

River Road Hub Afterschool Program

Parent/Guardian Handbook

Operated by the Greenwich Recreation Association Inc.

June 5, 2024

River Road Hub

32 Wallace Rd, Browns Flat NB E5M 2P6

(506)771-2784

riverroadhubafterschool@gmail.com

greenwichrec@gmail.com

www.riverroadhub.com



Table of Contents

Introduction		3
General contact information		3
Program Description	Activities	4
	Schedules	4
	Enrollment	4
	Hours of Operation	4
	Holiday Schedule	5
	Outings	5
	Fees and Payment Schedule	5
	Payment Policies	6
Program Guidelines	Respect for Property	6
	Behavioural Guidelines/Respectful Language	6
	Disciplinary Guidelines	7
	Washroom use Guidelines	8
	Confidentiality Guidelines	8
	Health and Safety	9
Health Practices	Hand Washing	9
	Child Illness	9
	Disease Control Protocol	10
	Medications	11
	Medical Conditions	11
	Child Abuse & Neglect Protocol	11
	Reportable Incident	11
Absenteeism		12
Child Pick-Up/Sign Out Proc.		12
Unexpected Closure		13
Emergency Evacuation		13
Parental Involvement		13
Personal Belongings		13
Smoking		13
Policies and Procedures		13
Parent Declaration		16
Relevant Forms Attached		

INTRODUCTION

Greenwich Recreation Association Incorporated (GRA) is excited to announce it will be providing before and afterschool care. The **River Road Hub After School Program** is available for children in grades K-6 and runs daily throughout the school year 6:30-8am and 2:30- 6:00pm (6:30am-6pm on full days). We are a licensed facility for 22 after-school aged children. We adhere to the provincial standard of 1:15 ratio for after-school age.

Typical days include physical and social activities, crafts, and classroom activities, as well as play opportunities on our playground and sports field.

Our objective is to create an inclusive and welcoming environment and to support physical literacy within our community with an aim to provide youth with the confidence and ability to grow and remain healthy and active throughout their lives.

Within this handbook, you will be provided the standard policies and procedures for the **River Road Hub After School Program**. Please note that Parents/Guardians must have completed all program forms (medical, permission) prior to their child attending the program. These forms will be sent out prior to the program start date.

GENERAL INFORMATION

The Hub after school program is operated by the Greenwich Recreation Association Inc. We are a community non-for profit comprising of 7-13 community member board of directors voted in yearly by our members. It is free to become a member and open to any resident of Greenwich.

River Road Hub Address: 32 Wallace Road, Browns Flat, NB

Office: 506-771-2784

Emergency Contact: Program Operator Tammy London

Phone #: 506-651-5572

Email: riverroadhubafterschool@gmail.com

greenwichrec@gmail.com

Website: riverroadhub.com

PROGRAM DESCRIPTION

Activities

There will be a variety of individual and group activities. All activities will be organized by age group (K-2 & 3-5). Programming will include all but not limited to these areas:

- Arts & crafts
- Physical Literacy
- Playground
- Science
- Computer
- Special Events

Schedules

Any special event schedules will be posted on social media

Sample of daily schedule	
6:30-8am	Early drop off
3:05pm	Bus arrives
3:05-3:30	Inside for bathroom break and snack
3:30-4:30pm	Outside play
4:30-6:00pm	Inside play until pick-up

ENROLLMENT

All registration forms must be completed before starting the program.

- Registration is based on first come first served and may be denied due to capacity (max. of 22 participants), reoccurring behavioral issues or payment history.
- One-week paid notice is required should you cancel enrollment.
- GRA reserves the right to cancel an enrollment, two weeks' notice will be giving.

