



CANADA GAMES CENTRE AFTER SCHOOL PROGRAM

PARENT HANDBOOK

WELCOME!

The Canada Games Centre After School Program is happy to welcome your children to our program. Thank you for choosing the Canada Games Centre and entrusting your children with us, we know that they will enjoy their time here. This handbook contains the policies and procedures for our After School Program, and will provide you with all the necessary information you need before getting started with our program.

GENERAL INFORMATION:

Centre Address:	26 Thomas Raddall Drive, Halifax, NS.	
Centre Hours:	Monday - Friday:	5:30am - 10:00pm
	Saturday - Sunday:	7:00am - 10:00pm
Centre Customer Service:	902.490.2400 ext. 8	
Office Hours:	Monday - Friday:	11:00am - 6:00pm
Office Phone:	902.490.2581	

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INTRODUCTION

The Canada Games Centre After School Program is available for children in grades P-6 and runs daily throughout the school year between 2:30pm and 6:00pm. Our program takes advantage of all that our 176,000 square foot state-of-the-art community recreation facility has to offer. Typical days include everything from swimming in one of the three pools in our massive aquatics centre, playing physically active games on the 52,000 square feet of hardwood court space in our fieldhouse, running laps on our 200-metre 6-lane indoor track, crafts and classroom activities in one of our many community rooms, as well as outdoor play opportunities on our brand new playground.

The program is led by enthusiastic, active and qualified leaders whose main objective is to create an inclusive and welcoming environment that ensures all participants are actively engaged, motivated, having fun and remaining safe.

To support Physical Literacy within our community, we continue to align our After School Program with the Sport for Life (S4L) model to help kids get an active start in life. All of our After School staff will receive training in fundamental movement skills that will be incorporated in the program. These skills provide children with the confidence and ability to grow into active teens, and ultimately remain healthy and active for life.

The CGC welcomes children with special needs and/or disabilities. Please discuss your child's individual needs with the Community Recreation Coordinator and we will be happy to try and accommodate their needs as best as we are able. Please understand that some needs may be beyond our scope of accommodation.

Please be sure to discuss any special medical, dietary, cultural, and/or personal needs your child may have so that we are able to help create a comfortable environment for them.

In this handbook, you will find all of the standard policies and procedures for the After School Program here at the Canada Games Centre (CGC). Any clarification of policies should be directed to the Community Recreation Coordinator.

Please note that Parents/Guardians must have completed all program forms (transportation, medical, permission) prior to their child attending the program. These forms will be sent out prior to the program start date.



DROP-OFF & PICK-UP INFORMATION

The After School Program runs daily from 2:30pm to 6:00pm. Some children are dropped off at the Centre by a school bus and others are dropped off by a parent/guardian. Children will be arriving at various times between 2:30pm and 4:00pm depending on their school schedule and will be met by a program leader inside the main CGC doors.

Transportation to our program must be arranged by the participant's parents/guardians. Bus service has to be requested through the school and bus company directly from parents/guardians. The bus routes currently available are listed below. Should you arrange to have our Centre added to a bus route from another school and the bus is able to drop your child off here, we are happy to have them!

Bus transportation is currently offered from the following schools:

École Beaubassin (P-5)
Mer et Monde (P-6)
Burton Ettinger Elementary (P-6)
Fairview Heights Elementary (P-6)
Rockingham Elementary (P-6)

All children must be picked up by 6:00pm. Late fees will apply if children are picked up after this time. Photo Identification will be required when picking up children from the After School Program. Children will only be permitted to leave with an individual named in the Transportation Form.

LATE FEES

Our program runs daily from 2:30pm-6:00pm. Parents are required to pick up their child(ren) no later than 6:00pm. In the event that a child is not picked up by 6:00pm, the following procedures will be followed:

- There will be a late pickup charge of \$11.00/family per 15 minutes or part thereof;
- Should the first incidence of late arrival be within 5 minutes of the 6:00pm program ending time, there will be no fee charged. Parents later than 6:05pm on the first incidence of late arrival would be charged a \$11.00/family fee per 15 minutes or part thereof;
- Each subsequent late pickup will be subject to a \$11.00/family fee per 15 minutes or part thereof;
- More than five incidents of late pickup without a valid excuse or notification will result in a discussion to determine if our program's operating hours meets the needs of the family;
- Late fees will be billed to your Canada Games Centre household account and must be paid within a week;
- Late fees are billed to cover the cost of the instructor's wages to remain with your child(ren).

