



After School Program

FAMILY HANDBOOK 2017-2018



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 Family Handbook is your guide to important information about our program along with our policies and procedures to make your child/ren's experience the best possible. Please take the time to review the handbook and sign the Family Agreement acknowledging that you understand and comply with the guidelines set out in this book.

Sincerely,

Middle Years Centre Management Team (2017-2018)

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

Cathy MacDonald - *Site Manager*

Sabthikah Rasaiya - *Middle Years Program Coordinator*



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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, 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 nutrition 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 Heart	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: Afterschool Program is not offered during statutory holidays, PA Days or March Break. Please see our Program Guide for additional programs on 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 who are unable to afford this program. Please contact one of our management team staff for more information.

Cost

Members: \$55/ per school year

Non-members: \$65/ per school year

\$5 discount for every additional child

Late Fee

The enrolling parent/guardian will be responsible for all late fees.

The fees are as follows:

- If your child/ren is not picked up at the end of program time there will be a late fee of \$3.00 for the first ten minutes.
- After the first 10 minutes, there will be an additional charge of \$1.00 a minute until the child is picked up. This will be added to the \$3.00 above.
- All late pick-ups will be recorded and documented as follows:
 - **First late charge:** parent/guardian will receive a reminder about our policy
 - **Second late charge:** parent/guardian will receive a verbal notice.
 - **Third late charge:** parent/guardian 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
- If payment is not made, your child/ren will be unable to participate in program until outstanding fees are paid.

PROGRAM FEES

Refund Policy

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

Yearly Membership Fees

The agency has an annual membership fee of \$5.00 per family and program participants can purchase membership to get a discount in the fees. Participants are also required to pay the Annual Registration Fee of \$ 5.00 every **calendar year**. 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 MFRC 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

FAMILY PARTICIPATION

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

We have moved away from a predominantly paper based form of communication to more electronic methods. You have the opportunity to choose one of the following methods of communication that you would like to receive information about your child's program:

1. Families can be placed on our confidential e-mail list to receive our monthly e-newsletter
2. Families can receive a paper copy of this newsletter

STAFFING

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 healthy development.

Many of our staff are not specialized in working with children with special attention but will try to assist your child to integrate into our programs. We want to ensure that your child is benefiting from our program. Our ratio is a 1:15 and not a 1:1 ratio. We will keep you informed whether or not this program benefits your child.

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 schools 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**. If your child/ren is absent for more than 3 consecutive days your child/ren can be withdrawn from the program and have their spot replaced by a family on our waiting list.

Reporting an Absence

If your child/ren will not be attending the program the parent/guardian is asked to notify the Program Coordinator at (416) 284-4184 ext. 207. If you are unable to 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 utilize cell phones which may be displayed as an unknown caller. Therefore, we are alerting families 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.

GENERAL POLICIES AND PROCEDURES

Safe Arrival

It is the participant's responsibility to come to the program space right after school. 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/guardian is responsible for notifying the program staff of the times, dates, teacher and classroom of their extracurricular activities with a note.

If a participant does not arrive in program after the school dismissal, and the staff have not been notified that the child will not be attending the following steps will occur:

- Malvern Family Resource Centre staff will phone the parent/guardian to confirm whether the child/ren is expected to be in program.
- If staff is unable to reach the parent/guardian, they will contact the emergency contacts listed on the Program Registration Form. Please ensure this information is updated.



GENERAL POLICIES AND PROCEDURES

Safe Departure

Upon registering for this program the Informed Consent form must be filled out. This form gives your child/ren permission to walk home alone 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 inform your program staff. Under no circumstances will program participants be released to anyone not indicated on the Informed Consent form. Individuals who are coming to pick up a participant should be prepared to present ID upon pickup to staff.

Pick Up

Individuals who are picking up a participant/s after program need to be 14 years of age and older. Participants need to be 11 years of age and older in order to sign themselves out of program. An older sibling who is 11 years of age and older in the program is not allowed to sign out their younger sibling.

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

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)**

GENERAL POLICIES AND PROCEDURES

Snacks

A healthy daily snack will be provided. Participants are allowed to bring their own snack, but it has to be **nut free** as per school and agency policy.



Appropriate Clothing

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

Information Change

The parent/guardian is responsible for updating any change of information with the program staff. It is vital 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 provided. Staff will act in accordance with this legal document. Any changes that are made is to be shared with the Program Coordinator immediately.

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 **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.

BEHAVIOURAL 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 all participants and staff
- Respect by being polite, using appropriate language and taking responsibility for one's actions, mistakes and achievements
- Respect for differences and diversity
- 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 student	1-5 Days
Bullying	1-5 Days
Use of profane or improper language	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

Malvern Family Resource Centre is committed to providing the highest quality recreation and sport programs to children aged 6 to 12.





**PLEASE RETURN THIS PAGE TO YOUR AFTERSCHOOL PROGRAM
FACILITATOR**



2017-2018 Family Handbook Agreement

This is to acknowledge that I have read the After School Program Family Handbook and agree to accept the terms and conditions of the Malvern Family Resource Centre's After School Program.

I _____ have read and understand this agreement which governs my son's/ daughter's participation in the Malvern Family Resource Centre's After School Program. I am fully committed to partnering with the Centre's staff in order to fully maximize my child/ren's experience in the program.

Child's Name (#1)

Child's Name (#2)

Child's Name (#3)

Parent Name (please print)

Parent Signature

Date



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