



PARENT HANDBOOK

Before and After School Program
Children in Kindergarten

Before and After School Program
Children 6 to 12 years

March 2024



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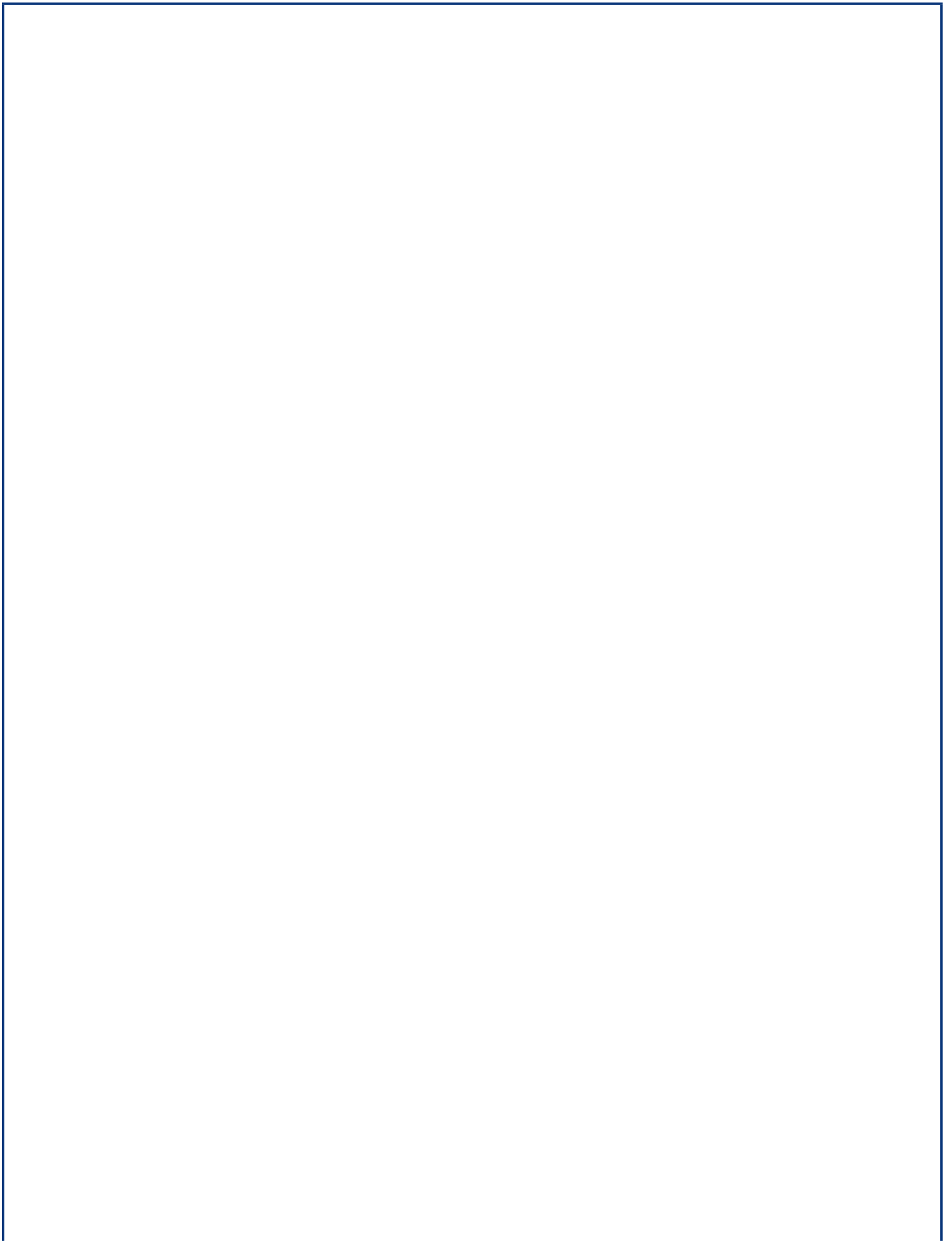


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SCHOOL AGE PROGRAM

PROGRAM STATEMENT

To ensure that we provide high quality experiences for families and children, our programming and pedagogy is guided by the How Does Learning Happen? Ontario's Pedagogy for the Early Years (2014) document.

We believe that every child:

- Needs to have a sense of belonging and that they feel connected to others and are able to contribute to their world.
- Needs to develop a strong sense of self, health and wellbeing.
- Is an active and engaged learner who explores the world with body, mind and senses.
- Is a capable communicator who can express themselves in many ways.

Within a warm, nurturing environment, children actively participate in positive, interactive experiences that are based on their current interests and real life experiences. Our flexible, creative programs provide children with opportunities for decision-making and growth towards independence and responsibility.

We view children as resourceful, competent, capable of complex thinking and rich in potential. By observing the children's interaction and language, we learn about their interests, experiences and needs. By recognizing and acting upon teachable moments, the program staff engage children in planning activities that are meaningful and relevant to their world. With the guidance of the staff, projects are chosen that generate a sufficient amount of interest and curiosity to provoke children's creative thinking and problem solving, and are open to different avenues of exploration.

Developing the ability to self-regulate is an essential part of a child's healthy development. Understanding and helping children to develop self-regulation skills, is a key component of the School Age Program. Self-regulation develops over time with maturation, experience and nurturing adult support.

Self-regulation is the ability to effectively monitor and modify one's own emotions, to focus or shift attention, to control impulses and to tolerate frustration or delay gratification.

A child must be calmly focused and alert in order to learn, communicate and self-soothe effectively. Good self-regulation skills are important for a child's social-emotional development, as research has shown that children who can successfully self-regulate are more resilient, have better relationships with others, and better academic outcomes.