HOURS OF OPERATION

REGULAR HOURS - Monday to Friday 6:30-8am & 2:30 to 6:00pm

SCHOOL CLOSURES – 6:30am drop-off and 6:00pm pick-up

HOLIDAY SCHEDULE

*No Afterschool Program on the following days	
Labour Day	New Years Day
Thanksgiving	Family Day
Remembrance Day	Good Friday
Christmas Eve	Easter Monday
Christmas Day	Victoria Day
Boxing Day	

- If you are signing your child up for full day care over Christmas break (the school break), we must be informed prior to December 1st. Requests for space after the deadline may not be granted
- If you are signing your child up for full day care over March break, we must be informed prior to February 15th. Requests for space after the deadline may not be granted

OUTINGS

Walking outings in the community close to the Centre may be organized. A consent for walking outings must be signed at registration and prior to attending the program

FEES AND PAYMENT SCHEDULE

Administration Fee	\$25 due upon registration
Before School	Included for full time registered \$3/day for part time
Afterschool Fee full time	\$18/child per day \$16/child per day for siblings
Afterschool part time consistent (subject to availability, full time positions priority)	\$20/child per day \$18/child per day for siblings
Afterschool casual (requires 1 week notice, subject to availability, full time and part time positions priority)	\$22/day per child
Childcare Full-Day (School closure, Snow or PD Days)	Full time after school \$25/day
	Part time and casual \$29/day
Late Pick-Up Fee	\$1 per minute. Children picked up after 6:00pm will be charged \$1/minute late fee. Late fees will be added to the next weekly bill

***Part-time consistent attendance is approved and guaranteed upon at the beginning of each month. If space is required for a full-time student, the part-time family will be offered the opportunity to move to full time before discontinuing their part-time care. A minimum of one weeks termination notice from GRA is required prior to any change in care.**

***Casual care is offered on a week-by-week basis, depending on availability and space is not guaranteed. No termination period is required by GRA beyond the following scheduled week.**

***If you are sharing one full-time spot with another family, it is the responsibility of the families involved to coordinate payment distribution between the parties. If sharing a full-time spot, the full-time rate applies.**

PAYMENT POLICIES

Payment must be made on-time by end of day Thursday for the following week's care plus any outstanding late pick-up fees. Monthly/advanced payment is an option. Weekly rates will be charged regardless of attendance to keep your child's spot reserved. Weekly rate is set and unchanged by statutory holidays.

- Registration and first week's payment is due in full upon registration
- E-transfers are accepted to riverroadhubafterschool@gmail.com
- Payments are to be made by end of day Thursday for the following week's care
- All payments are due on a weekly or monthly schedule by cheque or E-transfer
- Fees will be prorated according to the day in which your child begins
- Registration is ongoing if there is availability
- One-week paid notice is required to cancel enrollment. Please ensure Program Director is notified in writing by email
- NSF cheque charge is \$40.00
- HST is not applicable
- Payment interruption may take place at the discretion of Public Health, or facility closure due to unforeseen circumstances such as illness outbreak or power failure.
- Parents are solely responsible for program fees until Social Development approves Assistance; Parents will be reimbursed by Greenwich Recreation Association Inc via E-transfer for any program fees subsequently covered and paid by Social Development. Parent will be charged full fees if assistance has expired
- Receipts are issued monthly for personal tracking and annually for tax purposes

***If payment is not received when due it will result in suspension of services until all fees are paid in full.**

PROGRAM GUIDELINES

We ask that participants, parents, and guardians adhere to the following:

Respect for Property:

- Please respect GRA property and others' belongings
- The GRA is not responsible for lost or stolen items, lost and found items will be kept in the office and cleared monthly

Behavioural Guidelines Respectful Language:

- Profanity and foul language will not be tolerated.
- Verbal harassment/bullying of any kind will not be tolerated.
- Physical harassment of any kind will not be tolerated

*If these behaviors are continuous and/or excessive the participant may be removed from the Program.

