



Oak Park
*Neighbourhood
Centre*

Before & After School Care Handbook

Oak Park Neighbourhood Centre -Who We Are

Support, Connect, Engage. People Belong, Families are Strong, Neighbours care, Everyone Shares

We are a community based agency that began in 1999 with 6 women meeting together. We have an inviting, non-institutional, barrier free space that is a reflection of the needs, talents and gifts of our neighbours and friends so that it is inclusive, asset supporting and relevant to the whole community.

- To relieve poverty by providing basic amenities - food, education, counselling and clothing.
- To provide parenting education and support
- To provide educational, recreational, and social opportunities for people of all abilities

Drop In Program participants are asked to contribute a membership fee of \$60 a year that is waived for anyone financially unable to pay. Our centre has various programs including: multicultural programs (Spanish, Japanese, Korean, German, Mandarin and South Asian), a food bank, financial literacy & utility support, parent support group, medical device supply and micro loans. We run infant, family, preschool, school-age and seniors programs. We provide free or affordable space to a number of local agencies.

Philosophy Statement

This program statement aligns with our agency's vision of "Support, Connect, Engage"

Oak Park Neighbourhood Centre is a welcoming community that supports self-esteem, family bonds, meaningful relationships, skill development and building community capacity. We believe that all children are competent, capable of complex thinking, curious and rich in potential. We believe that children are most successful when they know what to expect, have a sense of belonging in their community, have friends, and strong self-esteem.

Relationships

We support positive and responsive interactions not only among children but also families, caregivers, educators, and our community partners.

Parents -We view families as experts on their children and recognize that they are the first and most powerful influence on children's learning, development, health and wellbeing. We support families with guidance and community information when requested. We engage families by providing opportunities to share their skills, resources, culture, and experiences. We support family connections by providing on-going communication about the program and the children through email and pick up and drop off contact to ensure that each child reaches their full potential. Family friendships are supported and encouraged.

Community Partners - We involve local community partners in our program and acknowledge that they play an important role at OPNC. We allow these partners to support the children, their families and staff. We call on community partners for assistance.

Children – We greet each child as they arrive and say good bye individually at home time. Our educators use their knowledge of child development and positive reinforcement to support children's self-esteem, self-regulation and positive interactions in the classroom. Our educators model developmentally appropriate conflict resolution strategies and assist children in developing skills to negotiate, collaborate, communicate, empathize and compromise with others. Teachers take time to listen to and observe children to learn how to respond to their unique way of communicating and to provide meaningful learning opportunities. Please refer to our "Interaction Guideline Policy" for additional information

Environment

The atmosphere within the program is welcoming, safe, comfortable and a "home away from home" for children, families and community partners. Educators use their knowledge of child development to plan for and create positive learning environments, transitions and experiences where each child's learning and development are supported. The program allows for indoor and outside play that provide opportunities for child initiated experiences. Materials are accessible, carefully chosen and are open-ended, varied, plentiful and are labelled to promote independence. Our educators view our outdoor environment as an extension of the classroom and incorporate outdoor exploration and play. There are opportunities for both quiet and active play provided depending on the individual needs of the children in the program.

Youth Developmental Assets

Support

1. **Support:** We provide high levels of nurturing and support the same in families
2. **Positive Communication:** Youth & staff communicate positively, and seek advice.
3. **Caring Neighbourhood:** Young person experiences caring neighbours.
4. **Caring Climate:** Centre provides a caring, encouraging environment.

Empowerment

5. **Youth as Resources:** Youth are provided opportunities to contribute to their community.
6. **Service to Others:** Youth volunteer in the community.
7. **Safety:** Youth feels safe at the centre and in their neighbourhood.

Boundaries & Expectations

8. **Family Boundaries:** Staff have clear rules and consequences and monitor as required.
9. **Positive Peer Influence:** Youth's close friends model responsible behaviour.
10. **Youth Programs:** Young person spends time participating in youth programs.

Use of Time

11. **Actively engaged in learning.**

Commitment to Learn

12. **Youth like the program and are proud of the centre.**

13. **Caring:** Young person places high value on helping other people.

Positive Values

14. **Equality and Social Justice:** Young person tries to help solve social problems

Social Competence

15. **Peer Connectedness:** Young person gets along well with peers.

16. **Personal Power:** Youth feels in control over their life and can cope well with challenges.

Positive Identity

17. **Self-esteem:** Young person reports having a high self-esteem.

18. **Positive View of Personal Future:** optimistic about their personal future.

