

# City of St. John's After School Programs



## Program Information

We would like to extend a warm welcome to participants in the City of St. John's After School Program. Our program is based on Canada's HIGH FIVE® quality standard for children's recreation and sport. We strive to provide your child with a relaxed, safe environment which promotes healthy child development with an emphasis on physical activity.

High Five® is used by organizations across Canada. It helps deliver high quality programs that are safe, welcoming and respectful to the individual needs of each child.

The City of St. John's promotes the acceptance and inclusion of all individuals regardless of economic status, national or ethnic origin, religion, culture, body size, sexual orientation, gender identity, age or ability.

### Hours of Operation

3 to 5:30 p.m. Monday to Friday (excluding holidays), September to June

### Ages

Kindergarten to Grade 6.



### Locations

#### Paul Reynolds Community Centre

Mary Queen of Peace Elementary

Roncalli Elementary

Macdonald Drive Elementary

#### Kilbride Lions Community Centre

Hazelwood Elementary



### Daily Activities

Activities in the After School Program will focus on physical activity, fundamental movement, and creative exploration with an emphasis on daily outdoor play. A typical day may include:

- Arrival
- Snack Time
- Zone Play (Imagination, building, active and quiet)
- Outside & Gym Play

Swimming is offered at Paul Reynolds; guardians will be notified in advance of scheduled swim days.

## Registration

Please ensure that your RECconnect account is up to date and accurate. It is extremely important that allergies or underlying medical conditions are listed prior to attending program.

Please note that we will be offering spaces for children from kindergarten to grade six and these spaces are guaranteed for the current school year only. A waitlist will be maintained for the current school year and will be discontinued in June.

## Payment

During spring registration, the payment for September is required to secure a space in program. This includes a \$100 non-refundable deposit.

Payment is calculated based on an average of 190 school days per year and is divided into 10 equal monthly installments. Alternative payment arrangements may be discussed on an individual basis with the Recreation Accounts Representative.

If you are registering using a credit card and selecting the monthly payment plan (automatic payments from October through June), your credit card must remain valid through the date of your final payment. The last payment is scheduled for June 1. Therefore, your credit card must not expire at any time between September and June.

If your card will expire during this period, please contact your credit card provider to request a replacement card with a later expiry date. Otherwise, your registration cannot be completed online.



## Refund

To withdraw or obtain a refund, a **refund application** must be completed and submitted at least one month in advance. The application must be received on or before the first day of the month to stop or refund the following month's payment (i.e., notice submitted on October 1 will stop the November 1 payment). Refunds are not issued for partial months.

Refund requests for September must be submitted prior to August 1 and will be processed less the non-refundable \$100 per child deposit.

## What to Bring

Please ensure all personal items are marked with the participant's name.

- Backpack
- Lunch bag
- Suitable clothing for weather (i.e. rain gear, snow pants, boots, mitts, hat, change of clothes, etc.) **We spend a lot of time outside. Come prepared for the weather!**
- Sneakers for inside
- Sunblock (SPF 30+)
- Hat
- Water bottle
- Swimming attire (Paul Reynolds)
- Healthy snacks for the day (participants must bring their own utensils; microwaves are not available)
- Toys or electronic devices are not permitted.

**Please note:** Review the newsletter for listed allergies and avoid sending any restricted items

## ■ Arrival and Departure

- Staff will sign in/out participants.
- Any picking up a child may be required to present photo identification. Parents/guardians must notify staff in advance if someone not listed on the authorized pick-up list will be picking up their child(ren)
- Authorized pick up person(s) must be 16 years or older.
- Participant information will be confirmed prior to the first day, and permission slips and allergy forms will be sent by email. If there are any medical concerns or information staff should be aware of, please contact us before the program begins.
- A Consent to Leave Form is required for any participant eight years and older to leave the program site unaccompanied by a guardian.
- A supplementary fee of \$1 per minute will be charged after five (5) minutes passes beyond the designated pick-up time.
- For the participant's safety, the City of St. John's, as advised by the Royal Newfoundland Constabulary, will follow specific procedures should a guardian arrive on site appearing to be under the influence.

## ■ Communication

Your REConnect account is used by staff to generate contact information for guardians, alternate pick-up lists and medical needs. For the safety of the participant, please ensure this account is up to date with current information. Email or newsletters will be the main method of communication and other relevant information will be posted on the whiteboard/bulletin board at each site.

**Important:** If a participant will be absent for any reason, you must notify the program Fieldworker by phone, text or voicemail on the program line before 2 p.m.

Failure to report an absence may result in delays and concern for both program and school staff.