Disciplinary Guidelines:

The following guidelines may be used if a child is unwilling to participate or cooperate:

- Limits will be set and enforced consistently and fairly.
- A brief break period may sometimes be required when a participant is distraught and/or emotional. The participant may remove themselves from the activity for a period of quiet time to cool down. They will remain under supervision and will not be placed outside program parameters, or in harm's way.
- Reinforcement of positive behavior will be used at all times. Staff are encouraged to refrain from simply saying no, but rather explain why something should or should not be done.
- Staff will assist participants in resolving conflicts that arise and redirect participants to another activity before issues may occur.
- Parents will be contacted if behavioral problems persist, and the next course of action taken will be at the discretion of the program coordinator or educator. A participant will be removed from the Program for the day if excessive and inappropriate language, harassment, or bullying is continuous and/or excessive. If a child must be removed for the day, the child must be picked up within one hour of a call to their guardian.

Participants who continue to disrupt programs, are disrespectful to other participants or staff, or bullying others, after the above corrective measures have been taken to stop or deter inappropriate behaviour, will be subject to the below consequences:

These will be issued at the discretion of the educator and will be discussed thoroughly with parents/guardians.

First Warning: The participant will be taken aside and spoken to about their behaviour. It will be explained that the behaviour must not continue. At the end of the day parents/guardians will be made aware that a verbal warning was issued.

Second Warning: If the same behaviour continues, a written account of the undesired behaviour and modification expectations will be provided to the parent by the operator. This document will be signed by both the operator and the parent.

Final Warning: If there continues to be no improvement in the child's behaviour, a meeting will be scheduled between the operator, educator and parent. Clear expectations will be set for behaviour improvement. This meeting will be documented and the documentation will be provided to the parent as well as kept on the child's file.

Dismissal: After the above attempts have been made to address the behavioural concerns of a participant, the participant could be removed from the program.

The educators and operator of the River Road Hub after-school program will make every effort to support the continued care and development of all children. Dismissal is a last resort in our priority to protect all children.

Automatic Dismissals: Participants may be automatically dismissed for any other **extreme** behaviour that staff deems unacceptable and unable to be corrected.

Parent/Guardian Grievances

Staff are more than willing to assist with any concerns.

Parents should feel free to discuss any situation with the child's leader(s).

If there is an unresolved concern, please discuss it with the Operator as soon as possible.

WASHROOM USE GUIDELINES

- Bathroom time will be consistently scheduled to establish a routine, while allowing children to use the bathroom as needed.
- Each child should keep an extra change of clothes on site, parents are to provide a seasonally appropriate change of clothes in a large Ziploc bag.
- Wet or dirty clothes will be stored in a plastic bag until it can be sent home.
- Girls/Boys washrooms are reserved for program participants while in attendance
- During program hours adults will be required to use the single washroom only.

CONFIDENTIALITY GUIDELINES

The following participant information is classed as confidential:

- 1- Name(s) and D.O.B
- 2- Medical or other personal information
- 3- Any document labelled "Confidential" including electronic ie: email address, home address, contact phone numbers.

HEALTH AND SAFETY

Child Pick Up/Sign Out Procedures

- Children will only be released to parents/guardians or anyone who is listed as an alternate on the child's forms. Parents/Guardians are expected to notify the staff of any changes to this list.
- Photo identification will be requested from anyone who is unfamiliar to the staff. Parents/Guardians are asked to notify the child's leader if they are being picked up early or by someone other than those listed on the child's form (children will not be released without notification from a parent).
- In the event of parental separation and/or where visitation restrictions are in place, the custodial parent/guardian must notify the operator of the custody and access arrangements. A copy of the custody agreement or court orders will be provided for the child's records.

HEALTH PRACTICES

Hand washing

Public health has proven that hand washing significantly reduces the transmission of infections. It is important for staff and children to wash their hands as often as necessary, but always in these situations:

- Upon arrival at the River Road Hub
- Before snack
- After using the washroom
- After outside play
- After cleaning up after a sick child
- After handling items soiled with blood or bodily fluids and before and after giving or taking medication

CHILD ILLNESS

In the case of child illness, parents will be contacted. The child must be picked up within one hour of notification of illness. Oral consent to administer Acetaminophen (Tylenol) as per parent instruction and verified as per packet instruction.

