

Balgonie Early Learning Centre Inc.

Box 940
131 Main Street
Balgonie, Sask
S0G 0E0



Balgonie Early Learning Centre Inc. Before and After School Program Client Manual



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Philosophy

Our dedicated team is here to strengthen the foundations for overall holistic development in all children. Our focus on the spiritual, emotional, intellectual, and physical development of children, will instill the confidence a child needs to be competent capable learners. Our program will offer students a safe place to have fun and unwind before and after school. We aim to provide an inclusive setting that supports diversity and community involvement.

Structure of the Program

Our hours of operation are as follows:

Program starts at **6:45am**

Light breakfast will be offered at **8:15am** (Children must be on time to receive breakfast)

Children will be dismissed for morning recess at **8:40am**

Afternoon Program starts at **3:25pm** after student dismissal

Light snack will be offered at **3:30pm**

Program closes at **6:00pm**

Board of Directors

The Board of Directors will oversee the finances, operations and is responsible for approving policy for the program. Members of the Board of Directors are elected by the membership. The Board is made up of a minimum of 3 and a maximum of 13 members, including a President, Vice-President, Secretary, Treasurer and Members at Large. The same Board that governs the Early Learning Centre also governs the Before and After School Program.

Executive Director

The Executive Director is responsible for the direct day-to-day operations of the Before and After School Program and oversees all staff. Any changes within the program must be approved by the Executive Director who will work in consultation with the Board of Directors. The Executive Director is part of the Management Team.

Our current Executive Director is Ashley Austman.

Supervisor

The Supervisor is responsible for the general supervision and management of staff and children. The Supervisor works with the Executive Director and staff in developing and implementing quality programming for children. The Supervisor also evaluates staff, assists with hiring, and ensures the program is running effectively. The Supervisor is also part of the Management Team.



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Our current Supervisor is Teri-Ann Bartok.

Program Supervisor/Staff

All staff members take direction from the Executive Director and Supervisor of the Balgonie Early Learning Centre Inc. The program will operate with two staff members when staffing allows. One of which will be over the age of 18 years and is able to produce a Criminal Record Check including Vulnerable Sector. The second staff member will be a local high school student.

Our current Program Supervisor is Alyssa Russill.

Management Team

The Executive Director Ashley Austman and Supervisor Teri-Ann Bartok.

Operations Policy and Procedures

The Balgonie Early Learning Centre Inc. (BELCI) will provide an unlicensed Before and After School Program located in Balgonie Elementary School to meet the needs for safe, affordable, and reliable Before and After School care for residents of Balgonie and area. All attendees of the Before and After School Program must attend Balgonie Elementary School.

The Before and After School Program is open to all children in Kindergarten to Grade 6 who are attending Balgonie Elementary School. Children age out of the program when they turn 13 years of age.

BELCI has been awarded a contract with Prairie Valley School Division. BELCI is responsible for following all areas outlined in the agreement.

BELCI has been approved for the 2023-2024 school term with an additional 2, (1 year) extensions. After the 3-year agreement period, BELCI must apply for the contract from PVSD again.

BELCI is not responsible for the care of registered participants if/when a contract agreement ends.

Kindergarten children must pay full fees but can only attend on their scheduled school days according to the PVSD calendar.

Fee Schedule Policy and Procedures

The Before and After School Program will charge a full-time fee for each program participant to cover the costs associated with the operation of the Before & After School Program. We do not offer part-time care.

The fees for the 2023-2024 school year will be **\$255.00** a month per child.



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Clients who have children attending our Before and After School Program will be expected to contribute a total of **\$75/year** towards our mandatory fundraising efforts.

A \$100.00 deposit must be given to secure your spot. This deposit will be reimbursed when you terminate your spot with proper 1 month notice.

Fees are due on the **1st of each month**. Fees should be sent to fees@belci.ca for direct deposit. Please do not submit fees early. Annual income tax receipts will be issued in February of the new year.

Fees must be paid in full every month, regardless of a participant's daily attendance. A finance fee of \$10.00 will be added to all overdue accounts that are not paid in full by the 7th day of the month.

Late pick-up fees of \$15.00 per participant will be applicable for any program participant not picked up by 6:01pm. The charge will apply every additional 15 minutes. Any participants who are left at the Before and After School program for more than 10 minutes will have their emergency contact called to pick them up if parents are unavailable. Any child left more than 20 minutes with no contact from parents or response from their emergency contact will be reported to Child and Youth Services.

Should a parent wish to withdraw a participant from the program, one month's written notice must be given to the Executive Director.

Safety Policy and Procedures

The Before and After School Program will be a safe space for all program participants.

The Before and After School Program Staff will make certain that accurate attendance records are kept for all program participants and ensure that parents/guardians are following the daily sign-in & out procedures.

Program participants must be accompanied into the program by an adult. They must be signed in by a parent/guardian and signed out again at the end of the day by their parent/guardian. Under no circumstances are Before and After School Staff permitted to send a program participant out of the building alone.