## ■ Scheduled School Closures

Throughout the school year there may be full days, half days and early dismissal. These days may be offered at an additional cost based on the interest from guardians and staff/facility availability. Please note the following:

- Registration is open to the public.
- Registration is first come first served.
- Guardians need to indicate the school in which the participant attends upon registration. If a participant is registered from another school other than the ones that we service regularly, guardians are responsible for dropping off their child at the program site.
- Participants who are not registered (on the roster) will not be picked up or accepted into the program. Participants who are not registered must be picked up by their parents/guardians.
- You will be notified in advance of any school board closeout days, if any are offered throughout the year. These days will follow the same policies as full day programs.

## ■ Unexpected Closures

If facilities are closed unexpectedly (poor weather, power outage, no water, etc.), program will be cancelled. Refunds will not be issued for unexpected closures.

If only one school closes unexpectedly due to power outage or water issues, and other schools we service are still attending the program, then guardians must pick up their children from school and will be permitted to bring them to the program after 3 p.m. Should an unexpected school closure occur outside of the regular school dismissal time, guardians are responsible for picking up participants at the school.

## ■ Managing Illness

If for any reason a participant will be absent, you must contact program staff by phone, text or leave a voicemail on the program phone listed below. We encourage guardians to put these numbers in your mobile device.

- Participants must stay home if they feel sick (fever, sore throat, cold symptoms, headache, diarrhea, vomiting, etc.).
- Guardians must ensure that any underlying health conditions of their child, as well as any current allergy-related symptoms, are clearly listed.

## ■ Medications/Allergy Information

Nuts or nut products are not permitted in our program. If a participant requires medication, has allergies or any medical condition please contact us. Prescription medication must be in its original container with the physician's instructions on the label. Over the counter medication will not be administered in the program.



## ■ Inclusion/Support Services

Support may be available for those who require assistance to participate. When barriers prevent successful participation, Inclusive Services staff may be consulted for recommendations to foster successful participation. To contact Inclusive Services: call 709-576-2574 or 709-576-6972, email [inclusion@stjohns.ca](mailto:inclusion@stjohns.ca) or visit our [website](#).

Recreation staff, including Inclusion Counsellors, are **not** able to support the following:

- Personal care (e.g., toileting, hygiene)
- Feeding
- Extreme behavioural issues (e.g., aggressive behaviour which compromises the safety of the participant, other participants and staff).

If participants experience occasional toileting incidents, staff will determine if the participant is developmentally ready to clean themselves and change their clothing independently. If so, they may do so with staff encouragement. If not, the guardian must be called to come to the site to provide the personal care required.

## ■ Contact Information

If you have any general inquiries on the After School Program, please call the H.G.R. Mews Community Centre at 709-576-8499 or the Paul Reynolds Community Centre at 709-576-8631 or email [recreation@stjohns.ca](mailto:recreation@stjohns.ca).

## ■ Code of Conduct

The City of St. John's is committed to providing quality programs and services where participants may develop socially, cognitively, physically and emotionally. The code of conduct has been developed to ensure there is a mutual understanding of acceptable behavior and unacceptable behavior. Appropriate staff levels are maintained, and every reasonable effort is made to ensure meaningful participation.

## ■ Acceptable Behavior

The Recreation division expects that staff, patrons, participants and guardians exhibit the following behavior while visiting facilities and participating in programs and services:

- **Respect**
- **Kindness**
- **Safety**
- **Honesty**
- **Responsibility**
- **Healthy Choices**

## ■ Unacceptable Behavior

Behaviour with potential to harm oneself, others, property or which would otherwise negatively impact program quality is unacceptable and will not be tolerated. Behavioural expectations will be displayed in the facility and discussed with participants on a regular basis. Staff will use discretion to take appropriate action if unacceptable behavior occurs. Typical outcomes are listed below:



## Procedure for Addressing Unacceptable Behaviour

- Unacceptable behaviour will be discussed with patron/participant.
- Adult patrons/participants will be asked to leave the program/facility.
- Guardians of a child/youth patron/participant will be notified of the unacceptable behavior and will be asked to arrange immediate pick up.

### First Occurrence

- The procedure above will be followed.
- Patrons/participants and guardians (if applicable) are encouraged to work with staff to identify solutions to assist the patron/participant in displaying expected behaviors in the future.

### Second Occurrence

- The procedure above will be followed.
- The patron/participant may be re-introduced to program/facility following a meeting with guardians (if applicable) to establish an individualized plan to prevent further unacceptable behavior.

### Third Occurrence

- The procedure above will be followed.
- The patron/participant may be removed from the program/facility on a part-time or full-time basis

**If staff are unable to ensure the safety and well-being of patrons or participants, others, the security of property or program quality, we reserve the right to remove the patron/participant displaying unacceptable behaviour from the program or facility.**