Parents will be contacted to pick up their child from the program if:

- a) The illness prevents the child from participating comfortably in activities.
- b) The illness results in a greater care need than the staff can provide without compromising the health and safety of the other children.
- c) The child has a temperature of 37.9 Celsius (100 F) or greater, along with other signs of illness including diarrhea, vomiting.
- d) The child has other signs and symptoms of illness

DISEASE CONTROL PROTOCOL

Attendance Daily attendance records will be kept to track absences and illnesses

Observe Parents will be contacted to pick up their child from the program if:

- a) The illness prevents the child from participating comfortably in activities.
- b) The illness results in a greater care need than the staff can provide without compromising the health and safety of the other children.
- c) The child has a temperature of 37.9 Celsius (100 F) or greater, along with other signs of illness including diarrhea, vomiting.
- d) The child has other signs and symptoms of illness

Report & Record If a child meets the above criteria for pick-up, **staff** must follow these instructions:

- Call parent/guardian, inform them of the child's symptoms and advise them of the symptoms and that child must be picked up within 1 hour. Ask for consent to administer Tylenol if required.
- Fill out the Potential Illness Report Form, must be signed by parent/guardian at pick-up
- If acetaminophen is administered, fill out the Administration of Acetaminophen Record, must be signed by parent/guardian at pick-up
- All parents and guardians will be notified of any communicable diseases, illnesses, infections or infestations in our childcare programs via email
- Public Health will be notified as required
- Parents are obligated to report any communicable diseases their child may experience.

Monitor While a child is waiting for pick-up due to illness, they are to be placed comfortably in an area in the play space, away from other children but within sight of an educator.

Return Parents must complete the form “Return After Exclusion” before a child can re-enter the program to verify that all exclusion requirements have been met.

MEDICATION

- Only medication brought to the facility by the parent/guardian, whether over the counter or prescribed will be given to the child.
- All medication that is brought to the River Road Hub must be in the original container with the original label, have child protective caps and be identified with the dosage, expiration date and the full name of the child.
- Prescribed medications must have the name of the physician, dosage instructions and the time period of use.
- A consent form for administration of any medication must be completed.
- The administration of medication must be recorded. Records must be completed and signed by the staff member who administers the medication.
- All consumable medication must be stored in a locked cabinet inside the administration office or refrigerator as required.

MEDICAL CONDITIONS

Those children who register in our afterschool program and require medical precautions, written instructions are required from the parent to assist us in caring for your child.

Examples of these conditions include:

- Asthma puffers or chambers
- Diabetic blood level testing/insulin pumps
- EpiPens

CHILD ABUSE & NEGLECT PROTOCOL

- It is the legal responsibility of all staff to document and immediately report any suspected case of abuse or neglect. Failure to report suspicion of abuse or neglect is a criminal offense under the Family Services Act. Every attempt will be made, to gather information from parents about suspicious marks on a child or suspicious circumstances.

REPORTABLE INCIDENTS

Parents are immediately informed of the following

- Unexpected illness or injury where the child requires immediate transfer to the hospital.
- Missing child.

In the case of any of the above, the parent will be notified immediately. An incident report will be completed and forwarded to the Department of Education and Early Childhood Development. A copy will be given to the parent if requested. Non-reportable incidents are those that do not require emergency medical attention i.e. Cuts, bruises, and bumps. The child may need some minor first aid by a staff member. Logs are kept by staff for the children in their care. Any notable incidents of injury, behavior, health or other situations will be noted in the log and parents will be requested to sign the log upon notification of the incident.

ABSENTEEISM

Providing reasons for absenteeism is a mandatory practice as stated in the Part Time Early Learning and Childcare Operating Standards. This practice is to help ensure the effective management of illnesses within the program.

