



Out of School Care Parent Handbook

2017-2018

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QUICK CONTACT LIST

Programming Team:		613-798-8950
• Nick Smith	Recreation Programmer	x222
• Caitlin Saunders	Recreation Programmer	x286
• Kristi Streigler	Recreation Programmer	x285
Late or Absent Line	LateOrAbsent@dovercourt.org	x306
After School Cell Phone:	613-850-0735	
Tyler Skerkowski	Program Coordinator	x243
Laura Bond	Program Manager	x246

***Please email us or leave a voicemail on the Late/Absent line if your child will not be attending the program or if someone other than a parent (or other than usual) will be picking him/her up. This is a voicemail-only line and messages are checked frequently throughout the day and every 20 minutes or so between 2pm-6pm.**

For questions or concerns related to program events, activities and structure, please contact the Programming Team directly or the appropriate Supervisor. For concerns or comments relating to registration, overall program structure and safety or staff issues, please contact the Program Coordinator or Manager directly.

For program updates, copies of monthly newsletters and additional information about upcoming PD days, please visit

http://www.dovercourt.org/enterprise/childcare_afterschool



Dovercourt Recreation Centre



@Dovercourt411

Welcome

Dear Parents & Guardians

This parent handbook is your guide to important details about our programs along with helpful tips to make your child's experience the best possible. Please take the time to review the handbook and keep it handy throughout the year as a resource. You can also find a .pdf copy on our website.

We believe that Dovercourt programs provide your child with the opportunity for healthy growth and development and a great way to make friends. Our programs are designed to be age appropriate, safe and fun. We see parents as partners in our programs and welcome your comments and suggestions.

Please feel free to contact us anytime should you have any questions.

Sincerely,

The Dovercourt Team

Please note that this handbook does not cover in detail all of our policies, procedures or practices. If you are unsure of anything or would like further information on things like specific activities, facilities, safety or behavior management strategies, please contact us. We will be more than happy to answer any and all questions!

High Five



We focus on healthy child development!

As an accredited HIGH FIVE Registered Organization, we are committed to implementing safety and quality measures for our children's recreation and sport programs.

High Five: Principles of Healthy Child Development



A Caring Adult

Acts as a positive role model and allows the children to feel comfortable to challenge themselves.



Friends

Create a safe environment where children can learn to be part of a team and feel welcome to discuss their feelings, learn new skills, and work out conflicts.



Play

Encourage creativity, cooperation and FUN!!



Mastery

Learn new skills and develop self-esteem and positive identity in children.



Participation

Involve children in the planning and implementation of activities, helping them to feel involved, independent, and competent.

Dovercourt Recreation Association management and staff also belong to organizations and attend annual conferences and training workshops so that we can ensure you the latest and best practices in recreation program for your child.

- The Ontario Camping Association (OCA)
- Parks and Recreation Ontario (PRO)
- Life Saving Society
- True Sport

Our Team

The Breakfast Club, Afterschool, Turnbull Afterschool and PD Day programs are run by the Recreation Department of the Dovercourt Recreation Association. This department also manages the Summer Day Camps, Christmas and March Break Day Camps, and preschool drop-in programs throughout the year.

Programmers/Program Supervisors

Our programming team is responsible for creating innovative programming ideas for the participants in our programs and supervising the programs as a whole.

Program Leader Qualifications

Our Program Leaders, Counselors and Junior Counselors are selected with care, paying careful attention to their ability to serve as positive role models for your child. Each staff member must have a valid standard level first aid certificate and Level C CPR. All have a police records check and each has completed the HIGH FIVE certification. All staff members receive training in leading activities, group dynamics, communications, problem solving, accident prevention, emergency response, as well as Dovercourt Policies and Procedures. Should you have any concerns; please contact one of our supervisors or managers.

Our Program

Program Hours

Breakfast Club	7:15am to 9:00am
School Age After School Care	2:30pm to 6:00pm
Youth Zone (6 th Grade)	2:30pm to 6:00pm

Program Locations

All program activities take place on-site at Dovercourt Recreation Centre and make use of all of our facilities including the swimming pool, the playground, the field and the tennis court but each program has a home base for sign in & out:

Breakfast Club	Studio
School Aged Programs (Grades 1-5)	Upstairs Lobby
Youth Zone (Grade 6)	Portable

Parking

Parking for drop off and pick up is located at Dovercourt Recreation Centre and the streets surrounding the facility and park. We ask that all parents be courteous to our neighbours if parking on any of the side streets. The roadway in front of the Recreation Centre doors on the lower level must be kept clear for access by emergency vehicles.

