



After School Program

PARENT HANDBOOK

2016-2017



Strengthening Families is our Business

Welcome

Dear Families,

Welcome to Malvern Family Resource Centre's After School Program! Our After School Program provides an opportunity for participants to develop, learn and be active in a fun and safe environment.

This parent handbook is your guide to important information about our program; along with our policies and procedures. Please take the time to review the handbook and sign the parent agreement, acknowledging that you understand and comply with the guidelines set out in this handbook.

Sincerely,

Middle Years Centre Management Team (2016-17)

Anusha Narendran - *Manager, Children's Program and Services*

Cathy MacDonald - *Site Manager*

Ashley Ramprashad - *Middle Years Program Coordinator*

Sabthikah Rasaiya - *Middle Years Program Coordinator*

Program Description

The After School Program provides families with enhanced learning and recreational fun for children during after school hours. Children experience a wide array of activities aimed at building self-esteem, self-reliance, as well as the skills and knowledge to advance their health, wellness and success as a member of our community. The program is offered for 2 to 2.5 hours daily in various schools.

PROGRAM CONTENT

1. Physical Activity (i.e. recreation, dance, sports)
2. Healthy Food Choices and Nutritional Education (i.e. label reading, snack and meal preparation)
3. Wellness and Personal Health Education (i.e. bullying and violence prevention, tobacco and substance abuse prevention, building self-esteem)
4. Homework Support

HOURS OF OPERATION

School	Program Time	Days
Alexander Stirling P.S	3:20-5:20 p.m.	M-F
Brookside P.S	3:20-5:50 p.m.	M-T
Grey Owl P.S	3:15-5:15 p.m.	M-F
Heritage Park P.S	3:20-5:20 p.m.	M-F
Malvern Jr. P.S	3:25-5:25 p.m.	M-F
Mary Shadd P.S./Sacred	3:05-5:05 p.m.	M-F
MFRC (St Bede/Fleming)	3:00-5:20 p.m.	M-F
Thomas L. Wells P.S	3:20-5:50 p.m.	T-F
Tom Longboat P.S	3:10-5:10 p.m.	M-F
White Haven P.S	3:15-5:15 p.m.	M-F

PLEASE NOTE: The After School Program is not offered during statutory holidays, P.A Days or March Break. Please see our Program Guide or website for additional programs during these days.

PROGRAM FEES

In conjunction with Ministry of Tourism, Culture and Sport, we provide an affordable, accessible After School Program open to all families. Subsidy is available for families unable to afford this program. Please contact one of our management team staff for more information.

COST

Members: \$45/ per school year

Non-members: \$55/ per school year

\$5 discount for every additional child

YEARLY MEMBERSHIP FEES

Program participants have the option of paying an organizational Membership Fee of \$5. Program participants however are required to pay the Annual Registration Fee of \$ 5 **yearly**. Your Membership Fee is valid from **January 1st to December 31st** of each year. The Annual Registration Fee is also valid from **January 1st to December 31st** each year. These fees are collected in January of each calendar year NOT school year.

BENEFITS TO MEMBERSHIP

- Receive a discount rate for other programs
- Attend free programs where applicable
- Participate in special events
- Participate in the business of the Annual General Meeting
- Belong to a viable community agency
- Receive agency e-newsletter

Parent Participation

Parental involvement is very important to the success of our programs. Strong communication between the After School Program staff, the management team, and parents is fundamental to this partnership and to building a greater sense of unity. With your support, communication and effort, our programs will be able to better serve your child/ren.

Beginning in January 2016 we will move away from a predominantly paper based form of communication to more electronic methods. You have the opportunity to choose one of three methods of communication that you would like to receive information about your child's program.

1. Parents can be placed on our confidential e-mail list to receive monthly updates about our program via our *monthly e-newsletter*
2. Parents can receive a *paper copy of our program newsletter* and updates

Staffing

STAFF

Malvern Family Resource Centre focuses on employing the most qualified and experienced staff to provide quality programs. We take pride in hiring staff with relevant experience to support your child's growth development.

Volunteers/Placement Students

In addition to having trained staff, Malvern Family Resource Centre actively recruits volunteers and placement students to support our staff to provide high quality programs. Placement students and volunteers are from a variety of high school and post-secondary programs who are interested in becoming teachers or social workers. All volunteers and placement students are subject to police checks as per Malvern Family Resource Centre's policy.

General Policies and Procedures

ATTENDANCE

To continue providing the after-school program at your child's school, daily attendance is **mandatory**. Inactive attendance to the program may jeopardize their spot in the program.

REPORTING AN ABSENCE

If your child will not be attending the program, parents/guardians are asked to notify the Program Coordinators at (416) 284-4184 ext. 207 or 208. If you do not reach anyone, please leave a message. All phone calls after 3:00pm should be directed to the receptionist at 416-284-4184 x 0.

CALLER ID UNKNOWN

Many of our sites do not have a direct Malvern Family Resource Centre phone line. Staff often utilizes cell phones which may show an unknown caller. Therefore, we are alerting parents that between the hours of 3:00-6:00pm Monday-Friday you may receive an unknown phone call which may be one of our program staff attempting to contact you.