We recognize that circumstances may occasionally arise making it difficult for parents to arrive by our program end time and encourage parents to identify alternate authorized individuals as a back-up plan for days in which a 6:00pm pickup time is not feasible. During days of inclement weather parents are asked to allow sufficient travel time to ensure their arrival prior to program closing time.



SNOW DAYS

If school is cancelled due to weather the After School Program will also be cancelled for the day. There will be no reimbursement for snow days. Any missed program lessons due to Centre closures will be rescheduled and parents will be informed of the new date. Please note that if your child's school is closed our program lessons may still run and you are responsible for getting your child to those lessons if you so choose.

SICK DAYS

There will be no reimbursement for sick days for the After School Program. Please be sure to inform us if your child is sick and not attending the program for the day. We will be worried if they do not show up after school and will call to confirm their absence.

DAY CAMPS

PD, Holiday and March Break Camps are also available for days when school is out. Advanced registration for After School Program participants will be available. Information on specific dates offered and individual camp prices can be found in our program guides as they are released.

Day Camps are not automatically included in the After School Program. You must register in advance to ensure your spot. Once general registration is open to the public we cannot guarantee there will be space for your child.



LEISURE SWIM TIMES

Children will participate in leisure swims on two days each week. These days may change each term in accordance with the Aquatic schedule. We will let parents know before each term when they should have their children ready for leisure swims. Children will be supervised by NLS Certified lifeguards and program staff who will be in the water with participants.

Children will participate in a swim test lead by qualified lifeguards to determine if they require a life jacket or belt during their leisure swim times. If it is determined that your child requires a life jacket or belt they will not be allowed to enter the water without one.

The swim test will be as follows: Swim one length/width of the competition pool then tread water for 1 minute. If the child cannot complete both tasks confidently without stopping, they must wear a life-vest/safety belt in both the pools.

Even though your child may have completed swim lessons, they may still have to wear a life jacket or belt. This is because the lifeguard staff feels that without direct and personal supervision (such as in a swim class) they may not be strong enough to keep themselves above water for the duration of their swim time. This is not to discourage children and their abilities, but to ensure proper safety as we will not be the only group in the pool. If a participant refuses to undergo the swim test, then they will be required to wear a life jacket or belt. Children will only have to successfully complete a swim test once.

SWIM LESSONS

In addition to our regularly schedule leisure swim times we also offer a discounted swim lesson program for our After School Program participants which will take place during our regular program hours. This is a 9 week program and is offered in our fall, winter and spring program sessions. Registration details will be sent out directly to parents/guardians.

Once registration is completed a schedule will be developed to accommodate all children and you will be notified of what day your child will be attending lessons. Each lesson day, your child will be accompanied to their lessons and picked up once the class is over and re-join the group.

WHAT SHOULD PARTICIPANTS BRING?

Please be sure to label all items with your child's full name or initials. Each child will be provided with a locker where they can store their belongings throughout the school year. Send the following items daily:

- Indoor, non-marking sneakers. (Children will not be able to participate in activities in the field house without indoor footwear. Sandals or Crocs are not appropriate footwear for active games.)
- A water bottle.
- A nut-free snack.
- A bathing suit and towel on designated swim days.
- An extra change of clothing in case of accidents or spills.
- Appropriate outdoor gear depending on the season.
- For warmer months
 - Sunscreen with a minimum of SPF30 labeled with first and last name of camper.
 - A hat. If children are not properly protected, we cannot spend as much time outside as we may like!

All After School Program participants should be dressed appropriately for the weather regardless of the season. Snowmen are just as fun to build as sand castles and we would like to be able to bring children outside during every season! As the weather can change dramatically from morning to afternoon, please be sure that your child comes to the After School Program prepared for all types of weather.

SNACKS

Parents/Guardians are responsible for packing a nutritious snack that does not require refrigeration. Children will not have access to a refrigerator or a microwave. Please use insulated bags and ice packs where necessary.

All snacks must be nut-free as we have children with severe airborne anaphylactic allergies in the building on a regular basis. Should your child have a snack containing nuts, they will not be permitted to eat it, and it will be sent home with a notice that the food item should not return to the After School Program for the safety of others.

