

# After Three in Manor Park (A3) PARENT HANDBOOK

Written February 2024



After Three in Manor Park is operated by the Manor Park Community Council

Manor Park Community Center, 100 Thornwood Road, Ottawa, ON, K1K 4Y1  
613-741-4753 -- [www.manorpark.ca](http://www.manorpark.ca) -- [After3@manorpark.ca](mailto:After3@manorpark.ca)

## 1. Program

### 1.1 About the A3 Program

After Three in Manor Park is operated by Manor Park Community Council (MPCC) and provides a fun and engaging recreational program to children and families from September – June at the Manor Park Community Center.

Children will enjoy playing outdoors, indoors and inside the Manor Park School gym, under the supervision of enthusiastic and caring A3 Counsellors. A3 Counsellors will be planning fun organized recreational activities, group games, arts, crafts, sports, dance and more. Children will enjoy using the skating rink in the winter and the splash pad in the summer. Our large green space, community gardens and multiple play structures add to the fun!

Expect specialized clubs and skill building (feat. coding, music, sports, cooking, arts, STEM, dance, etc.). We will welcome specialized and knowledgeable instructors into the program weekly to lead additional specialized extra-curricular programming. We offer all of this and more in a clean and cozy indoor atmosphere, outfitted with new and comfortable furnishings, this is the place to be after three.

Learn, lounge, play and socialize - do it all After Three!

Children in grades 1 - 4 are eligible to attend. Programming will be suited to that age group. Programming will run from 3:00 – 6:00 PM.

#### What to expect

A3 Counsellors will be implementing exciting recreational activities into each afternoon, such as STEM or coding, cooking, arts & crafts, music & dance, sport – and more. Children will be engaging in some of the extra-curriculars parents may not have time to source, register for or drive to. Counsellors, along with specialized and knowledgeable guests, will be offering these recreational options at the community center, after school.

A3 Counsellors will plan daily activities that are age appropriate and relevant to the children attending the program. A mixture of planned activities and opportunities for free play or choice are interwoven into the day. Alterations are made to the environment and program based on observed changes or needs of children.

We strive to 'set up for success' with a space that anticipates the needs and enjoyment of children. Choices are paramount, so that children can explore what interests them the most.

A3 counsellors listen and talk with children and will take note of what they find exciting and interesting. A3 counsellors use this information to plan activities that offer the encouragement to explore new materials and interests, while fostering the expansion of creativity. A3 will build on the interests of the children, in order to provide an engaging environment that enhances children's natural sense of curiosity.

Implemented into the program is a balance of opportunities for structured daily activities and free play and choice. Daily active play is offered outdoors in the playground, the community center's splash pad, sports fields, tennis courts and skating rink. On some days, children will enjoy access to Manor Park School's gymnasium.

#### Approximate/Sample Weekly Schedule

##### **Grades 1 - 4 (x2 staff):**

Mondays: Coding & Virtual Reality	3:00 – 3:30 PM: Outdoor play in all types of weather
Tuesday: Music & Dance	3:30 – 4:00 PM: Handwashing and snack-time
Wednesday: Planned Cooking Activity	4:00 – 5:30 PM: Planned Activity
Thursday: Planned Art Activity	5:30 – 6:00 PM: Free-play/choice and socializing
Friday: Sport & Movement	

Parents can expect a weekly schedule of planned programming to be posted inside the community center.

## Health & Safety / Nutrition

We strive to operate a safe and comfortable program environment for all children. The facility is professionally cleaned each day, and hand-washing is built into the daily schedule. All materials are inspected regularly to ensure that they are safe and in good repair. A playground inspection is completed daily to ensure that the exterior grounds, including fields, sand, splash pad and climbing structures, are safe and free from hazards.

Parents are encouraged to pack a peanut and nut-free snack for their child to enjoy at A3 each day. Fruit (ex. bananas, apples, oranges, etc) or another healthy snack (ex. granola bar, boiled egg, vegetables and hummus, etc) will be made available to children arriving without snacks or for those who require a snack option.

## MPCC's Commitment to Quality Programming

Positive language and behaviours are modeled at all times by MPCC staff and Supervisors when speaking with children and other adults. A3 counsellors use numerous forms of communication (words, multiple languages and body language) to aid children with 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.