We value positive and responsive relationships with families. By engaging families in a meaningful way, this partnership ensures that we are able to focus on their child's social, emotional, physical, creative and cognitive development in a holistic way.

We work in partnership with school boards and special needs resource agencies, such as All Kids Belong, to meet the individual needs of children and their families. By working collaboratively with parents and resource agencies, we ensure that strategies are implemented that reduce or eliminate barriers, effectively support each child's unique needs and development, and is inclusive of all children, including children with individualized plans.

Our educators are warm, caring, qualified professionals who are carefully chosen through a selection process designed to determine their ability to meet the needs of children.

Educators participate in regularly scheduled professional learning opportunities throughout the year. Individually, and within learning communities, educators review, discuss, share and reflect on topics that are relevant to providing quality care for children and effective support for families.

PROGRAM STATEMENT GOALS AND APPROACHES

London Children's Program Statement is consistent with the Minister of Education's policy statement on programming and policy (O.Reg. 137/15), aligns with our policies and procedures, and is used to guide our work with children and families.

Children have a strong sense of self, health and well-being. Children are provided healthy snacks/meals daily. Food is not used as a reward or punishment and children are able to follow cues in regards to their own hunger or fullness.

Children are viewed as resourceful, competent, capable of complex thinking and rich in potential. Children are encouraged to feel powerful, independent, important and competent. They are provided with open-ended materials and sensory experiences that offer opportunities for exploration and discoveries.

Our indoor and outdoor environments allow for limited transitions, flexibility for rest periods, and periods of uninterrupted play where safe risk measure are practiced. Programming allows children the opportunity to sleep, rest or engage in quiet activities based on their individual need to regenerate or self-regulate.

Children actively participate in positive, interactive experiences that are based on their current interests and real life experiences. Programming and ongoing projects are generated from observations and children's emergent ideas and interests.

By recognizing and acting upon teachable moments, educators engage the children in planning activities that are meaningful to their world. Children are provided with open ended materials that allow for the natural flow of creativity and the opportunity to make representations of what they understand or imagine.

Children are supported in developing self-regulation skills. Educators demonstrate a calm, positive approach to guiding children, and provide them with the tools necessary to help them problem solve and communicate. They interact with children in a manner that maintains the child's sense of self-worth, respect and dignity.

Families are valued through positive and responsive relationships. Families are valued as contributors with unique knowledge, experiences and strengths. They are welcomed into the program and are invited to participate in the planning and sharing of ideas and resources. They see their lives, language and interests reflected in the program.

Families are engaged in a meaningful way to ensure that educators are able to focus on the children's social, emotional physical, creative and cognitive development in a wholistic way. Educators are mindful of building relationships to meet the individual needs of the child and family. By participating in ongoing communication with parents, educators exchange information and involve them in decision-making for their child.

All children are valued and have opportunities to participate with their peers, in activities that promote their emotional, physical, social and intellectual growth and development. Educators work in collaboration with school personnel, Family Centres and community resource agencies, such as All Kids Belong, to meet the individual needs of the children and their families.

Educators are warm, caring, qualified professionals, carefully chosen through a selection process designed to determine their ability to meet the needs of children. Educators participate in regularly scheduled professional learning opportunities throughout the year. Individually or within specific learning communities, educators review, discuss, share and reflect on topics that are relevant to providing quality care for children and effective support for families.

Program Coordinators document and review the impact of the approaches on the children and their families. Program Coordinators, or designates, conduct regular program visits to document, review and discuss with the educators, the impact of the approaches on the children and their families.

ACCESSIBILITY AND INCLUSION

LCC is committed to providing high quality, inclusive programs and practices that respond to the individual abilities and needs of every child. We know that children need to feel valued, have friends and feel that they belong. At LCC, we provide safe, caring environments where all children are valued and have opportunities to participate with their peers, in activities that promote their emotional, physical, social and intellectual growth and development. We foster each child's sense of belonging and feelings of self-worth through respectful and supportive relationships among staff, children, their families and the community.

LCC staff work in partnership with parents and special needs resource agencies, such as All Kids Belong, to meet the individual needs of children and their families. By working collaboratively with parents and resource agencies, we ensure that strategies are implemented that support each child's unique needs.

Staff, parents and school personnel work as partners to support the development of each child. Ongoing communication between all of the adults involved in your child's day enhances his/her educational and care experience by providing continuity to their day.

LICENSING is obtained through the Ministry of Education (MEDU) to operate our School Age Programs. The program is inspected and licensed annually and a license is issued upon successful completion of the licensing procedure. More information about licensing is available on the Ministry website at www.edu.gov.on.ca/eng/parents.

PROGRAM STAFF

Our professional and caring staff are selected through a group interview process. Candidates are reviewed and reference checks are completed. Approval by Ministry of Education is required for Program Supervisors with site responsibilities. All new staff participate in a thorough orientation process. Each staff is required to have a valid first aid certificate, infant/child CPR, immunization record and a Vulnerable Sector Check prior to employment; thus providing highly competent and capable staff to ensure the quality care that the School Age Program has established for over 30 years. All staff hired with an Early Childhood Educator (ECE) diploma must be registered and in good standing with the College of ECE.

STAFF PROFESSIONAL DEVELOPMENT

In-service training is an integral part of all positions and regular participation in professional learning sessions offered by the organization is a requirement to further enhance staff skills. Each Program Coordinator meets monthly with their group of staff to facilitate information-sharing, problem-solving and open discussion.

VOLUNTEERS AND STUDENTS may participate in a child care opportunity by fulfilling the requirements of the Vulnerable Sector Check, participating in a Policy and Procedure review, and at the discretion of London Children's Connection. All volunteers and students participating in a child care opportunity will be under direct supervision of staff and will never be left alone with the children. All students and volunteers will participate in tasks and responsibilities that are directly related to their school curriculum / volunteer position.