SCHOOL AGE CARE ELEMENTS AND OUTCOMES

The program will build self-esteem, self-reliance, skills and knowledge to advance the health, wellness and success of its participants. The aim is to nurture participant development through fun, safe interesting and engaging activities that teach new skills and increase knowledge. The program must ensure our main goals of support, connect and contribute are included each day. Monthly Program Plans are Posted.

Physical Activity -54 Minutes

- Increase in physical Activity
- Increased enjoyment of physical activity through exploring different types of recreation activities
- Increased interest in participation in physical activities outside of the after-school program

Program Delivery:

- Ensure that activity is developmentally appropriate, emphasizing enjoyment that includes aerobic and strengthening and cardio-respiratory fitness activities. Provide skill based- hopping, walking backwards, running, throwing and kicking
- Play takes place outdoors whenever possible.
- Activities that are adaptable, accessible & inclusive of children with all abilities
- Expose participants to a variety of activities that promote skill development and cooperative games (sports, dance, movement, and free gym time, games) to provide fun activities and encourage life-long learning.
- Youth participation in activity selection, organization, and leadership.
- Engage people in the community to lead activities
- Staff lead, coach, mentor and participate in active play.
- Staff do not withhold or use physical activity as a punishment or reward.
- Parents are engaged with the program's emphasis on healthy physical activity.

Healthy Food choices- 36 minutes

- Participants are making healthy food choices and can plan a healthy snack
- Increase in healthy eating

Program delivery:

- Includes a fruit or vegetable without added sugar.
- Offers water at the table during snack, and has water accessible always.
- Only serves foods made without trans-fat and without sugar. (8 oz. a day of fruit juice only)
- Varies the types of snack items offered throughout the program year and offers choice. (Not used as reward/punishment)
- Accommodates dietary restrictions. (parents must provide written note and label any snack provided)
- All food meets provincial guidelines for healthy snacks.
- Variety of activities- menu planning, cooking, reading labels, diversity, community garden, healthy choices
- Parents are engaged with the program's emphasis on healthy eating.

- Staff support healthy eating through coaching, mentoring, and eating the snack with the children.

Wellness & Empathy- 36 minutes

- Increased resiliency, self-esteem, friendships, empathy

Program delivery:

- role-playing and interactive games to foster resilience, build friendship and empathy, bully and violence prevention, tobacco and substance abuse prevention, increase decision making and teamwork, positive body image
- Stress management activities like yoga, music, anger management tools.
- Community Speakers

School Age Daily Plan

Times	Morning Program	Times	Afternoon Grades 3-6	Afternoon Program JK-Grade 3
7:00 am	Arrival/ Hand	3:20 pm	Children walk to the centre	Staff meets JK-Gr 3 children at Post Corners
8:00 am	Washing/Snack/Quiet Play			Walk to OPNC Together
8:20am	Snack Finishes	3:25 pm	Outdoor Play	Hand Washing & Nutrition
8:35 am	Walk to Post corners	3:35 pm		Outdoor Play
8:45am	School staff on duty to assume care	4:15 pm	Snack	Wellness Activity
		5:10 pm	Wellness	Board Games, Homework, Play
		5:30 pm		Pick up
		6:00 pm	Pick Up	

Diversity and Inclusion

Staff understand that there are many different child-rearing practices and are respectful of families’ choices. We support, honour and appreciate cultural diversity. We encourage the sharing of traditions, culture and heritage in the classroom. All children, regardless of challenge, are welcome and accommodated at our program. Our programs are adjusted when needed to ensure that all children are able to fully participate in all aspects of the program. Individualized support plans with descriptive instructions are put in place and developed with the parent, child, educator and supporting agencies. Details on our requirements for Individual Plans for children with Medical Needs are found in our Health Policy. The Executive Director of OPNC will report to the Board of Directors at least annually on inclusive activities.

Training

Yearly organizational orientation including relevant policies and procedures. All staff are required to complete an annual review of organizational policies and procedures. Staff are required to sign off on our Behavioural Management, Conflict Resolution, and Health Policies annually. Staff must hold a current First Aid and CPR certificate, be trained and familiar with curricular resources on integrating physical activity, High Five’s “Principals of Healthy Child Development”, and the role of healthy eating for development of healthy behaviour. One staff must be trained and possess a valid certificate in Food Handling’

Aligning with the College of Early Childhood Educators’ Standards of Practice, OPNC is committed to supporting continuous professional development for all its educators, placement students and volunteers. We offer in-house training and support opportunities for educators to participate in external professional development. Please refer to our human resources detailed “Staff Training Policy”

Health & Safety

At OPNC we recognize that health, safety and nutrition contribute to the well-being and optimal growth of the children and community we serve. Daily safety audits are done on the centre and outdoor space to maintain a safe environment. Any potentially unhealthy and/or hazardous situation must be immediately addressed and rectified.