The following practices are not supported within this program or by MPCC:

- 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 community centre or 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;
- 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;
- inflicting any bodily harm on children including making children eat or drink against their will.

An annual review of the parent handbook will be conducted by the Manager of Recreation. Parents with children registered into the A3 program will be notified of any updates to this document through email.

The Supervisor of Recreation will be responsible for reviewing the parent handbook with all staff and volunteers prior to interacting with children and at any time when the parent handbook is modified.

- 1.2 After Three in Manor Park (A3) is operated by the Manor Park Community Council (MPCC). The MPCC is a community-based, not-for-profit organization.
- 1.3 A3 will provide children in Grade 1 through Grade 4 with a safe and fun environment in which to enjoy quality recreational activities. Programs plans will include time outdoors, hand washing, snack time, structured activity, plus free play or free choice and time for relaxation/socializing.
- 1.4 This program is offered in English. Bilingual and Francophone children are welcome as we strive to be inclusive.
- 1.5 This program does not operate on public holidays, OCDSB PA Days, March Break, winter break, summer break (July/August). Additional programming on PA Days, March Break, winter break or Summer break, March Break, etc, may be available through Before- and After-School in Manor Park, Licensed Summer Child Care or Summer Day Camps in Manor Park.

### ***A3 Tips!***

Label EVERYTHING – including your backpack, lunch containers & shoes!

Leave all valuables at home.

Plan for the weather - including rain, snow or heat.

Keep snacks waste-free wherever possible!

Never share food or drinks.

Always bring a reusable drink bottle.

Stay at home if you're sick!

## **2. Hours and Days of Operation**

- 2.1 After Three in Manor Park takes place inside the Manor Park Community Center, located at 100 Thornwood Road.
- 2.2 This program runs from September to June, from 3:00 – 6:00 PM, from Monday – Friday. Public holidays, PA Days, March Break, Christmas Break and Summer Break are excluded.
- 2.3 This program follows the academic calendar of the OCDSB and runs on OCDSB Instructional Days only.
- 2.4 Additional programming on PA Days, during March Break or during the Winter Break may be offered by Before- and After-School in Manor Park at an additional charge, should sufficient interest exist. For summer programming, parents are welcome to register in advance for either Licensed Summer Childcare or Summer Day Camps in Manor Park.
- 2.5 In the event of a closure of Manor Park Public School or Manor Park Community Center, MPCC reserves the right to halt operation of the A3 program. No refunds, credits or substitutions will be provided for program fees for days of closure.

## **3. Pick-up and drop-off times**

- 3.1 Arrival time is 3:00 PM. Children are welcome to walk over from Manor Park School at 3:00 PM. Children arriving from other schools, parents are responsible for arranging safe transportation to and from the program and will advise the Recreation Supervisor of how and what time their child will arrive each day. Children arriving from Manor Park Public School, parents are responsible for coordinating with their child's teacher the days and time each week their child should arrive at the After Three program.
- 3.2 Parents are expected to pick up children from A3 no later than 6:00 PM. 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 A3 program.
- 3.3 When picking up, parents/guardians or their designates will communicate verbally with an A3 Counsellor that they are leaving with their child.
- 3.4 Children will only be released to those adults identified on the registration form or those who are listed as safe to release the child to/alternative pick-ups. Those picking up children should be prepared to have government issued identification readily available. A3 counsellors will ask for identification if ever they do not recognize the person picking up a child. Should someone not listed on the registration form or as an alternative pick-up be picking up a child, parents must notify the Recreation Supervisor in writing, in advance.

## **4. Registration**

- 4.1 All children must be pre-registered before arriving at the A3 program. Registration is completed online at [www.manorpark.ca](http://www.manorpark.ca).
- 4.2 Registration will start in March for the following September, as well as on an on-going basis throughout the school year, provided there is sufficient space and staff to accommodate more children.
- 4.3 The program can accept up to 18 children per day (subject to change).
- 4.4 Registration is considered complete when:
  - 4.4.1 A parent or guardian has paid for the non-refundable registration fee via credit card online through MPCC's Amilia registration system.
    - 4.4.1.1 Completed, signed and returned a Pre-Authorized Debit (PAD) form.
  - 4.4.2 Completed any required Anaphylaxis Emergency Form or Child with a Medical Need Form
  - 4.4.3 All required items are received by an MPCC representative, and the parent or guardian has received an email confirmation from MPCC
- 4.5 The MPCC aims to provide an inclusive environment to the best of our abilities, however we do have some limitations. This program is not suitable for children who require one-on-one care. Should you have questions or wish to discuss this matter, please contact Recreation Supervisor, Melanie Proulx directly.