- In the case of a child's absenteeism, parents must notify the operator by email at riverroadhubafterschool@gmail.com with the reason for not attending.
- If a child does not arrive, but no absenteeism was reported by parent, the parent will be phoned to report the non-arrival of the child.

CHILD PICK UP/SIGN OUT PROCEDURE

Child Pick Up/Sign Out Procedures

- Staff will be onsite by 2:30pm.
- Bus arrives at 3:05pm.
- Children are to be picked up by 6pm
- Late pick-ups are charged \$1/minute. This fee is to be paid to the employee who has stayed late. It will be added to their next pay.
- Children will only be released to parents/guardians or anyone who is listed as an alternate on the child's forms. Parents/Guardians are expected to notify the staff of any changes to this list.
- Photo identification will be requested from anyone who is unfamiliar to the staff. Parents/Guardians are asked to notify the child's leader if they are being picked up early or by someone other than those listed on the child's form (children will not be released without notification from a parent).
- In the event of parental separation and/or where visitation restrictions are in place, the custodial parent/guardian must notify the operator of the custody and access arrangements. A copy of the custody agreement or court orders will be provided for the child's records.

UNEXPECTED CLOSURE

In the event of a power interruption, staff will continue activities for no more than 30 minutes. After 30 minutes, if the power is still off, parents will be called to pick up their children. Pick up must be within an hour of receiving a call.

There is a possibility of facility closure in the event of communicable disease outbreak. In this event, we will follow the directives of Public Health and the Chief Medical Officer of New Brunswick.

EMERGENCY EVACUATION

The facility has 4 emergency exits all with emergency exit crash bars. In the event of an emergency evacuation, everyone will meet in the ballfield. An emergency contact list will be located on the back of the daily attendance clipboard and be kept on the educator at all times. Once a month, an emergency fire drill will be held with staff and students and recorded in the fire drill record book. This is located in the after school room. In the event of poor weather or safety concerns, the children will be walked to the Wesley United Church.

PARENTAL INVOLVEMMENT

The way that we will involve parents and families of the children attending the program is by speaking/communicating with parents about their child(ren) and the activities happening at our program, talking to them about their child's interest and sharing positive news. Once a year, parents will have the opportunity to join the GRA board of directors. The Hub will organize opportunities for parents to volunteer.

PERSONAL BELONGINGS

- Children should not bring to the after-school program anything that is not also appropriate to bring to school
- Each child should keep an extra change of cloth on site, parents are to provide a seasonally appropriate change of clothes in a large Ziploc bag. The bag will be labeled with the child's name and kept on site.
- Each child should keep a pair of indoor shoes in their backpack or onsite at the River Road Hub.

SMOKING

The River Road Hub and grounds are a non-smoking environment

POLICIES AND PROCEDURES

We ask that participants, parents, and guardians (18+ years) adhere to the following attached policies:

PAYMENT POLICIES

- First week & registration fee due upon registration.
- Payment is to be made in full upon registration.
- E-transfers are accepted at riverroadhubafterschool@gmail.com
- Fees will be prorated according to the day in which your child begins.
- Registration is ongoing if there is availability.
- NSF cheque charge is \$40.00
- HST is not applicable.

INCLEMENT WEATHER POLICY

- We will be operating on school snow days from 6:30am-6pm
- Every attempt will be made to offer services on storm days when schools are closed. In the event of severe weather or in the event due to extraordinary circumstances beyond our control, a cancellation announcement will be shared by 7am on social media and email groups.

VULNERABLE USER PROTECTION POLICY

Vulnerable Person(s) - defined as being anyone under the age of 18, youth or other vulnerable person(s); people who because of their age, disability, or other circumstance, are more vulnerable than others.

Volunteer - a person who freely offers to take part in an enterprise, undertake a task, or provide a service that is sponsored or offered by the Greenwich Recreation Association.