BEFORE AND AFTER SCHOOL PROGRAM – for Kindergarten children is a child-centered program that is designed to provide children with an integrated and seamless day. The Thames Valley District School Board and London District Catholic School Board endorse the use of community child care organizations to provide the Before and After School Program for Kindergarten children. The ratio of staff to children is 1 to 13.

BEFORE AND AFTER SCHOOL PROGRAM – for children six years to twelve years of age offers hands-on experiences for children in a familiar school environment. Our child-centered program offers children opportunities for decision making and growth towards increased independence and responsibility by taking part in program planning and leading activities. Grade 1 and older children, may be permitted to go to the washroom using the "buddy" system, unsupervised by adults. The ratio of staff to children is 1 to 15.

In situations where there is a separate group of children ages 9-12 years, the ratio of staff to children is 1 to 20.

PROGRAM HOURS have been established in consideration of the children, the length of their day and to correspond with parents' needs. Our before school programs open at 7:30 a.m. and our after school programs close at 6:00 p.m. As per our lease/permit with the Boards of Education we must comply with these hours of operation.

SCHOOL CLOSURES may result due to circumstances that are beyond our control (ie: severe inclement weather conditions, power failure). For announcements of school closures, please visit our website (www.lcc.on.ca), Facebook page, or Twitter profile.

When the school is closed, we are unable to operate. If the buses are cancelled, but the school is open, the School Age Program operates as usual. If, during program hours, your child's program is unable to operate due to a power failure or similar circumstances, you will be contacted immediately. Should inclement weather occur on P.A. Days, our decision to operate is based on the bus company and Board of Education's ability to operate. Refunds will not be issued for school closures that are beyond our control.

ARRIVAL AND DEPARTURE – BEFORE AND AFTER SCHOOL

Parents have the primary responsibility for ensuring their child arrives safely at the program

Due to our contract with the school board, children can only be accepted into the program at the scheduled start time, or later. If the parent expresses a concern regarding the program's start time, the 'Addressing Matters of Concern – A Solution Focused Approach' will be followed, and the parent will be referred to the Program Coordinator. (Section 2-11)

Before School

Children must always be accompanied by an adult when arriving or departing from the School Age Program.

Should a child arrive without an adult, staff will

1. sign the child in
2. contact the parent
3. report the incident to On Call

If a parent has difficulty accompanying their child to and/or from the program, or arranging for a suitable adult to accompany their child, they will be referred to the Program Coordinator.

ABSENCES

Prior to their child's absence, parents must advise the program staff in person, or by calling or texting the program cell phone. A message can be left, and staff will check messages at the beginning of each program.

If a child is expected, and does not arrive before the school bell, staff will take the following steps:

1. check the program cell phone for a message from the parents.
2. circle the absence on the Sign In/Out sheet in red at the end of the morning program.

The parents will be contacted by the school, based on the safe arrival policy of the school boards, if the child is absent from class.

After 3 incidents of the parent not contacting the program regarding a child's absence, the Program Coordinator will contact the parent to review the policy and find a mutually convenient way to ensure communication of absences.

After School

If a child has not arrived within **ten minutes** of school dismissal time, staff will take the following steps:

1. Ask the child's teacher if the child has been detained or did not attend school.
2. Check in with the school office if the teacher is not available.
3. Contact the parent if the child is still not located. If the parent does not answer, staff will leave a message asking them to call the program cell phone.
4. Contact On Call if the child has not been located within **15 minutes**.
5. Circle the absence on the Sign In/Out sheet in red

On Call will continue to try to contact the parent and will call emergency contact persons. They will also contact an LCC Program Advisor, Coordinator or Manager to determine what steps to take, and will continue to support the program staff.

SAFE ARRIVAL AND DEPARTURE – FULL DAY PROGRAMS

(PA Days, Summer, March Break, Winter Break)

ABSENCES

The regular Sign In procedure will be followed for children as they arrive. If a child does not arrive at the program by 9:00 AM, and the parent has not given prior notice of absence, staff will take the following steps:

- Circle the Sign In space in red pen.
- Check the phone for a message from the parent. If there is no message, staff will contact the parent by phone or text. If the parent cannot be reached, a message will be left for them to contact the program as soon as possible.
- Follow the usual Sign In and Out procedure for documenting attendance (refer to staff manual, section 3)

If a child is expected at a later time, staff will follow the same process as listed above within a half hour of the expected time of arrival.

After 3 incidents of the parent not contacting the program regarding a child's absence, the Program Coordinator will call the parent to review the policy and find a mutually convenient way to ensure communication of absences.

SPECIAL ARRANGEMENTS

Special arrangements may be made to permit children in the program to attend on-site, adult supervised clubs, activities, or lessons during program hours.

Completion of the Special Arrangements form is required whenever a child will be arriving at the program after their club or lesson or when the child has a regular commitment over a set term that requires a different routine.

Any occasional changes in routine will be documented with a note from the parent

The Special Arrangements form is intended to relieve the parent of daily notes for a long-standing arrangement.

The Special Arrangements Form includes:

- Beginning and end dates of the activity/lesson.
- The child's full name.
- Description of the arrangement.
- Signature of the parent.
- Note: This form must be kept up to date as it provides information for supply staff

CONSENT FOR RELEASE TO A MINOR (found in the administration file folder)

This form must be completed by the parent for any minor (between 13 and 16 years of age) who is signing a child in and/or out of the program.

The Program Coordinator must be informed immediately when this form is completed.

The completed and signed form will be placed with the child's registration form in the Program Information binder.

