the selection process continues.
6. Families approved for fee subsidies and meeting ranked criteria will be prioritized over full-fee families meeting ranked criteria.
7. Full-fee families meeting ranked criteria will be prioritized over those families not meeting ranked criteria.
8. Families inquiring about their position for placement from the CCRAW will be responded to by the Supervisor.
 - a. Supervisor may review the selection criteria with the family.

- b. Should another child(ren) better meet the selection criteria than the inquirer, the Supervisor may indicate this but without disclosing which of the specific ranked criteria is being met.
- c. Should another child(ren) better meet the selection criteria than the inquirer, the Supervisor will not disclose any personal information about this child(ren).
- d. Supervisor will remind inquirer that all placements are dependent upon the availability of funding (fee subsidies only), age-appropriate space, and transportation to the program.
- e. Supervisor will advise the inquirer that all placements will be issued in writing.

6. Absenteeism

- 6.1 Fees cannot be refunded, credited or reduced due to a child's absence. No substitution can be made as a result of absenteeism.
- 6.2 Parents will notify the MPCC office when an absence is likely and the possible date of return by calling 613.741.4776 or emailing mpcc@manorpark.ca.

7. Code of Conduct

- 7.1 The MPCC expects the participants in the Before- and After-School programs, or any other Extended Day Program, to respect the Educators, the facilities, and one another. Participants are expected to behave in a cooperative and peaceful manner.
- 7.2 If Educators become aware that a child has engaged in an unsafe activity, the principal of their school will be notified, and action may be taken pursuant to the 'Safe Schools Act'.
- 7.3 Should a child present a behavioral problem that disturbs the program's operation, staff will consult with the child's parents to find a solution. The MPCC reserves the right to review the situation, and may consider a child ineligible for participation in the program. No refund will be made.
- 7.4 Methods for promoting positive behaviour shall be age appropriate.

8. Parent Issues and Concerns Policy and Procedures

Intent: This policy will provide a transparent process for addressing issues or concerns of parents/guardians.

- 1. Parents/guardians will be encouraged to regularly discuss their child's experience in our program.
- 2. Supervisors and staff will support positive interactions among the children, parents/guardians and staff by engaging in conversation, maintaining ongoing communication, and supporting a positive experience during every interaction.
- 3. Issues and concerns raised by parents/guardians will be taken seriously by Supervisors and staff, and will be addressed with an effort to resolve them to the satisfaction of all parties as quickly as possible.
- 4. Issues or concerns may be raised verbally or in writing.
- 5. Responses and outcomes will be provided verbally, or upon request, in writing. Care will be taken to respect and maintain the confidentiality of the parties involved through the details provided in the responses.
- 6. An initial response to an issue or concern will be provided to parents/guardians within three business days. The person who raised the issue/concern will be kept informed throughout the resolution process.
- 7. Investigations of issues and concerns will be fair, impartial and respectful to parties involved.
- 8. Each issue and concern will be treated confidentially and every effort will be made to protect the privacy of parents/guardians, children, staff, students and volunteers, except when information must be disclosed for legal reasons (e.g. to the Ministry of Education, College of Early Childhood Educators, law enforcement authorities or a Children's Aid Society).
- 9. The highest standards for positive interaction, communication and role-modeling for children will be maintained. Therefore, harassment and discrimination will not be tolerated from any party.
- 10. Any parent/guardian, Supervisor or staff feeling uncomfortable, threatened, abused or belittled may immediately end the interaction and report the situation. Parents/guardians and staff should report to the Supervisor; Supervisor should report to the Executive Director.
- 11. Members of the public and professionals who work closely with children are required by law to report suspected cases of child abuse or neglect.
- 12. A parent/guardian expressing concerns that a child is being abused or neglected, will be advised to contact the [local Children's Aid Society](#) (CAS) directly. The person(s) who become aware of such concerns are also responsible for reporting this information to CAS as per the "Duty to Report" requirement under the *Child and Family Services Act*.