SAFE ARRIVAL

It is the participant's responsibility to come to the program space right afterschool. Participants are responsible for bringing **ALL** of their belongings to program. Books, articles of clothing or any other belongings which are left behind will have to be picked up on the next school day.

If the participant is going to be staying late in their regular classroom or participating in other activities in the school, the parent/participant is responsible for notifying the program staff of the times, dates, teacher and classroom of their extracurricular activities.

If a child does not arrive at the program after school dismissal, and the staff have not been notified that the child will not be attending:

- Malvern Family Resource Centre staff will attempt to confirm whether the child is expected to be at program by phoning the parents/guardians.
- If staff are unable to reach the parent/guardian, they will contact the emergency contacts listed on the Program Registration Form. Please ensure this information is updated.

SAFE DEPARTURE

Upon registering for this program parents must sign the Informed Consent form which gives your child/ren permission to walk home alone at the age of 10+ and at a specified time, or indicates who is authorized to pick up your child. If the listed contact cannot pick up your child, you must arrange for an alternate person and advise your program staff.

- Under no circumstances will program participants be released to anyone not indicated on the Informed Consent form.
- Parents/Guardian should be prepared to present ID upon pickup to staff. Please ensure that you notify any additional persons whom may be responsible for pick-up to arrive with appropriate identification.

PICK UP

If a child is not picked up five minutes after closing time and there has been no contact with the parents/guardian, the staff will:

1. Contact the parent/guardian of the child within the first 5 minutes
2. If the parent/guardian is unable to be reached, the emergency person and any alternate numbers listed will be contacted within 10 minutes
3. Staff will conduct a second round of phone calls at 15 minutes
4. If after 30 minutes staff are unable to contact either parent or any of the designated emergency contacts, staff will be obligated to call **Children's Aid Society (CAS)**

LATE PICK-UP FEES

The enrolling parent/guardian will be responsible for any incurred late fees. The fees are as follows:

- \$3.00 for parent/guardian arriving between 1-10 minutes
- After the first 10 minutes there will be an additional fee of \$1 per minute. Parents will be required to sign off on the late fee.

All late pick-ups will be recorded and documented as follows:

- First late charge: parents/guardian will receive a reminder about our policy
- Second late charge: parents will receive a verbal notice

- Third late charge: parents will be contacted by the site Program Coordinator to explore other available options for a resolution
- All payments must be made upon pick up, or no later than two business days

REFUND POLICY

Please note if you decide to withdraw your child from the program or your child has been dismissed from the program for any reason there will be **NO REFUND issued**.

SNACKS

A daily snack will be provided. Participants are allowed to bring their own snack, as long as its nut free as per school and agency policy.

APPROPRIATE CLOTHING

Program participants take part in both active indoor and outdoor activities. To ensure safe play, all children should have appropriate clothing for playing in the gym (non-marking running shoes) and playing outdoors (coats, hats, gloves/mittens, boots, etc.)

INFORMATION CHANGE

Parents/Guardians are responsible for updating any change of information with the program staff. It is vitally important for the safety and well-being of your child/ren that we have up to date information.

CUSTODY AGREEMENT

If a custody agreement is in place for your child/ren, a copy of your custody or court order must be on file. Staff will act in accordance with this legal document. If any issues arise, the staff will follow the information provided by the enrolling

parent unless there is a case of dual enrollment from both parents.

ELECTRONIC DEVICES/TOYS FROM HOME

Participants in the After School Program are **NOT** permitted to use their electronic devices while in program. Toys from home are also **NOT** allowed as these items can be lost, broken or stolen. All personal items must be stored in the child's backpack. Malvern Family Resource Centre is not responsible for any lost or stolen items.

ADMINISTERING MEDICATION

Our staff are not responsible for the administration of any form of medication to participants.

Behavioral Management

PARTICIPANT CODE OF CONDUCT

All participants of Malvern Family Resource Centre's After School Program are expected to adhere to the behavioral code of conduct. Our Code of Conduct includes the following:

- Respect for one's self
- Respect for others including both participants and staff
- Respect by being polite, mannerly and using appropriate language and taking responsibility for one's actions, mistakes and achievements
- Respect for difference
- Respect for the environment

These guidelines support a program where participants can feel safe and comfortable.

TDSB/TCDSB Partnership

As a partner with the Toronto District School Board and the Toronto Catholic School Board, all After School Programs operated by Malvern Family Resource will follow the guidelines set forth by the TDSB and TCDSB.

Malvern Family Resource Centre reserves the right to dismiss a participant who has displayed unacceptable behavior and has not complied with the program or schools behavioral code of conduct, and is a danger to him/herself or other participants.

The following inappropriate student behavior will result in suspension:	MFRC may issue the following suspension
Uttering a threat to inflict serious bodily harm on another person	1-5 Days
Swearing at a staff, volunteer or other participants	1-5 Days
Bullying (Physical, Verbal, Emotional, Cyber-Bullying)	1-5 Days
Use of profane or improper	1-5 Days
Theft	1-5 Days
Fighting	1-5 Days
Willful destruction of school property; vandalism causing damage to the school's property	1-5 Days
Aid or incite harmful behavior	1-5 Days
Physical Assault	1-5 Days
Sexual/ Racial harassment	1-5 Days
Hate motivated violence or the distribution of hate material	1-5 Days