If you send your child with a soy-butter product (such as Wow Butter), please label is appropriately. These are easily mistaken for nut-butters and your child will not be permitted to eat the item.

MEDICATION

After School Program Leaders are only permitted to give prescription medication if a medical form is filled out and signed by a parent/ guardian.

After School Program staff are only permitted to give prescription medication authorized by a physician. Staff are not permitted to administer a non-prescribed medication (ie. Advil, Tylenol, anti-histamines, etc.) All prescription medications must be labelled and in their original container with the child's name, prescribed dosage and doctors name clearly visible.

All medications must be given directly to a staff member each day for proper dosage. Medication cannot be stored in your child's bag as the risk of improper dosage by children is extremely high.

ANAPHYLACTIC ALLERGIES

The CGC is an allergy aware facility. As we become aware of the types of allergies our participants have, we will make parent(s)/guardian(s) aware of any food and/or product that cannot be brought to the facility. Parent(s)/guardian(s) are encouraged to discuss their child's individual allergy needs with staff, as we need to be aware of any problems that may arise. All lifesaving devices such as; an Epi-Pens and inhalers are required be with the participant at all times.

LOST AND FOUND

It is your child's responsibility to keep their belongings together and safe as the After School Program moves throughout the building. Before any program leaves a designated area, a sweep is done and any unclaimed items are placed in the lost and found. The after school lockers on site may be used by participants on a daily basis, however, locks will not be provided to participants. The CGC is not responsible for any lost or stolen items. We ask all parent(s)/guardian(s) to check the lost and found on a regular basis if you suspect that your child is missing items. Due to the high volume of items left throughout the year at the Centre, the CGC donates all items in the lost and found to an outside agency two days after being found.

PARTICIPANT EXPECTATIONS

This section will outline the expectations of each child enrolled in our After School Program as well as safety guidelines and things you can expect from our staff. We are charged with the safety of many children, and these expectations are important to ensure a fun and respectful place for all participants to enjoy. Please take the time to review these expectations with your child(ren) so they know what to expect while at our program.

CGC AFTER SCHOOL PROGRAM GUIDELINES

Respect for Property:

- Respect for CGC property and for other participants belongings.
- The CGC is not responsible for lost or stolen items such as: cell phones, laptops, travel DVD players, gaming systems, iPods, money, wallets/purses, jewellery, etc. As the use of these items will not be permitted during program hours, please leave all electronic devices at home.

Respectful Language:

- Profanity and foul Language will not be tolerated.
- Verbal harassment/bullying of any kind will not be tolerated
- Children will be removed from the After School Program if excessive and inappropriate language, harassment, or bullying is continuous and/or excessive.

Providing a Safe Space:

- Participants should be aware of others personal space and boundaries and respect when others verbalize their limits.
- Participation in program activities is mandatory. Children may not be unattended in program spaces.
- To protect your child's personal privacy, the centre has a strict "no amateur/general photography or recording device" policy. We will ask your permission to take photos for promotional materials; however, general/outside photography will not be permitted. These photos will be protected and your children will not be named online. If you have any concerns, please speak with our program staff.
- Leaving the program space at any time is strictly prohibited. Children are to make sure that staff are aware that they are leaving the group at any time (ie. Washroom, change room, going home at the end of the day, etc.)



BEHAVIOURAL GUIDELINES

The following forms of consequence-based discipline may be used if a child is unwilling to participate or cooperate while in the program:


- Limits will be set and enforced consistently and fairly.
- A brief “time out” may sometimes be required. A participant may be removed from an activity for a period of quiet time. A “time out” may be enforced when a participant is distraught and/or is emotional and needs a brief period of 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 behaviour will be used at all times; staff are encouraged to refrain from statements using ‘no’, but rather explain why something should or should not be done.
- Staff are to assist participants in resolving conflicts that arise and redirect participants to another activity before issues may occur.
- Parents will be called if behavioural problems persist and the next course of action taken will be up to the discretion of the Program Leaders in conjunction with the Community Recreation Coordinator.