UNKNOWN ADULT COMES TO PICK UP CHILD

A child may only be released to persons who have been named on the child's registration form, which has been signed by the parent. If this person is unknown to the staff, their picture identification will be requested.

The parent must give written permission for any person that is not listed on the child's registration form to pick up their child. If an adult comes to pick up a child and their name is not on the registration form, and there is no written permission from the parent, the following steps will be taken:

1. The staff will inform the adult that there is no written permission to release the child to them.
2. Staff will call the parent to inform them of the situation.
3. In case the parent gives direct instructions to release the child to the adult who has come to pick up their child, the following steps will be taken:
 - a. The parent's verbal confirmation will be documented in the Daily Journal
 - b. The parent will be asked if they would like to add this person to the child's registration form
 - c. The adult will be asked for photo identification
4. If the parent cannot be reached, or the parent is unable to come to the program, the emergency contact person(s) will be called and asked to come to pick up the child.
5. Under no circumstances is the child to be left with the adult during this process. If the adult insists upon taking the child before parental consent is received, the parents will immediately be contacted to inform them of the situation.

Note: Anytime this situation occurs, On Call or Program Coordinator (or designate) will be immediately contacted.

LATE PARENT

No child is to be left unattended or released into the care of an unauthorized person. This is just cause for dismissal. Staff are responsible for waiting with the child until a parent arrives and the child is released into their care.

If at 6:00 p.m., a parent has not arrived to pick up their child, the following steps will be taken:

- 6:05 p.m. Staff will call the parent.
 Staff will contact On Call to inform them.
- 6:10 p.m. A message will be left for the parent to call the program cell phone.
- 6:15 p.m. The emergency contacts listed on the child card will be called.
 The custodian will be informed of the situation.
 The child will be offered a snack.
- 6:30 p.m. The Program Manager will be consulted regarding next steps.

Staff will not comply if the custodian asks them to leave the building; staff and the child will stay in the building. When the child is picked up, On Call will be advised.

Note: For full day programs the above process will start at 5:35 pm.

SAFE TRANSITION of children in grade one and older between the before school program and their classrooms is ensured by requesting that the children gather their belongings at the entry bell and go directly from the before school program to their classroom. Upon dismissal, children in grade one and older gather their belongings and come directly to the after school program. You are encouraged to visit the program with your child in order to familiarize him/her with the room location of the program in relation to his/her classroom.

Children in the kindergarten before school program are escorted by a school staff or designate at the entry bell. Upon dismissal, all kindergarten children are escorted by a school staff or designate to their applicable after school program location.

APPROACHES FOR GUIDING CHILDREN'S SUCCESS

Our aim is for the children and staff to have a safe and enjoyable time at the program. We establish reasonable limits for behaviour which are consistently monitored by all staff. These limits are appropriate to the developmental level of the child and consider the health, safety, and the rights of all individuals. A positive approach is used to guide the children, and each situation and child is considered individually. Our methods include: redirection, logical and natural consequences, limit setting, modeling, providing choices, anticipating situations, recognizing appropriate behavior and involving children in conflict resolution.

FOUR RESPONSIBILITIES

Be Safe

Be kind

Do your Best

Have Fun

A posting containing the four responsibilities is displayed in the Solution Station area of each program where it can be seen and used daily by the children and program staff. The responsibilities are the starting point for staff and a child (or children) to discuss situations such as challenges in their relationships. When a situation arises, it can be discussed in relation to these responsibilities.

Our objective is to help children learn to work together and use effective problem solving within a supportive and fun environment. The process of conflict resolution Requires each child involved to:

1. Agree to listen to each other to determine the problem
2. Decide what can be done to solve the problem
3. Determine if the solution works to resolve the problem

SCHOOL'S CODE OF CONDUCT FOR PUBLICLY FUNDED SCHOOL BOARDS

As part of our lease agreement with the school boards, our programs must abide by and follow the Safe Schools Act.

Standards of Behaviour

All members of the school community must:

- Demonstrate honesty and integrity;
- Treat one another with dignity and respect at all times, especially when there is a disagreement;
- Respect differences in people, their ideas and opinions;
- Respect and treat others fairly, regardless of their race, ancestry, place of origin, colour, ethnic origin, citizenship, religion, gender, gender identity, sexual orientation, age or disability;
- Respect the right of others;
- Show proper care and regard for school property and the property of others;
- Take the appropriate measures to help those in need;
- Use respectful language (ie: refrain from swearing) when speaking
- Seek assistance from a member of the school community, if necessary, to resolve conflict peacefully.

ILLNESS OF YOUR CHILD

Child Care and Early Years Act (2014)

In order to protect the interests of the sick child and to prevent further infection, if a child becomes ill during program, parents will be contacted immediately and asked to pick up their child. If we cannot reach the parents/guardians by phone, the emergency contacts on the child's registration form will be contacted and requested to pick up the sick child.

Parents are strongly encouraged to keep an ill child at home.

HEALTH AND ADMINISTRATION OF MEDICATION

All prescription medication must be in the original container with a prescription label that is clearly marked with your child's name, date, name of medication, and the instructions for storage and administration. Program staff will only administer medication according to the instructions on the prescription label. Program staff will not accept a non-prescription topical cream if the contents include an identified allergen for any child enrolled in the program. Homemade treatments, essential oils or topical creams will not be administered. A medication form must be completed and signed by the parent /guardian prior to administering medication to a child. Our staff will document and initial: the dosage, time given, and any side effects observed each time medication is administered. Please ensure that the medication is passed directly on to the program staff for safe storage.

Emergency Medication: If a child requires an emergency medication, the medication must always be accessible in case of an emergency. Parents will be contacted and the child will not be accepted in the program if this medication is not on site.