We have centre wide policies to ensure all children, families and educators in our program are safe. Please refer to the “Health and Safety” section in our policies and procedures for detailed information.

Impact Assessment

Our programs are evaluated by our participants in an annual survey to ensure we are meeting the goals set, supporting participant needs and to be made aware of any new needs or challenges.

Program Statement Review

The Program Statement will be reviewed by educators, students and volunteers prior to interacting with children and anytime the statement is modified. Our annual review checklist and employee performance review ensures expectations are understood and met.

Fees/ Admission/Discharge

Fee Schedule	Before School 7:00-8:40	After School 3:10-6:00	Before and After School
JK-Gr 3 Full-Time Monthly Pro-rated Rate 10mths	\$203.50	\$314.50	\$425.50 (\$21.28 a day)
JK-Gr 3 Part-Time Rate	\$13.00/day	\$19.00/day	\$26.00/day
Gr 4 and up after school (Annual fee)	3 day \$432/ 4 day \$576/ 5 day \$720		
PA Day	Daily Rate \$45.00 snack provided		

Members will receive advanced notification of any fee increases. For monthly payments, we encourage families to sign up for PAD payments payable on the 15th of each month for the next month. Income tax receipts will be issued each year. The same fee is paid each month regardless of holidays, inclement weather or days a child is not in attendance. Late pick-ups are charged at \$7 per 15 minutes. All registration forms, PAD forms and/or cheques **must** be completed and signed **before** your child starts. In a case where the family or OPNC do not feel the program meets the family/child's specific needs, every effort will be made to assist you in finding more suitable care. Your child may be withdrawn with 1 months' notice or fees in lieu. If there are insufficient funds in a member's account to cover their payment, the cheque is to be replaced immediately with an additional \$10 fee to cover bank charges.

Wait List

We do not have wait list fees. If programs are full, your name and email address will be added to our wait list in the order they are received. Your information is never given out to anyone. You will be called when a space becomes available. Parents can call the centre to check on their location on the wait list.

Holidays & Inclement Weather Closures

We are closed for all statutory holidays, March Break, Easter Monday, Christmas Break and the last week of August. If both school boards are closed for inclement weather then we will also be closed. There will be a message posted on our Facebook page.

Licensing, Ratios & Supervision

Our school age before and after school programs are licensed by the Ministry of Tourism Travel and Sport. Each program must have an on-site lead staff person at all times with a diploma in a child/youth related field such as Early Childhood Educator, Child and Youth Counsellor, or Social Worker. Ratios are 1 Staff to 15 children. In addition to our staff leaders, college/university placement students in child and youth or ECE programs support our programs, and are included in the ratio but are never left alone with the children.

Participant Complaints

Every member of our community has the right to file a complaint with our Executive Director, the Board of Directors or the Chairperson of the Board. The complaint can be made verbally in person, over the phone, by email or in writing. Please ensure the complaint is directed to one of the people mentioned above. The staff and/or board will respond within 24 hours to your concern. If the concern relates to health and safety, then an Incident Report will be completed by staff, which includes steps to be taken to reduce or eliminate future risk. The form is provided to the Executive Director for review and approval and is provided to the complainant for discussion and signature. If the concern relates to discrimination or harassment, then those policies are to be followed as outlined in that policy. Staff are required to notify the Executive Director or the Board Chairperson of any complaint. The Executive Director is required to notify the Board Chair of any complaints immediately and notify the Board at the next meeting. Complaints will be dealt with promptly. If there have been no complaints, the Executive Director is required to report this at a Board meeting once a year.

SCHOOL AGE PROGRAM DETAILS

Arrival, Departure & School Route

At both drop off and pick up, parents are required to ensure staff are aware the child has been dropped off/picked up. Children can only leave the premise with people from the authorized list provided by their parents. There is a fee of \$7 for every 15 min. after the designated pick-up time. In the event of an emergency at the centre we will take the children to Chartwell Seniors centre at 180 Oak Park Blvd, Oakville, ON L6H 0A6 and you will be notified.

Children will be walked to Post Corners School in the morning and supervised in the playground until the bell rings. Children in JK to grade 3, will be picked up by staff in the playground at dismissal time. The route taken by staff to get to and from the school will be through Windfield parkette to the cross walk at Windfield and Glenashton. Then they will cross together with the crossing guard and walk one block to the school playground.

Parents are to let us know if a child will be late or absent before 3pm each day by emailing youth@opnc.ca.