Pick Up Times

Our Afterschool programs end at 6:00 PM. If you require emergency care, we will do our best to assist you. Please call the After School cell phone at 613-850-0735 and let us know what is required and we will try our best to make the necessary arrangements.

After School Swim Lessons

Our After School program has designated group swim lesson times. These programs last for 9 weeks and continue throughout the school year. To enroll in After School swim lessons, please register at the Customer Service desk.

After School Swim Lessons	Mondays	3:20 – 4:00
	Mondays	4:40 – 5:20

Participants who have registered for these specific swim lessons will be escorted to and from the pool by a staff member. Please note that we cannot accommodate private swim lessons outside of our time slots listed above.

If your Child is Unable to Attend

If your child does not arrive at our program, our staff will follow up with a phone call. If you know your child will be absent, please contact our Late/Absent line at 613-798-8950 ext. 306 or emailing us at lateorabsent@dovercourt.org which goes directly to our entire programming team.

Behaviour Management

We believe that positive After School experiences strengthen and build each child's self-esteem. Program leaders are dedicated to providing your child with a creative and innovative program that will capture their interest and keep them engaged. Our program

thrives on the motto's of: "have fun", "play fair", and "show respect for others and yourself".

Our overriding philosophy for behavior management encompasses three guiding principles:

1. The use of positive child behavior management practices
2. Deal with issues as individual situations
3. Seek and engage parent involvement

Our program participation guidelines are simple:

- Keep your hands and feet to yourself
- Speak nicely to each other
- Touch only what belongs to you
- Stay within the activity area
- Listen to your leaders
- Ask a leader for help if you need it
- Report all inappropriate behavior to a leader (any "blue shirt") as soon as possible.

Behaviors which are unacceptable will be communicated to you at sign out or if necessary we will call you. Your support is appreciated in having a follow-up discussion with your child.

Based on the intent and severity of the incident, a participant may be withdrawn from the program, or suspended until specific behavior management strategies can be laid out.

Children with Extra Support Needs

Dovercourt Recreation Association is strongly committed to the principles of inclusion and integration where these principles support the growth and development of the child. Our process of "assessment" is intended to learn about your child and the specific coping

mechanisms that work for him or her. Please contact Alanna and our inclusion team at inclusion@dovercourt.org.

Monthly Themes & Newsletters

Each month our program will have a specific theme that all activities and special events (often on Fridays) will be based around. Schedules are subject to change without notice based on a variety of factors.

Monthly newsletters are emailed before the beginning of each month and will be emailed to the address on your family account. If you would prefer us to use a different email address (or to add other addresses to our list) please contact the Program Coordinator directly. These newsletters contain essential information on the weekly activities, clubs, special events and changes to the program.

Clubs

Our school aged After-School program has 'club days' that run on Tuesdays and Thursdays from 4:30-5:30 PM for 6-8 weeks. Participants will sign up for their choice of clubs one week prior to the start date. Clubs are skill-based and developmental, and participants who choose a Tuesday Club or Thursday Club are committed to that group for the full session. Clubs are often run by local experts or specialty instructors.

Some examples: Lego, Hockey, Adventure Sports, Gardening, Drama, Pokemon Trainers , Cartooning, Fashion, Carpentry, Electronics, Diabolo, BeyBlades and Pottery.

Lost & Found

Look for lost articles at the Centre-wide bin located in the lobby. Staff members will make efforts to reunite those items clearly labeled with their owners. Unfortunately, we are unable to retain items beyond 30 days and all unclaimed items are donated to charity. To ensure that your child's belongings are returned, please label all items. If we find an item identified with your child's name, we will call you to make sure that it gets returned to the right home. For tips & labels, see www.dovercourt.mabel.ca.

Program Evaluation

We welcome feedback at any point during the school year. Feedback can be addressed to our program management via comment cards located at our reception desk or directly by email or phone.

Preparing Your Child

New Participants (and Parents)

For those new to Dovercourt Recreation Centre, the first day of After School can be as scary as the first day of school. For that reason, we recommend you bring your child to Dovercourt before our program begins to familiarize them with our centre. Many of our participants get to know Dovercourt through our open and family swims or just coming to play on the play structures in the park.

One of our counselors will be at every bus stop to greet the children and sign them in. For Broadview Public School, our staff will meet the children in the gymnasium and take attendance before walking them back to Dovercourt in groups, in ratio. For Churchill and Woodroffe, we provide our own school bus to transport the participants from door to door.