Nature of Issue or Concern	Steps for Parent and/or Guardian to Report Issue/Concern:	Steps in responding to issue or concern:
Program Room-Related E.g: schedule, indoor/outdoor program activities, snack arrangements, etc.	Raise the issue or concern to <ul style="list-style-type: none"> - the classroom staff directly or <ul style="list-style-type: none"> - the Supervisor 	<ul style="list-style-type: none"> - Where possible, address the issue or concern at the time it is raised or <ul style="list-style-type: none"> - arrange for a meeting with the parent/guardian within three (3) business days. Document the issues or concerns in detail, including: <ul style="list-style-type: none"> - the date and time the issue or concern was received; - the name of the person who received the issue or concern; - the name of the person reporting the issue or concern; - the details of the issue or concern; - any steps taken to resolve the issue or concern;
General, or Operations-Related E.g: child care fees, hours of operation, staffing, waiting lists, etc.	Raise the issue or concern to <ul style="list-style-type: none"> - the Supervisor 	<ul style="list-style-type: none"> - information given to the parent/guardian regarding next steps; - in the event of a referral of the issue or concern, information provided to the parent/guardian; - contact information for all parties involved, including the referral.
Staff-, or Supervisor-Related	Raise the issue or concern to <ul style="list-style-type: none"> - the individual directly or <ul style="list-style-type: none"> - the Supervisor <p>All issues or concerns about the conduct of staff, duty parents, etc. that puts a child's health, safety and well-being at risk should be reported to the Supervisor as soon as parents/guardians become aware of the situation.</p>	<ul style="list-style-type: none"> - the details of the issue or concern; - any steps taken to resolve the issue or concern; <p>Ensure the investigation of the issue or concern is initiated by the appropriate party within three (3) business days or as soon as reasonably possible thereafter. Document reasons for delays in writing.</p>
Student- / Volunteer-Related	Raise the issue or concern to <ul style="list-style-type: none"> - the staff responsible for supervising the volunteer or student or <ul style="list-style-type: none"> - the Supervisor <p>All issues or concerns about the conduct of students and/or volunteers that puts a child's health, safety and well-being at risk should be reported to the Supervisor as soon as parents/guardians become aware of the situation.</p>	<p>Provide a resolution or outcome to all parties involved.</p>

Escalation of Issues or Concerns: Where parents/guardians are not satisfied with the response or outcome of an issue or concern, they may escalate the issue or concern verbally or in writing to the Program Supervisor.

Issues/concerns related to compliance with requirements set out in the *Child Care and Early Years Act, 2014* and Ontario Regulation 137/15 should be reported to the Ministry of Education's Child Care Quality Assurance and Licensing Branch.

Issues/concerns may also be reported to other relevant regulatory bodies (e.g. local public health department, police department, Ministry of Environment, Ministry of Labour, fire department, College of Early Childhood Educators, Ontario College of Teachers, College of Social Workers etc.) where appropriate.

9. Parental Participation

- 9.1 Parents are viewed as partners in learning, providing valuable perspective of children's home life and their child's development.
- 9.2 Parents are welcome to drop in and observe our programs. Comments and suggestions are always welcomed.

10. Volunteer Policy

Intent: Volunteers are members of the community actively contributing to the success of the MPCC. The MPCC aims to encourage community participation, develop the skills of volunteers and recognize the value of volunteer contributions.

1. Persons interested in donating their time and skills will be screened by Program Supervisor that their interests may be matched to a volunteer position. Volunteers will not be refused unless their participation poses a risk to MPCC participants, programs or assets.
2. Training and orientation for volunteer positions should be developed and delivered by the Program Supervisor of the program in which the volunteer participates.
3. Volunteers will wear identification to indicate that they are a volunteer of the MPCC, except at special events or while doing maintenance at the rink.
4. Volunteers will not be left unaccompanied with children or the elderly.
5. For licensed programs: Volunteers cannot be counted toward staff – child ratio.
6. The Program Supervisor will monitor and support the volunteer involvement in MPCC programs.
7. The contribution made by volunteers will be recognized. Employees are encouraged to regularly thank volunteers for helping with their program. Volunteer contributions may be highlighted in local newspapers or on the Manor Park website.