For the grade 3 and up program, parents must complete the Safe Arrival, Departure form at the time of registration. If parents have indicated they want a phone call if their child does not arrive then we will phone the number provided at about 3:45. All children will sign in and out of the program each day.

Emergency Management Policies

Our centre has emergency management policies and procedures. An emergency at our center means an urgent or pressing situation in which immediate action is required to ensure the safety of participants and staff in the center. Staff are responsible for the safety of the children and co-ordinate actions between themselves and emergency first responders. This plan is to assist staff in responding to emergencies, provide information to family members concerning emergency planning, and provide a basis for restoration of services. In the event of an emergency parents will receive an email as soon as possible with details of the emergency and any potential arrangements for pick up that may be required. If possible a phone call to each family will be made. A Facebook post will be made, if appropriate to explain the emergency, the steps taken, a plan for resuming normal operations and follow up supports available. In the event of an evacuation a call will be made, an email sent to families and a sign will be put on the front door with pick up information. Our emergency evacuation location is Chartwell Seniors residence at 180 Oak Park Blvd.

Prohibited Practices

Our centre must be a safe place for everyone. Therefore, the following are prohibited....

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

Staff, volunteers or students who are in contravention of this will be let go.

Bagged Lunches for PD Days

Bagged lunches that adhere to Canada's Food Guide and are nut free are to be provided by the parents for PA days. The lunches will be kept in the refrigerator. Families will be notified in an email if there are children with allergies besides nuts in the group. Staff will monitor lunches to ensure food arriving at the centre is free from nut and nut products and from any other products that participants may be allergic too. Children will not be allowed to share lunches. The centre will provide water. If a child should forget their lunch, or have something in their lunch with an allergen, then a healthy choice will be provided. The centre keeps lunch alternatives on hand at all times.

Child Immunization

Staff will refer families to the Region of Halton for immunization information. Children must provide proof of up to date immunization at registration according to the requirements of the Medical Officer of Health. You may decide because of medical, or religious reasons not to immunize your child. In this case, you will need to provide an exemption affidavit that you can obtain from Halton Region.

Injuries

All scrapes, bruises and cuts that happen at the centre are recorded in the classroom communication book. The parent is notified of any injury at pick up time and provided a copy of any incident report. More serious injuries are dealt with under the Serious Occurrence Policy and parents are notified immediately. All open cuts or sores are to be covered.

Children that are Ill

A child is not to be brought to the centre if they are ill. Please see the Halton Region “periods of exclusion policy” in this manual”. A parent who is unsure if their child should come to the centre should call ahead, call the telehealth line 1-866-797-0007 and/or visit a doctor. Children will be observed by staff at arrival to ensure they are healthy enough to participate. If a child becomes ill, the family will be contacted and asked to pick up the child as soon as possible. The centre will make every attempt to separate the ill child from the other children until the parents arrives. In the event of an emergency 911 will be called and the child will be taken to hospital by ambulance with the signed “Emergency Treatment Release Form” that is completed at the time of registration. Parents will be notified of the emergency as soon as possible. Any communicable disease outbreak will be communicated by email or letter to all parents.

Anaphylactic, Asthma & Allergy Policy

We are a nut free centre and ask that children and adults who have had peanut butter or peanuts at home wash their hands and face with soap before coming to the centre. Nuts are not allowed at the centre and signs are posted to that effect. Parents, must fill out an “Anaphylaxis, Asthma Package” that includes an Individualized Action Plan for their child with detailed emergency procedures. The information is kept in the program registration binder and posted on the inside of the cupboard door over the sink, in the classroom and in the fridge. Staff are required to attend Anaphylactic and Standard First Aid Training every three years. The parent of the child will train staff on the procedures required for their child’s allergy. EpiPen’s or puffers are kept in the cupboard to the left of the sink in the childcare room. Staff must record all dates and times for administering puffers or Epi-pens on the “Medical Authorization & Administration Record” This policy and the Individualized Action Plans will be reviewed with staff when the child is enrolled, during hiring and annually by staff/volunteers/students and a written record kept. We ask that children, parents and staff refrain from using strong perfumes, while in our centre. We do not use scented toys or strong scented markers.

Medication

The staff at OPNC are not permitted to administer any medications to children at the centre. The only exception to this rule are EpiPens, life saving medication and Inhalers. Parents are encouraged to administer any prescribed antibiotics before or after they are at the centre so that there is no medication on the premise.

Smoking

Smoking or vaping, handling cigarettes, cigars, or marijuana inside the centre or on our property is not allowed. People doing so will be asked to leave or stop smoking.