HEALTH AND NUTRITION in Before and After School Programs

During instructional school days, nutritious snacks are provided in both the morning and afternoon programs. Please take a few minutes to review the snack menu and inform the program staff if there is any item that will cause your child to have an anaphylactic reaction.

Due to other possible food allergies in the program, as well as the fact that some foods that may have required refrigeration are no longer safe to consume, children will not be allowed to eat food from home.

ANAPHYLAXIS

Some allergic reactions range in severity from uncomfortable to severe (anaphylactic reactions). Anaphylactic reactions may begin mildly with itching around eyes and mouth, flushing, hives or a cough. However, in some cases, symptoms can increase quickly to include swelling of the mouth and throat, difficulty breathing, nausea, vomiting, weakness and confusion. A drop in blood pressure may deprive the heart and brain of oxygen, leading to unconsciousness or death.

All of this can occur in minutes and immediate medical relief is necessary. Because of the unpredictability of reactions, if a child with an allergy expresses any concern that a reaction might be starting, (especially if the child has suffered an anaphylactic reaction in the past), the staff will respond immediately and follow the instructions in the child's **Anaphylaxis Action Plan**.

Coordinators and program staff will inform families of any anaphylactic food allergy in your child's program.

FULL DAY PROGRAMS - PA Days, March Break, Summer

BAGGED LUNCHES

School age children who attend full day programs will be required to bring a bagged lunch from home. To help reduce the risk of exposure to allergens, parents are asked to:

- Ensure there are no nut products
- Consider any other food allergens that are specific to each program, and plan with this in mind
- If a food containing an allergen can't be avoided, inform the staff of it.

Other tips for bagged lunches:

- Ensure that at least 3 of the 4 food groups as set out in the *Canada's Food Guide to Healthy Eating*, are included in your child's lunch
- Ensure that your child's lunch box and water bottle is clearly labelled with your child's first name, last initial and program name
- Ensure that your child's lunches will be stored as to maintain proper nutritive value, by using an insulated lunch bag with an ice pack inside.

Staff will monitor the contents of each child's lunch to ensure that products containing nuts are not brought into the program, and to reduce the risk of exposure to any other allergens. Staff will be prepared to supplement lunches that may require nutritional enhancement, by using available snack supplies. Should a child's lunch be forgotten at home, we will provide a lunch from the snack supplies available in the program.

London Children's Connection recognizes the importance that children with life-threatening and severe allergies have a safe environment in which to participate fully. All possible strategies to reduce the risk of exposure to the causative agents will be practiced. It must be noted, however, that it is not possible to reduce the risk to zero. For your information, a rotational snack menu is posted.

EXAMPLES FOR BAGGED LUNCHES

Sample Lunch #1

Whole wheat mini pita filled with items such as:
Sliced chicken, lettuce, slivers of sweet red pepper
(or other raw vegetables of your choice)
Cheddar Cheese Cubes
Whole Banana
Bottle of Water

Sample Lunch #2

Whole grain mini bagel
Lean chicken pieces
String cheese
Cucumber slices
Apple
Thermos of milk

EXCURSIONS

Periodically during full day programs on non-instructional days, such as PA Days, March Break, and summer, the children may be participating in ice skating, rollerblading or roller skating. In order for the children to participate in these activities it is mandatory that you provide a helmet (hockey, bike) for safety reasons.

Excursions and community trips will require you to sign a permission form, allowing your child to participate. The permission form will outline the date, time, means of transportation and destination. When special visitors are scheduled, you will be notified in advance.

REGISTRATION OF A CHILD REQUIRING AN ACTION PLAN

For children who have an anaphylaxis allergy, asthma, diabetes, seizure disorder, or any other chronic or acute medical condition, the parent, in conjunction with the Program Coordinator will complete, sign and date an Action Plan. The information on the Action Plan is pivotal to ensuring the child's health and safety while in program.

Anaphylaxis Action Plan

Once the parent and Program Coordinator complete, sign and date an Anaphylaxis Action Plan, the parent will train the Program Coordinator (or designate) on the steps to take in the event that their child has an anaphylactic reaction.

Prior to commencing care, the Program Coordinator (or designate), will train the program staff on the steps to take in the event of an anaphylactic reaction. During their initial orientation and annually thereafter, all program staff will be trained on how to use an Epi-Pen.

If a child requires the administration of emergency medication, the parent must complete a Medication Authorization and Administration form. All ongoing medication information and Action Plans must be reviewed, signed and dated by the parent annually, or if changes are made, to ensure the information is accurate and up to date. We may ask you to follow specific guidelines to ensure the safety of all children in our care.

EMERGENCY MEDICAL ATTENTION

The health, safety and well-being of the children in our care, are our highest priority. In the case of illness or injury to a child, the staff of London Children's Connection will immediately proceed in obtaining emergency medical treatment as deemed necessary. Parents/guardians will be notified immediately in such an emergency.

In order to ensure the safety of a child with life threatening medical conditions, it is imperative that parents / guardians provide complete and accurate medical information.

EMERGENCY EXPENSES such as any expense incurred in handling an emergency illness of a child, will be the responsibility of the parent(s)/guardian(s). Each program staff maintains a valid first aid and Infant/Child CPR certificate therefore they are trained in emergency first aid practices. You will be informed of all accidents, as well as requested to review and sign an Injury Report. Please inform the program staff immediately if medical treatment was sought after an injury in our program.

OUTDOOR LEARNING

Experiences in nature are very important to the development of children. It enhances physical health, intellectual development and emotional well-being, and increases focus and academic achievement. Learning outdoors provides opportunities for curiosity and wonder, and provides a different and meaningful learning environment.

Outdoor activities are scheduled daily, weather permitting. Please ensure your child is dressed appropriately. Use of the outdoor equipment is determined by MEDU (as per Canadian Standards Association). Our daily program schedule allows children the opportunity to participate in outdoor activities every morning and afternoon.