## 5. Absenteeism

- 5.1 Fees cannot be refunded, credited or reduced due to a child's absence. No substitution can be made as a result of absenteeism.
- 5.2 Parents will notify the A3 program with as much notice as possible, when an absence is likely and the possible date of return by calling 613.741.4776 ext. 4 or by email after3@manorpark.ca

## 6. Code of Conduct

- 6.1 The MPCC expects the participants in the A3 program to respect the counsellors, facilities, and one another. Children are expected to behave in a cooperative and peaceful manner. Any child who purposefully puts the safety of another and/or staff at risk, parents will be contacted to pick up their child immediately. This type of behaviour may result in the immediate discharge from the program without refund or credit.
- 6.2 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. Parent Issues and Concerns

- 7.1 Parents/guardians will be encouraged to regularly discuss their child's experience in our program.
- 7.2 Counsellors 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.
- 7.3 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.
- 7.4 Parents are encouraged to email Recreation Supervisor, Melanie Proulx should they have concerns they wish to have addressed.
- 7.5 Responses and outcomes will be provided in writing through email. Care will be taken to respect and maintain the confidentiality of the parties involved through the details provided in the responses.
- 7.6 An initial response to an issue or concern will be provided to parents/guardians within five business days. The person who raised the issue/concern will be kept informed throughout the resolution process.
- 7.7 Investigations of issues and concerns will be fair, impartial, and respectful to parties involved.
- 7.8 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 Children's Aid Society).
- 7.9 Harassment and discrimination will not be tolerated from any party.
- 7.10 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 Recreation Supervisor; Supervisor should report to the Recreation Manager.
- 7.11 Members of the public and professionals who work closely with children are required by law to report suspected cases of child abuse or neglect.
- 7.12 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.

## 8. Volunteers

- 8.1 Persons interested in donating their time and skills will be screened by Recreation Supervisor or another MPCC representative.

- 8.2 Volunteers over the age of 18 will be required to provide proof of a recent police record check for the vulnerable sector.
- 8.3 Volunteers will not be left unaccompanied with children.

**9. Fees**

	Grades 1 - 4: Sept 2024 / June 2025 calendar year
3 days per week	\$265 / <i>per month</i>
5 days per week	\$395 / <i>per month</i>

- 9.1 Fees will be paid in advance, on a monthly basis. No child will be admitted to the program unless fees are paid.
- 9.2 Fee Structure: Monthly fees reflect annual fees that have been distributed evenly over the entire ten-month school year.
- 9.3 Fees are transferable between siblings only.
- 9.4 The most current fees will be found on [www.manorpark.ca](http://www.manorpark.ca). Program fees are for OCDSB instructional days only and do not include holidays, breaks, PA Days, Summer, etc.
- 9.5 A \$25 charge will apply to any PADs returned by the bank (i.e. NSF, non-sufficient funds, etc.).
- 9.6 The primary method of monthly payments for A3 is Pre-Authorized Debits (PAD). Through PAD, fees will be automatically withdrawn from the payee’s bank account each month. Recurring monthly fees will be debited on the fifteenth of each month (or next business day). To institute the automatic withdrawal, the payee will be provided with a PAD agreement form which must be completed and returned electronically.
- 9.7 Should an alternative method of payment be required beyond PADs, please contact the Recreation Supervisor to make alternative arrangements.
- 9.8 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 15<sup>th</sup> of the previous month when the change will occur.
- 9.9 Receipts for income tax purposes will be issued upon request for the preceding calendar year.

**10. Field Trips**

- 10.1 Any activities taking place away from 100 Thornwood Road, Manor Park Community Center, parents will be notified of in advance. Parents will be required to sign a provided ‘permission slip’ prior to the field trip to acknowledge their child’s participation in an activity off-site.

**11. Consent and Assumption of Risks**

- 11.1 Registration in After Three in Manor Park automatically gives consent to the following assumption of risks:
  - 11.1.1 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.
  - 11.1.2 I am unaware of any health-related problems that my child / my ward may have that could cause injury while engaging in the program.
  - 11.1.3 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.