Safety & Supervision

Safe Arrival Policy

Dovercourt's safe arrival and departure programs are systems of procedures performed, together with daily attendance and safe release protocol, to account for any participant's unexplained failure to arrive at or depart the program without a parent/guardian email, phone call or signature.

In the event we have no record of a child being absent or late and they do not get off their scheduled bus or arrive when expected, staff will then contact a parent/guardian, using the provided contact information. Staff will leave messages at each number until all contacts on file have been attempted. If no parent/guardian can be reached, staff will contact the school to determine if the child was present during the day and might have missed the bus. If the parent/guardian or school is unable to explain the absence, a supervisor will initiate the procedure for a missing child.

Children aged 9 (grade 4) and older may sign themselves out of our program with your written permission.

In the event that a situation falls outside of regular staff procedures, program staff will act in the best interest of the child.

Departure & Pick Up

Participants will be released from the care of Dovercourt staff only to parents/legal guardians. Children will not be released into the care of any individual other than a parent/legal guardian without expressed consent from the parent/legal guardians and verified identification. In the event that a child will be released to someone other than a parent/guardian, parents/legal guardians are asked to communicate with program staff by leaving a voicemail at x306 or send an email to the programming team, indicating the name of the child(ren), the name and contact of the authorized adult, and the date and time of expected pick up.

Matters of Custody

Unless a written separation agreement or court order to the contrary has been provided by either parent, both parents are equally entitled to custody of their child. In cases where custody is granted to one parent only, and Dovercourt has been provided with a copy of the court order, management will take reasonable steps to prevent unauthorized access to a participant by his/her parent, including contacting the police for assistance and intervention. It is the parent's/guardian's responsibility to notify the Program's Supervisor with respect to any changes to custody or access rights and to provide the Supervisor with a copy of the most recent applicable separation agreement or court order at the earliest opportunity.

Medication Administration Procedures

When a request for the administration of medication is received from the parent or guardian of a participant, Dovercourt will obtain an *Administration of Medication Authorization Form*, signed by the parent/guardian. This form will indicate the type of medication to be administered, the required dosage, and the action to be taken in the event of possible hazards or side-effects. In the event of any change in medication, a new form must be completed prior to administration. The original copy of these forms will be kept on file in a secure location. The consent forms expire as of June 30 for the After School Program and August 31 for the Camp Program. All medication must be kept in a secure & available location with approved staff to have access to it as required. From September to June, medications are securely stored at the downstairs customer service desk.

A staff member administering oral medication or an EpiPen® is acting according to Policy and is covered by Dovercourt's liability insurance.

Prescribed Medication

All prescribed oral medications should be transported to and from Dovercourt in the original container, clearly labelled with the participant's name, the medication, and dosage. Prescribed medication will be administered with sensitivity and in privacy by a Programmer or a Senior Counselor if a programmer is away or indisposed. The programmer will bring the child to the customer service desk and administer the proper dosage to the child. A record of the administration of prescribed medication will be recorded on the program's Safety Officer log for the day, including the initials of the person who administered it.

EpiPen®

Dovercourt will implement strategies that reduce the risk of exposure to anaphylactic sources in programming spaces and common Centre areas. Individual information regarding their allergies will be displayed in common staff areas.

In a case where there is any suspicion that a participant may have been exposed to his/her life-threatening allergen or is displaying symptoms identified on the Administration of Medication Authorization Form a staff member will:

1. Administer, or help the child administer his or her EpiPen®
2. Call 911 to make arrangements for an ambulance to transport the participant to the hospital
3. Contact the Parents/guardians using the contact information on *the Administration of Medication Authorization Form*

A record of the use of the EpiPen® will be recorded on the *Safety Officer Form*, and an incident report will be completed and filed.

Emergency Procedures

All program sites and staff members have access to first aid kits and the emergency medical services (911). All staff members are certified in first aid and CPR to the Standard First Aid Level and Level C CPR. For moderate injuries your child may be taken to one of our lifeguard staff for assessment and treatment. In the unlikely event of a serious injury, emergency medical services will be called immediately to respond to the situation. You will be contacted immediately with information regarding the incident. If an ambulance is required to transport your child to the hospital, a member of our staff will accompany your child or a staff member will be sent to meet your child at the hospital.

Participant Safety

Your child's safety is our number one priority. We believe that hazard elimination is the key to prevention but also that participation in some activities involves risks. Our program leaders have designed their daily activities with safety in mind. Each program is reviewed by a member of our management team for safety as well as a balance of activities. Constant supervision is essential to our ability to ensure safety standards are implemented and adhered to all programs.

Participants in grade 1 and older are required to use the buddy system at all times when leaving a program area. This includes going to the washroom, to the café/vending machine, or the water fountain.