To help your child feel comfortable and ready to explore and learn in the outdoors we ask that you provide appropriate clothing for the weather each day (ie: rain boots, raincoats and splash pants for wet days: snow pants, boots, hats, extra mittens, etc. for cold, snowy days). We encourage you to keep a change of clothing in

your child's backpack so that children have the freedom to explore and create while eliminating the stress of getting dirty or wet.

If your child is enrolled in our program during the summer months, we request that you provide a bottle of sunscreen to the program to help ensure that your child is protected from the harmful rays of the sun. Due to allergies and skin sensitivities, the sunscreen must be in the original container, clearly labelled with your child's name on it. We recommend using a broad spectrum UVA and UVB sunscreen, with SPF #30 or higher. Please ensure your sunscreen does not contain any nut ingredients.

Should you choose to send your child with a water bottle, please ensure that it is clearly labelled with your child's name.

PERIODS OF REST

The well-being of all children in our programs is supported through programming that supports each child's varied psychological and biological rhythms by providing materials, time and space for active play, rest and quiet time.

Rest is an important part of the day for all children. The need for sleep and/or rest time varies greatly among children. Children enrolled in a kindergarten program are permitted to sleep, rest, or engage in quiet activities, based on their individual needs.

We work in partnership with parents to ensure that the duration of each child's rest period while participating in our program does not disrupt normal sleep patterns at home.

INFORMATION REQUIRING YOUR ATTENTION will be emailed to the email address you have provided. This important information will help keep you aware of upcoming events and deadlines. Please ensure that you identify lcc.on.ca emails as a safe sender, to avoid the email going to junkmail.

INFORMING THE SUPERVISOR when your child will be absent is essential. Written notice can be given to the Program Supervisor (on site) in advance, or in circumstances where written notice is not possible, please call the program on-site cell phone number supplied to you in your registration information.

CHANGES IN REGISTRATION INFORMATION must be relayed immediately to the Program Coordinator, as well as to the Program Supervisor (on site). Your child's safety in the event of an emergency could depend on the accuracy of this information. Each September, you will be asked to review and sign your child's information form to ensure it is accurate. When changes occur, you will be requested to sign and date the updated form as a verification of accuracy.

PARENT INVOLVEMENT is welcome in all aspects of the program. Feedback through questionnaires and daily communication with your child's Supervisor are valuable methods of contributing to the quality of your child's care. We encourage you to consider participating on our Board of Directors or Program Advisory Committee.

STATUTORY HOLIDAYS / PROGRAM CLOSURE DAYS

Our program observes the following statutory holidays:

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

In addition, the school age program is closed for an organization-wide professional development day on Easter Monday. We will also be closed for community professional learning events. You will be informed of these days well in advance.

MATTERS OF CONCERN – A Solution Focused Approach

We work in partnership with parents, school personnel and community partners to meet the individual needs of children and their families. We value positive, respectful and responsive relationships and foster engagement and ongoing communication with parent about the children and the program.

Open communication with parents is essential to a quality child care experience. Program staff will discuss your child's day with you and will ask for your feedback to ensure your child has a positive experience in our program. All issues and concerns brought forward are taken seriously and every effort will be made to address and resolve issues and concerns as quickly as possible. An initial response will be provided within two business days.

Every issue and concern will be treated confidentially and every effort will be made to protect the privacy of parents, children, staff, students and volunteers, except when information must be disclosed for legal reasons (ie: CAS, Ministry of Education, College of Early Childhood Educators).

London Children's Connection strives to meet the needs of all children and families enrolled in our child care programs. However, in certain situations it may become necessary for a discussion regarding alternate child care options. London Children's Connection does not make this decision lightly and makes every reasonable effort to meet each child's individual needs so that they can participate in a meaningful, purposeful and successful manner in the program.

Depending upon the nature of your concern, please follow the steps below:

Nature of Issue/Concern	Steps to Report Issue/Concern
<p>Program: ie: schedule, sleep arrangements, toilet training, programming activities, feeding arrangements</p>	<ol style="list-style-type: none"> 1. Raise the issue/concern directly with program staff. 2. If the issue cannot be resolved, contact the Program Coordinator.
<p>General Operations-Related: ie: child care fees, staffing, waiting lists, menus</p>	<p>Raise the issue/concern directly with the Program Coordinator.</p>
<p>Staff, Student, Volunteer</p>	<ol style="list-style-type: none"> 1. Raise the issue/concern directly with the individual. 2. If the issue cannot be resolved, contact the Program Coordinator. <p>All issues or concerns about the conduct of staff, students or volunteers that puts a child's health, safety and well-being at risk should be reported to the Program Coordinator as soon as it becomes apparent.</p>

DUTY TO REPORT

The duty to report is an ongoing obligation. If there are reasonable grounds to suspect that a child is or may be in need of protection, by law, a report must be made to the Children's Aid Society. The duty to report overrides the provision of any other provincial statute.

SHARING OF PERSONAL INFORMATION

London Children's Connection values and respects the confidentiality of all families in our programs, however, outside agencies such as Children's Aid Society, the Ministry of Education, and the Middlesex-London Health Unit have the authority to ask for information about children participating in licensed programs. If asked by an authority, we will provide information as required.

MONITORING COMPLIANCE AND CONTRAVENTIONS

On a monthly basis, the Program Coordinator or designate visits the program to observe and document compliance with the implementation of program policies and procedures, Program Statement goals and approaches and Individual Support Plans. Follow up support is provided as required.