11. Fees

- 11.1 Fees will be paid **in advance**, on a monthly basis or a lump sum payment. No child will be admitted to the program unless fees are paid.
- 11.2 **Fee Structure:** Monthly fees reflect annual fees that have been distributed evenly over the entire ten month school year.
Before-school program: *Fees listed on most current registration form*
After-school program: *Fees listed on most current registration form*
- 11.3 Fees are transferable between siblings only.
- 11.4 Fees found on the most current registration form are in effect from September to June of the given school year for OCDSB instructional days only. Monthly fees **DO NOT** include public holidays, PA Days, March Break, or Winter Break.
- 11.5 A \$25 charge will apply to any cheques or PADs returned by the bank (ie. NSF, non-sufficient funds, etc). Should cheques be returned on more than one occasion, a different method of payment must be used and the MPCC reserves the right to terminate registration.
- 11.6 The primary method of payment for Before- and After-School in Manor Park is Pre-Authorized Debits (PAD). Through the PAD system, fees will be automatically withdrawn from the payee's bank account. Recurring monthly fees will be debited on the fifteenth of each month (or next business day). For any non recurring payments (ie. late fees, additional days or PA Day fees), the payee will make the payment with either exact cash or by cheque. To institute the automatic withdrawal, the payee will be provided with a PAD agreement form which must be completed and returned to the MPCC office with the registration package. Any post-dated cheques provided upon registration, but over-riden by automatic withdrawals, will be returned or shredded at the request of the payee.
- 11.7 Should an alternative method of payment be required beyond PADs, post-dated cheques can be accepted. Post-dated cheques are to be made payable to the MPCC and dated the 15th of the previous month (September's payment would be dated August 15th, October's payment, dated September 15th, and so on). A signed and completed Pre-Authorized Debit agreement or post-dated cheques for the full

academic year, must be provided at time of registration in order to complete registration. A spot for your child is secured only once the MPCC has received the completed registration form and either a signed and completed Pre-Authorized Debit agreement or post-dated cheques the full balance of the academic year.

- 11.8 If the banking information associated with the payee's PAD agreement is to change during the child's enrollment throughout the school year, the payee will advise the MPCC in writing prior to the 15th of the previous month when the change will occur.
- 11.9 For convenience, by signing the registration form, the payee authorizes MPCC to use the previously completed PAD for recurring payments of Before- and/or After-School enrollment for the following school year.
- 11.10 Receipts for income tax purposes will be issued in February for the preceding calendar year. For example, receipts will be issued in February for January-December of the previous year.

12. Field Trips:

- 12.1 Activities will take place in Manor Park School's classrooms, library, gyms as well as outdoors on OCDSB property.
- 12.2 Whereas some of the green space adjoining the Manor Park School and Manor Park Community Centre is designated as City of Ottawa, excursions to this non-OCDSB property. (ie. tennis courts, skating rink, Fire Engine playground structure, splash pad, washrooms in the community centre) are considered 'Field Trips'.
- 12.3 Registration in 'Before- and After-School in Manor Park' automatically includes parent's approval to 'Field Trips' as described in 9.2.
- 12.4 'Field Trips' to any locations beyond those described in 9.2 will require written permission from parents.

13. Consent and Assumption of Risks *(Please read carefully):*

- 13.1 Registration in 'Before-and After-School in Manor Park' automatically gives consent to the following assumption of risks:
- 13.2 I am aware there may be inherent risk to participating in the program. I have full knowledge of the nature and extent of the risks involved in participating in the program and I am voluntarily assuming the risks involved. I fully understand that I will be solely responsible for any injury, loss, or damage my child / my ward causes or sustains.
- 13.3 I am unaware of any health-related problems that my child / my ward may have that could cause injury while engaging in the program.
- 13.4 I release the Manor Park Community Council, the City of Ottawa, and their respective employees, volunteers, or Educators from any claims, damages, actions or causes of actions arising out of or in consequence of any loss, injury, or damage to any person or property incurred while engaged in the program.

14. Serious Occurrences:

- 14.1 MPCC supports the safety and well-being of the program participants by providing a greater transparency for families about serious occurrences that occur in the program, as well as remain accountable to the Ministry of Education. In the event of a serious occurrence, the Program Supervisor will post a Serious Occurrence Notification Form to inform families of the situation and any follow-up actions will be taken to avoid similar situations in the future.

15. Emergency Evacuation & Management of Emergencies:

- 15.1 In the event that an emergency evacuation is necessary during program hours, a policy is in place whereby the school premises will be evacuated and parents will be notified.
- 15.2 Upon evacuation of the school premises, all staff and children will take shelter at St. David and St. Martin Presbyterian Church, located at 444 St. Laurent Boulevard, Ottawa.

- 15.3 Upon arrival at the emergency evacuation site, parents/guardians will be notified via telephone call of the emergency situation, evacuation and the location to pick up their children.
- 15.4 Where possible, MPCC’s voicemail will be updated as soon as possible to inform parents/guardians that the child care centre has been evacuated, and include the details of the evacuation site location and contact information in the message.