Swim & Water Safety

Activities taking place in or around water are supervised by trained lifeguards. Once a week, our program participants have access to our indoor swimming pool. Swim days and times are subject to change throughout the year so please check the program notice boards and newsletters for specific swim times.

All participants adhere to the pool swim test assessments with respect to access to the deep end. If you have concerns about your child's swimming abilities please talk to the Program Supervisor. You may send along a Personal Floatation Device (not water wings) if you wish.

SunSmart

Hats, sunglasses, shirts, and sunscreen are required for children to protect themselves from the effects of the sun. Program staff will assist our younger participants when applying sunscreen. Please send along appropriate sun protection (sunglasses, hats, sunscreen) in September, May and June, as participants may spend a lot of time playing outdoors.

Illness

Children who are ill should remain at home until fully recovered. Children who are sick are not able to function well in activities and may infect other children in the program. If your child becomes ill during program time, counselors and supervisors may keep him or her in a quiet place and you will be contacted.

Head Lice

If your child has head lice they must be excluded from the program and facility until treatment has been given using a product that kills head lice, available from a pharmacy. Having nits or head lice is not a serious problem, but it does require that treatment be given **immediately** and **repeated** once more in **7-10 days**. Your child may return to the program after the first treatment.

We suggest you check the heads of all household members. Those who **have** head lice should be treated at the same time. **Please read and carefully follow the instructions on the attached Head Lice Information Sheet** prepared by: www.healthyontario.com

Program Withdrawal Policy

To withdraw your child from the Out of School Care programs, please provide 30 days written notice to our Program Coordinator at tskerkowski@dovercourt.org.

Your initial payment that was paid at the time of registration (equal to 10% of the full program fee) is non-refundable, regardless of when the withdrawal is made. After receiving and confirming your withdrawal request, your next scheduled payment will be pro-rated to reflect the 30 day notice period.

For additional information or questions in regards to payments or finances, please contact our Rebecca Coleman at 613-798-8950 x 245 or bcoleman@dovercourt.org.

What to Bring

The following is a list of what to bring to the After-School Program. While it is prudent to provide for both rain and shine and all other eventualities, please remember that children must be able to carry their belongings. We recommend a suitable sized back pack with comfortable straps. We do not recommend “multiple bags”.

What to Bring

- Back pack
- A healthy snack or arrange with Adam’s Apple Café for a tab or regular snack
- Athletic footwear (Labeled indoor shoes may be left overnight in our designated shoe bin)
- Swimsuit and Towel for Swim days
- Sun Hat
- Sun Block
- Extra weather appropriate clothing (a little rain/snow does not stop us from going outside!)

What NOT to Bring

Program leaders are not responsible for money or other valuables brought to the Breakfast/After School Program. Snacks may be purchased upon arrival at Adam's Apple Café. In order to prevent children from losing money, Ozzie has implemented a new pre-paid tab program where parents can assign their child to a certain amount of money per day. The café will no longer provide tabs to be paid off after purchase.

Electronic devices including cell phones, ipods, video games are not allowed during our program hours. These items will be taken away by staff for the day and given back upon sign out.

Walking or Biking to Dovercourt

Written permission from a parent is required to allow children to walk/bike unsupervised from school to Dovercourt. It is also the responsibility of each participant to supply a lock with their bike and report to the sign in desk immediately upon arrival.

School Bus & Transportation

In order to provide the easiest transition from school to our program, we ask that parents contact the school to ensure that their child's bus stop address is changed to Dovercourt Community Centre. For Churchill and Woodroffe School, we will be providing our own chartered school bus, and for Broadview Public School we use a "walking school bus" system.

Snow Days

If the busses at your child's school are cancelled due to bad weather, we will not be providing transportation to our afterschool program from their school. If the busses are cancelled we will **not** be running a walking school bus to any schools for students who

normally ride the bus. Where transportation is provided by walking school bus (ie. Broadview), these systems will continue provided that the school is open.

On snow days, the after school program will run a modified program, if you wish to arrange for or provide transportation for your child. Upon arrival, any child dropped off must be signed into the program with the appropriate supervisor.

School Cancellations

In the event that school is cancelled for emergency reasons, Dovercourt will do its best to accommodate those needing care through a full day PD day option. There *may* be additional fees in these exceptional circumstances.

Adams Apple Café

Lunch and Snack Program

Contact the Adam's Apple Café to make arrangements for the Healthy Snack program. All payments for this program are handled through the Adam's Apple Café. To contact the café, please email adamsapplecafe@rogers.com .