PROHIBITED PRACTICES

Under No circumstances is the following permitted:

- a) Corporal punishment of a child;
- b) Physical restraint of a child, such as confining a 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 until the risk of injury is no longer imminent;
- c) Locking the exits of a child care centre or home child care premises for the purpose of confining a 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 procedures.
- d) Use of harsh or degrading measures or threats or use of derogatory language directed at or in the presence of a child that would humiliate, shame or frighten a child or undermine his/her self-respect, dignity or self-worth;
- e) Depriving a child of basic needs including food, drink, shelter, sleep, toilet use, clothing or bedding;
- f) Inflicting any bodily harm on children including making children eat or drink against their will.

FIRE DRILLS are practiced once per month and recorded by the Supervisor.

EMERGENCY MANAGEMENT

An outline of the emergency procedures that are followed in the event of evacuation, as well as information regarding the evacuation site, is posted in each program room. Please familiarize yourself with this information.

If an evacuation occurs (ie: false fire alarm) and the program can remain on site, parents will be verbally informed upon arrival to pick up their child. If an evacuation requires the program to move to the emergency evacuation site, parents/guardian's will be informed by telephone as soon as it is safe to do so.

REQUESTS FOR COPIES OF ATTENDANCE must be made in writing by the requesting parent's legal counsel. Separate fees will be charged by the ordering party for each year and each location requested.

SERIOUS OCCURRENCE NOTIFICATION

The safety and well-being of your children is our highest priority, however, in spite of all the best precautions, incidents can sometimes happen. A Serious Occurrence Notification Form will be posted in a visible area on site, for 10 days, when an incident occurs that is deemed a serious occurrence, as per the government's definition. A serious occurrence does not mean that the program is out of compliance with licensing requirements or that the children are at risk at the program.

VISITING ANIMALS AND RESIDENT PETS

The Thames Valley District School Board and London District Catholic School Board do not allow dogs on school property. Service animals that accompany persons with disabilities shall be permitted entry to all services and facilities that are open to the public. If it is not readily apparent that an animal is a service animal, London Children's Connection may request a letter from a physician or nurse confirming that the person requires the animal for reasons relating to their disability.

SMOKE-FREE ONTARIO ACT requires licensed school age programs to comply with this regulation; therefore, no person may smoke or hold lighted tobacco, smoke or hold lighted medical cannabis, smoke or hold a designed product or substance, or use an electronic cigarette, in any location where childcare is provided by London Children's Connection, whether or not children are present.

ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES ACT (AODA)

London Children's Connection fully supports the AODA (Customer Service) Act. Should you require assistance in accessing information regarding our programs and services, please contact your Program Coordinator.

WAITLIST POLICY

London Children's Connection supports the utilization of London's centralized on-line child care waitlist (oneHSN). To provide families with quick, easy access to the oneHSN waitlist, LCC provides a direct link on our website. If parents require support to help them navigate through the waitlist site, LCC staff are available to assist them by contacting us at (519) 471-4300.

When registering children in our programs, we first look to meet the needs of the families currently registered (transfers between LCC programs, siblings, and/or moving children from one age group to another).

Once parents have completed the on-line waitlist, Program Coordinators are notified of the request by e-mail. Program Coordinators review the oneHSN waitlist regularly, and as spaces become available, they will contact families in order of application submission date, and the ability to meet the requested child care needs. Parents are welcome to call if they have questions, or to enquire about their status on the waitlist. Confidentiality is maintained at all times.

RESOURCE LINKS

Middlesex-London Health Unit: www.healthunit.com

Ministry of Education Information on Child Care: www.edu.gov.on.ca/childcare/

How Does Learning Happen? Document: www.edu.gov.on.ca/childcare/HowLearningHappens.pdf

Safe Schools: www.tvdsb.ca/safeschools and www.ldcsb.ca/Programs/safeschools/Pages/default.aspx

REGISTRATION AND FEE INFORMATION BEFORE AND AFTER SCHOOL

FEE INFORMATION

Each year the Board of Directors establishes the fees at an amount that will cover the operating costs of the program. The cost of the program is averaged out over the ten-month school term to arrive at a set monthly fee. The fees are based upon the school year occurring as scheduled; however, if unexpected circumstances arise, such as changes to the school year calendar, fee adjustments may be required.

- Families with three (3) or more children enrolled in the before and/or after school program qualify for a 50% discount for the third and subsequent children incurring the lowest fee(s).
- Families with two (2) or more children enrolled in the School Age P.A. Day Program, qualify for a 50% discount for the second child and any subsequent children.

Payment Methods

Payment for your child's enrollment is due in advance of care.

1. A completed Pre-Authorized Debit (P.A.D.) form is required at the time of registration. Automatic withdrawals for your child's monthly child care fees will be processed the first business day of each month during the school year. The September P.A.D. will be processed on the first day of school.
2. If Pre-Authorized Debit is not possible, a series of post-dated cheques for the school year must be submitted prior to your child's start date. Cheques are payable to London Children's Connection (LCC) and dated for the first of each month.

Feel free to contact us by the P.A.D. cancellation date shown on the last page of the Year at a Glance calendar, should you anticipate an issue with your payment. There will be a service fee for returned Pre-Authorized Debit and cheques.

REGISTRATION PROCEDURE

For your convenience, a registration package can be completed and directly submitted on-line. Payment arrangements for the school year must accompany the registration package in order to process your child's enrollment. Prior to your child's participation in the program, you will be required to read the School Age Program Parent Handbook. The Parent Handbook can be found on the London Children's Connection website at www.lcc.on.ca/sap.

Parent / Guardian #1 on the registration form is the designated parent / guardian who will receive all written correspondence. This parent will also be issued the annual income tax receipt by the end of February. Should you request a duplicate income tax receipt beyond the past calendar year, a fee will be charged.