DISCIPLINARY GUIDELINES

After above noted corrective measures have been taken to deter inappropriate behaviour, any child who continues to disrupt daily program activities, is disrespectful of other participants or staff, or bullies other participants will be subject to the below consequences. These will be issued at the discretion of the Community Recreation Coordinator and will be discussed thoroughly with parent(s)/guardian(s) after the fact.

First Warning: The participant will be taken aside and spoken to about their behaviour. It will be explained that the behaviour must not continue, why it is not acceptable in the After School Program, and what further consequences may be if the behaviour continues. Participants may be taken away from the group into the program offices for a period of time if necessary. Parents will be made aware that we gave the child a warning verbally at the end of the day.

Second Warning: Should the same behaviour continue the child will be removed from the program and meet with the Community Recreation Coordinator in order to discuss why the unacceptable behaviour is continuing. This meeting will be documented, and the parent/guardian will be given a written copy of what was discussed. The parent/guardian will be required to sign off that staff spoke with them about their child’s continued behavioural challenges.



Final Warning/Dismissal: After the above attempts are made to address the behavioural concerns of a participant, s/he will be removed from camp. This will occur after a meeting with the Community Recreation Coordinator, the participant and/ or the participant's parent(s)/guardian(s). A refund will not be given for the remainder of the week, and any additional weeks the child is registered for will be subject to the previously mentioned cancellation policy. **Depending on the severity of the inappropriate behaviour, the participant may not be allowed to participate in future activities and/or programs held by the Canada Games Centre. This will be at the discretion of the CGC Senior Management Team.

Automatic Dismissals:

Should a child partake in any of the following types of behaviour, immediate dismissal from the program will occur. The CGC After School Program may automatically dismiss a child for any other extreme behaviour that staff deems intolerable and not able to be corrected.

- Physical Violence/Harassment/Bullying. Less serious incidents will be dealt with using the above mentioned discipline methods, but in extreme cases, automatic dismissal may occur.
- Violent and inappropriate language directed at any participant or staff
- Drugs (unless otherwise prescribed by a physician) and alcohol of any kind consumed before or during any CGC Program.

PRICING AND PAYMENT PLAN

Upon registration, you will provide the CGC with Pre-Authorized Payment (PAP) documentation in order to be billed monthly for the program. The After School Program will be billed on the 20th day of each month starting in August and ending in May. The full cost of the annual program will be divided into ten equal monthly amounts to allow for ease of budgeting for parents. Late registrations and program withdrawals will be pro-rated accordingly.

It is the responsibility of parents/guardians to ensure all payment information is up to date. Late and returned payments will have a non-sufficient funds or late charge fee of \$40 + tax. This is an administrative fee that will not be waived. The Payer will have five (five) calendar days to clear the outstanding balance or participant will be temporarily suspended from the After School Program. Payers who decline to pay fees when due after two (2) total missed payments will have their participant(s) withdrawn from the program automatically and lose their space.

All payment, cancellation and program policies are listed on the program registration form which must be read in full. The Canada Games Centre After School Program is a full time program. Part-time schedules will not be discounted. Any Day Camp or Lesson fees are additional and cannot be paid for via the Pre-Authorized Payment (PAP).

A non-refundable registration fee of \$50.00/participant is charged at the time of registration. Sibling discounts of 10% for the 2nd child and 5% for the 3rd and subsequent children will apply to both the registration fee and the monthly program fees.

CANCELLATION POLICY

In order to cancel, a withdrawal form must be completed at the Canada Games Centre Customer Service Desk, and 30 days' notice is required. You agree to pay for the final 30 days regardless of participant attendance. E-mail withdrawals will not be accepted. Please note:

- Non-attendance is not considered a reason for a refund
- Children being withdrawn from or are unable to attend the program for medical reasons must provide a doctors' note in order to receive a refund.



CHILD ABUSE PROTOCOL

By law, all persons are required to report suspected child abuse. The duty to report suspected child abuse and neglect overrides the confidentiality of all professional relationships and includes information considered to be privileged. Every person in Nova Scotia is required by law under the Children and Family Services Act to report child abuse and neglect. If any child reports suspected abuse to a CGC employee, we will report the accusation to the proper authorities.

COMMENTS, CONCERNS & SUGGESTIONS

We are always happy to hear feedback from you about the quality of our programs. If you have anything that you would like to contact us about please do not hesitate to call our office at 902.490.2245.