**12. Emergency Evacuation & Management of Emergencies**

- 12.1 In the event that an emergency evacuation is necessary during program hours, a policy is in place whereby the premises will be evacuated, and parents will be notified.

- 12.2 Upon evacuation of the premises, all staff and children will take shelter at 1805 De Gaspe Ave, Ottawa.
- 12.3 Upon arrival at the emergency evacuation site, parents/guardians will be notified via email and telephone of the emergency situation, evacuation and the location to pick up their children.

### 13. Withdrawal

- 13.1 Withdrawal notice must be provided to the MPCC in writing, through email to MPCC's Recreation Supervisor.
- 13.2 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.
- 13.3 Refunds will not be pro-rated if a child is withdrawn part-way through the month.

### 14. Subsidy and financial support

- 14.1 Subsidy is not offered at the A3 program. Should a parent require a subsidy, they are encouraged to add their child to the Child Care Registry and Waitlist and contact MPCC's Before- and After-School in Manor Park Supervisor at [BAS@manorpark.ca](mailto:BAS@manorpark.ca). To apply for a Child Care Subsidy please register online through the Child Care Registry and Waitlist (<https://onehsn.com/Ottawa>).
- 14.2 Financial support: The MPCC proudly offers some financial assistance through our own **Opportunity Fund**. Should a family require financial support for the A3 programs, parents are encouraged to contact Recreation Manager, Stephanie Sears to discuss what options are available. To learn more about the Opportunity Fund please visit: <http://manorpark.ca/oppfund>.

### 15. Snacks

- 15.1 Children should bring a peanut/nut-free snack and refillable water bottle.
- 15.2 MPCC will provide light snack options to those arriving at the A3 program without a snack. (example: boiled egg, hummus and vegetables, apple sauce, etc.)

### 16. Other

- 16.1 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, given a current doctor's note is provided.
- 16.2 The MPCC values the diverse needs of children and wants all children and family to feel successful while attending the A3 program. The MPCC aims to provide an inclusive environment to the best of our abilities, however this program is not equipped to provide one-on-one care.
- 16.3 On occasion, photographs may be taken of children while attending A3. These photographs will be used for social media, The Manor Park Chronicle, promotional purposes, electronic newsletters and/or in printed materials or crafts. Should you wish that your child not be photographed, it must be indicated at the point of registration.
- 16.4 **Illness:** We encourage parents to screen their child for any symptoms of illness at the start of each day. If your child is sick (cold, influenza, strep throat, RSV, Covid-19, conjunctivitis, gastro, etc.), please keep them at home.

Children are encouraged to report any feeling of illness that might occur during program hours to their Counsellors. Parents will ensure that their contact information is active and up-to-date and that their emergency contacts are accurate as well.

A3 will follow guidance from Ottawa Public Health and the [Guidelines for Schools and Child Care Centres on Communicable Diseases and Other Childhood Health Issues](#) document for how to manage and exclude children who are ill or displaying symptoms of illness.

**If your child is or has been displaying any symptoms of cold, influenza, Covid-19, etc., they should be kept at home until their symptoms have been improving for 24 hours or more.**

**If your child arrives displaying symptoms of illness, parents will be contacted to come and pick up immediately. If the parent is not available, the emergency contact will be contacted.**

- 16.5 All children will need to have a pair of indoor shoes left at the program. Shoes must be labeled. If shoes arrive not labeled, MPCC staff reserve the right to label your child's shoes.
- 16.6 Before- and After-School in Manor Park reserves the right to make periodic updates to the Parent Handbook at any time.
- 16.7 The Manor Park Community Council reserves the right to cancel or close the A3 program due to extreme weather events, or for any reason that may put participants, the public or employees at risk. No refunds, credits or substitutions will be provided for program fees.

## 17. Communication

- 17.1 If parents or guardians have any questions, concerns, comments please contact:

Recreation Supervisor, Melanie Proulx <a href="mailto:mproulx@manorpark.ca">mproulx@manorpark.ca</a> 613-741-4776 ext. 4	Recreation Manager, Stephanie Sears <a href="mailto:ssears@manorpark.ca">ssears@manorpark.ca</a> 613-741-4776 ext. 5
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