WITHDRAWAL FROM THE PROGRAM

Two weeks' notice of withdrawal is required by notifying your Program Coordinator. A refund will be issued for any resulting overpayment, provided the required two weeks' notice is given. In lieu of notice, two weeks' fees will be required. For parents enrolled in our Pre-Authorized Debit (P.A.D.) plan, notice of your child's withdrawal must be received by the 15th of the month to ensure cancellation of your next scheduled automatic withdrawal.

Services may be terminated by LCC if policies are not followed or fees are not paid.

A space cannot be guaranteed if you wish to temporarily withdraw your child. In the event of a temporary withdrawal, your child's name will be placed on the waiting list.

Child Care Fee Subsidy

If you are currently receiving child care fee subsidy, assistance will continue based on approval from your subsidy provider (City of London or County of Middlesex). Your fees for the upcoming school year are indicated in your confirmation letter.

You must notify your subsidy provider:

- To arrange approval if your child will be absent five (5) or more consecutive days (illness or vacation).
- To arrange approval for consistent absent days (ie: every Friday).
- To arrange approval for a change in your child's enrollment, transfer to another school, program or care provider.
- When you withdraw your child from care.
- If there are changes to your address, phone number or employment information.

Our office will then be notified by your subsidy provider regarding your eligibility for such absences, changes or withdrawals.

Note: If you do not receive prior approval for any of the above situations, subsidy will not pay for these absent days or changes, and you will be responsible for paying all full fees to London Children's Connection directly. Refer to the information sheet that you received from your subsidy provider for further details.

Interested in Child Care Fee Subsidy? Application forms are available from London Children's Connection Main office, the City of London website at www.london.ca/childcare or by calling the City of London at 519-661-4834 or County of Middlesex at 519-434-7321.

RE-REGISTRATION

Parents who currently have children enrolled in a School Age Program have first priority to re-register for the following school term. The re-registration procedure takes place on-line in the spring. Re-registration is required if you wish to continue child care services for the following school year. Should you determine that you will not require care for the following school year, it is important that you let us know by checking "No care required" during the on-line re-registration process.

SIBLING REGISTRATION

If you have a younger child that you wish to register, please inform your Program Coordinator at least one (1) year prior to their intended start date and their name will be placed on a priority waiting list. Older siblings must currently be enrolled in a School Age Program.

Note: Siblings do not automatically receive child care fee subsidy. If your Program Coordinator has contacted you to confirm your request for sibling care, you should contact your subsidy provider, who will confirm eligibility. Our office will be notified by your subsidy provider regarding your eligibility.

TRANSFERRING SCHOOLS

If you plan to transfer your child from one School Age Program to another, please inform your Program Coordinator immediately. You will receive priority placement if spaces are available.

REGISTRATION INFORMATION FULL DAY PROGRAMS P.A. DAYS, MARCH BREAK AND SUMMER

REGISTRATION APPLICATION

All registration information and registration application forms for full day programs will be made available through email. For your convenience, the registration form for P.A. Days, March Break and summer can be completed and directly submitted on-line. Notification of these dates will be provided through email communications.

P.A. DAY PROGRAMS are offered at designated sites to all children who are currently enrolled in a School Age Program on a first-come, first-served basis. These programs operate from 7:30 am to **5:30** pm. Offsite excursions are planned for each of these days. Registration will be accepted up to two weeks prior to the P.A. Day based on space availability and payment received.

Note: Our programs do not operate on the first P.A. Day in September or the last P.A. Day in June. One P.A. Day in the year is a designated city-wide professional learning day for our staff as well. You will be notified of the day well in advance.

Payment Method

If you are signed up for our Pre-Authorized Debit plan (PAD), P.A. Day fees will automatically be withdrawn from your account on the P.A. Day for which you are registered. If you are not signed up for our P.A.D. plan, post-dated cheques must accompany your registration form in order to confirm your child's registration. There will be a service fee for returned cheques.

Withdrawal – P.A. Day

Two weeks' notice must be given prior to the P.A. Day you wish to cancel. A refund will be issued, provided the required notice is received.

MARCH BREAK / SUMMER PROGRAMS

Full day programs are offered at designated school age sites throughout the city of London, to all children who are currently enrolled in a School Age Program on a first-come, first-served basis. These programs operate from 7:30 a.m. to 5:30 p.m.

Payment Method

The March Break/Summer Registrar will e-mail confirmation letters to all confirmed families. The confirmation letter will outline payment details and deadlines for payment arrangements. If you are signed up for our Pre-Authorized Debit plan (PAD), your fees will automatically be withdrawn from your account. If you are not signed up for our P.A.D. plan, post-dated cheques will be required in order to confirm your child's registration. There will be a service fee for returned cheques.

Withdrawal - March Break / Summer Programs

Contact information and withdrawal dates for March Break and the summer programs are outlined in the registration information. A refund will be issued, provided the required notice is received.



LONDON CHILDREN'S CONNECTION
School Age Program
Base Fee Schedule for 2023-2024

	JK/SK Program	School Age Program
Before School 7:30 am – school starts	\$205.00/month	\$175.00/month
After School school dismissal - 6:00 pm	\$234.00/month	\$ 285.00/month
Before and After School	\$252.79/month	\$460.00/month

French Immersion Schools

	JK/SK Program	School Age Program
After School	\$234.00/month	\$350.00/month

Families with 3 or more children enrolled at the above noted rates qualify for a 50% discount for the child who is 6 years of age or older.

Non-base fees: An administrative fee of \$20.00 will be charged for a returned cheque or pre-authorized debit, a request for a duplicate income tax receipt beyond the current calendar year, or a request for documentation such as attendance sheets.

Canada-Wide Early Learning and Child Care

We are pleased to share that London Children's Connection is participating in the Canada-Wide Early Learning and Child Care system.