Policy

Any person acting as a volunteer or employee for the River Road Hub/Greenwich Recreation Association Inc. (GRA) whose work involves them in the direct supervision of vulnerable persons, shall be required to undergo screening to include a Police Record Check and a Vulnerable Sector Scan. Proof of such screening in the form of an official letter or certificate from law enforcement must be presented to the GRA executive committee prior to engaging in such volunteer or paid work, and must be renewed every 3 years thereafter. At no time shall any volunteer or staff member supervise or work with vulnerable persons in a 'one-on-one' capacity.

Concussion Protocol

1. Awareness: **Training** for coaches and volunteers
2. Prevention: **Encourage Safe Mindedness** when participants are physically active
3. Identification: **Safe Removal** of the participant from the activity after an impact
4. Action: Refer to River Road Hub **Concussion Awareness Policy**

Concussion Awareness Policy

If you suspect a concussion, you should take the following steps:

1. Remove the child from play
2. Inform the child's parent or guardian about the possible concussion
3. Give parent/guardian the *Heads Up Campaign Fact Sheet* and *Pocket Concussion Tool*
4. Keep the athlete out of the game the day of injury

Inclusion Policy

The River Road Hub After School Program is a welcoming environment for all abilities. We will maintain a fully accessible facility to support all physical abilities and adapt our activities and expectations to meet children at a level they feel comfortable and safe to participate and thrive.

Philosophy for inclusion

We at the River Road Hub in Browns Flat believe that all children are unique, and deserve a space where they are able to learn and play freely. We hope to provide an environment in which all children and care providers are supported to achieve their full potential. We view an inclusive learning environment as a place where children participate regardless of physical or cognitive ability, gender, race, religion, culture, sexual orientation, or economic status as a right for all children and families. All people and their abilities are welcome at the River Road Hub.

At the River Road Hub, our inclusion policies are based on the following principles:

- Every child is welcome, and no individual will be excluded from our centre based solely on their level or type of differing abilities.
- All interested families and children will have the same enrollment options in regard to programs, hours and available days.
- We will ensure all programs will have the necessary support so that each child with differing abilities will be free to engage in a full range of learning and play activities.

- The operator and educators will work cooperatively with each family. Wherever possible, we will assist in advocating on behalf of their child to secure funds for necessary and appropriate support to allow for their inclusion in our program.

Access

At the time of enrollment, should a family have concerns about their child's individual needs or abilities, we will facilitate a meeting with both family and educators so that we can work cooperatively to achieve each child's full potential. To the best of our ability, we will have adequate support and goals in place prior to the child being enrolled. We will strive to provide the same level of care offered in the school system.

Participation

We will continue to maintain our fully accessible facility and do our best to accommodate all abilities to allow full participation in our activities and programs.

Support

Parents and guardians know their child's abilities and needs best, we will provide open communication with parents and guardians to offer the best chances for a child's success. Should it be deemed necessary, we will assist in obtaining outside resources to best support each child's needs as they grow. The administration, educators, and families will be most successful in fostering an inclusive environment for their child to thrive if we all work positively and cooperatively together. Every child and family that joins will be treated with respect, made to feel welcome and included.

EMERGENCY PROCEDURES

- All staff are certified with Workplace Standard First Aid and Level C CPR.
- Parents are required to sign a consent form for emergency medical attention and transportation.
- Fire Drills will be practiced monthly
- In the case of building evacuation, children will be escorted to the nearest exit and attendance will be completed outside the building.
- In the event of the need for an alternate location, children will be walked to the Brown's Flat United Church to wait for parents' arrival.

Signed Declaration

Parents are required to sign a declaration that they have read, understood and agree to all terms, conditions and policies in the parent handbook. Please thoroughly read the parent handbook and direct any questions to the facility operator, Tammy London, at riverroadhubafterschool@gmail.com

Please fill and sign the below form and return to the River Road Hub office

I _____ have read the parent handbook of the River Road Hub After-School Program. I agree to adhere to the terms and conditions of using this service and I understand the policies of the facility.

Signature

Date