16. Withdrawal:

- 16.1 Withdrawal notice must be provided to the MPCC in writing.
- 16.2 Withdrawal notice must be received no later than the 1st of the month to entitle a refund for the subsequent month’s fees. For example, February 1 notice in writing to receive refund for March fees. This provides one (1) months’ notice.
- 16.3 An administration fee of \$50 will be applied to all withdrawal requests and requests to reduce the number of days per week attended.
- 16.4 Refunds will not be pro-rated.
- 16.5 Written requests for a withdrawal submitted after April 1st, of the given school year, will be required to pay fees through to the end of June.

17. Subsidy:

- 17.1 Limited financial assistance, also known as ‘Child Care Subsidy’, is available to families living in Ottawa and where parents are working, going to school and also meet other financial requirements.
- 17.2 The City of Ottawa administers the ‘Child Care Subsidy’.
- 17.3 To apply for ‘Child Care Subsidy’, please register online through the Child Care Registry and Waitlist (<https://onehsn.com/Ottawa>).

18. Snacks:

- 18.1 Providing children with nutritious snacks at an early age helps to develop healthy eating patterns later in life, and stimulates positive growth and development of the mind, body and spirit.
- 18.2 Children are required to bring a nutritious snack containing two food groups and a drink each day. All food must be prepared, stored and served to maintain maximum nutritional value. Ice packs are an easy way to keep cold foods at the appropriate temperature.
- 18.3 All food and drink provided by parents must be labelled with the child’s name to ensure that the correct child is consuming the appropriate snack.
- 18.4 For the safety of those with allergies, snacks must be peanut- and nut-free.
- 18.5 **Sample snack menu** (based on Canada’s Food Guide):

Monday	Tuesday	Wednesday	Thursday	Friday
Pita, green beans & hummus	Kale chips & orange slices	Yogurt & strawberries	Banana & wheat germ	Trail mix
Apple slices & Wow Butter	Rice cakes with jam and cream cheese	Cheese & whole wheat crackers	Tzatziki & bread sticks	Bran muffin & honey
Salsa/ guacamole & salt-free nachos	Ham/cheese mini pita pockets	Home-made granola bars with cranberries	Fruit salad & yogurt	Biscuits & jam
Dried fruit & crackers	Raw veggie sticks & dip	Fruit kabobs & oatmeal raisin cookie	Apple sauce & graham crackers	Mini pizzas

19. Other:

- 19.1 The MPCC is unable to accommodate children who require the administration of medication during the program period. Exceptions include asthma puffers and epi-pens. Accommodations can be made for the administration of over-the-counter medication on full-days of programming (i.e. PA day programs), given a doctor’s note is provided.
- 19.2 The MPCC values the diverse needs of children, recognizing individual abilities and nurturing development in an environment that promotes the growth of self-esteem and mutual respect. The MPCC

aims to provide an inclusive environment to the best of our abilities. To best serve children in the program, we ask parents to indicate whether children receive community supports, such as, Child Inclusion Support Services (CISS), Children's Aid Society (CAS), Children's Hospital of Eastern Ontario (CHEO), Ottawa Children's Treatment Centre (OCTC). Please also indicate whether your child receives educational supports in school (IEP, Learning support teacher resources, behavior consultant).

- 19.3 Photographs: On occasion, photographs may be taken of children at play while attending the programs. These photographs will be used for pedagogical documentation, in printed materials, and/or for promotional purposes. Should you wish that your child not be photographed, please advise the staff in writing.
- 19.4 Before- and After-School in Manor Park takes place within a Secure School, meaning the doors to Manor Park Public School are locked at all times. Parents or their designates will require a security swipe card to gain access to the school during program hours. One (1) security swipe card will be distributed to each family with a child enrolled in either the Before- and/or After-School program at the cost of a \$10.00 deposit. Deposit refunds will be issued when a parent or their designate returns their assigned security swipe card to the MPCC office.
- For ease of transition from year to year, parents or their designates may keep the card throughout the summer months if they have a child registered in either the Before- and/or After-School in Manor Park program for the following school year.
- 19.5 Illness: Parents are requested not to send ill children to the program. Should a child become ill, Educators will contact the parents to arrange for the child to be taken home.
- 19.6 All children are required to have a pair of indoor shoes for the program. Shoe storage will be provided.
- 19.7 Before- and After-School in Manor Park reserves the right to make periodic updates to the Parent Handbook at any time.