Cleaning

We clean the toys on a rotating basis at the centre to ensure that all the toys are cleaned once a month. Toys are washed in soap and water. In the event of an outbreak toys are washed in 1/9 parts bleach. An “outbreak” is defined as an occurrence where “more than 2 children have vomited or had diarrhea in the last 48 hours”. The toilet seat is wiped after every use with disinfectant wipes. All tables used for food are cleaned with a bleach solution twice daily. The centre is cleaned twice daily by staff/volunteers and weekly by cleaners.

Periods of Exclusion for Illness as Indicated by the Halton Region Health Department

Children with the following diseases should remain at home and away from others:

Chickenpox- Until well enough to participate in all activities regardless of the state of the rash.

Diarrhea - until 24 hours after it stops

Fifth’s Disease (Parvovirus) - No exclusion. If the child is well enough to participate in all activities

Head lice or scabies- must have one treatment to return

Hepatitis A -safe to return 7 days after the jaundice began

Impetigo - Until the antibiotic prescribed by a doctor has been taken for at least 1 full day (a full 24-hour cycle).

Measles - For at least 4 days after the rash begins.

Mumps - For at least 5 days after the swollen glands first appear.

Pink-eye, bacterial conjunctivitis - Until antibiotic prescribed by doctor is taken for a full 24-hour cycle.

Ringworm - Until treatment has started.

Rubella (German Measles) - Until at least 7 days after the rash first appears.

Scarlet Fever - Until antibiotic treatment prescribed by a doctor has been taken for 1 full day (a full 24-hour cycle).

Strep Throat - Until antibiotic treatment prescribed by a doctor has been taken for 1 full day (a full 24-hour cycle).

Whooping Cough (pertussis) - Until antibiotic taken for 5 days or 3 weeks from when the cough began without antibiotic.

SAFETY ISSUES

The centre meets all the bylaw requirements of the Town of Oakville (zoning, and fire), the requirements of the Province of Ontario and the Halton Region Health Department. Emergency phone numbers are kept by the phone. Staff have alternate phones in the event the internet is down and for use outside.

Equipment

Toys are inspected on a rotating basis so that all are cleaned and checked once a month to ensure that all broken toys are removed from the collection. Tables and chairs are checked daily. Staff ensure any sharp or dangerous office items are out of reach of children. Care is taken to purchase equipment that is safe, durable, and environmentally friendly as well as age appropriate.

Snack & Food Safety

Food can only be consumed at the snack table. Children will wash their hands before snack. All snack will be provided on a disposable plate or napkin. A two week snack schedule will be posted by the front door for parents. The centre will provide a morning and afternoon snack that is in keeping with Canada's Food guide and will include at least two food groups. Water will be available at all times.

Building Security

There is a reception desk by the front door where visitors check in.

First Aid

There is always at least one staff on duty with up to date first aid, EpiPen and CPR training. The centre offers a Standard First Aid & Child CPR course. A first aid kit and manual is kept in both kitchens and a cold pack is in the fridge. Any open sores or cuts are to be covered. The first aid kit is checked four times a year to ensure that it has all items that it requires. All injuries are recorded in the daily communication book and an accident/incident form is completed. If a child needs to go to hospital, and it is not an urgent need requiring an ambulance the parent will be called to take the child. In the event of an injury requiring immediate care in an un-parented program the parent will be called as well as the ambulance.

Insurance

Oak Park Neighbourhood Centre has 5 million dollars general liability insurance. Staff and volunteers are not covered if they act in a negligent manner. Our insurance does not cover personal vehicles.

Criminal Reference Checks

All staff and volunteers over 18 must provide police checks and vulnerable sector screens that are no older than 6 months at the time of hire. We will not hire any staff who have been convicted of sexual interference, child pornography, duty of persons to provide necessities, murder, or infanticide. We will not hire anyone who has committed an offence that has resulted in the permanent revocation of their membership, certificate or documentation in the regulatory bodies for the following acts: Child Care and Early Years Act, The Early Childhood Educators Act 2007, the Ontario College of Teachers Act 1996, or the Social Work and Social Service Work Act. An offence declaration must be completed annually by staff and volunteers for the four years between police checks. A verification and Tracking workbook will be updated annually.

Staff Qualifications

The Executive Director of Oak Park Neighbourhood Centre has a diploma in Early Childhood Education RECE and in

Community Work with over 30 years' experience. The Childcare and Community Outreach Manager has RECE and a BA in Family & Child Relations. The Lead after school staff are child & Youth workers. All staff are eligible to work in Canada, their references have been checked, they have police checks and vulnerable screen and they have up to date immunizations, including double covid vaccinations. We are committed to supporting our staff with continuous learning as we view our educators as co-learners.