Before and After School staff will not release a program participant to any person other than those listed on the registration forms. If an adult other than those listed on the registration forms will be picking up a program participant, notice must be given to Before and After School Staff in advance. The Before and After School Staff will document the request and the designated adult will be required to present photo identification to the staff upon pick-up of the participant.

For the health of all program participants, if a child is ill, they will not be permitted to remain at the Before and After School Program. Their parent/guardian will be contacted immediately for pick-up. If the child has a communicable disease, the Before and After School Staff will follow current RQHR Public Health recommendations regarding the disease, and a doctor's note will be required before the child will be permitted to return to the program.



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All children and staff must fill out an Emergency Information sheet. Parents/guardians are responsible for ensuring all information is current and up to date.

Program Structure Policy and Procedures

The Before and After Program will be a fun, supportive, and inclusive environment that is free from bullying and shall be a safe place for all program participants.

Before and After School staff will provide a fun, structured environment for children by offering a range of planned and free-play activities. A monthly activity calendar will be provided to parents and/or posted on the Before and After School Program's private Facebook page in advance of every month. If you do not use Facebook, it is your responsibility to ask the program staff to send you a copy via email or text.

Before and After School Program staff will establish a set of rules that promote safety, tolerance, and inclusivity, by which all program participants are expected to abide.

All program participants must sign and return a copy of the Participant Contract, and likewise their parents must sign the Parent Contract, so that all parties are fully aware of the expectations related to their participation in the Before and After School Program.

Bullying/disrespectful behaviour of any kind will not be tolerated in the Before and After School Program. Before and After School Program staff will deal with cases of bullying on an individual basis and may remove a participant from the program in severe or repeated incidents.

Determining whether a child is displaying inappropriate behaviours will be at the discretion of the Executive Director. Behaviour reports will be used to document instances that are deemed inappropriate.

Waitlist Policy and Procedures

The Before and After School Program has a waitlist registration form that will need to be filled out to be placed on our waitlist.

The information provided will then be organized by the Executive Director. The BELCI Management Team will be responsible for keeping the Before and After School Program waitlist organized and the program full.

Prospective clients are to fill out an application and submit it to director@belci.ca a child on the waitlist will only become eligible for care when a spot opens. Preference will be given to BELCI board members, full-time BELCI members and then siblings of enrolled participants. Spaces will fill based on the age of the child and the needs of the centre. Waitlist will be managed at the discretion of the Executive Director.



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Personal Belongings Policy and Procedures

The Before and After School Program does not allow personal items from home into the program unless otherwise stated due to a special event, show and tell or spirit day.

The Before and After School Program is not responsible for broken or lost items at the Before and After School Program. Personal electronics are not permitted or to be used during the Before and After School Program hours of operation. If you need to contact your child, you must call or text our Program Supervisor.

Please label your child's belongings. Backpack, jackets, hat, etc.

Breakfast/Snack Policy and Procedures

Before and After School Program staff will provide a light breakfast to morning participants. There will also be a light snack available to all afternoon program participants.

The Program Supervisor will create the daily breakfast and snack schedule. The Management Team will be responsible for the purchase of all food items.

The Before and After School Staff will be responsible for preparation and serving of all breakfast and snacks.

Communication Policy and Procedures

Before and After School Program staff will maintain open communication with parents, school officials, the BELCI management team, and the BELCI Board.

Before and After School Staff will use Facebook to communicate updates and programming schedules with parents. Parents who are not on the private Facebook page are expected to ask program staff what their child will need each week.

Before and After School Staff will maintain an "open door" policy with parents and encourage daily discussion regarding their child's behaviour and activities. When necessary, the Before and After School Staff will phone parents regarding urgent or sensitive issues.

Before and After School Staff will communicate with the Balgonie Elementary School officials as necessary regarding school closures, special events, incidents, or any other happenings as relevant to the Program.

Parental permission will be granted before discussing a child's development or behaviour with their teacher.

Before and After School Staff will notify the BELCI Management Team of any serious issues pertaining to the Program, or any conflicts with parents or school officials that cannot be easily resolved. If there are other occurrences that the BELCI Management Team are not able to resolve, they will notify the BELCI Board.



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All staff are required to sign an Oath of Confidentiality Agreement upon hiring.

Health and Medication Policy and Procedures

Before and After School Program provides a safe and hazardless space to all program participants.

Before and After School Staff will not administer medication other than inhalers or EpiPens.

If your child requires an inhaler or an EpiPen they should have one that stays locked at the program, so it is easily accessible by staff.

At least one staff member will have current First Aid/CPR certification.

In the case of an emergency 911 will be called. It is important to ensure your child's health information is up to date.

Code of Conduct Policy and Procedures

All clients and anyone entering our program to drop off or pick up a child must follow our code of conduct. Failure to do so will result in termination of care. In the event of termination, no refunds will be issued.

The following behaviour will not be tolerated from clients.

- Obscene or demeaning language or behaviour.
- Aggressive or overly loud tone of voice.
- Threats, intimidation, or physical force.
- Making rude, vulgar, or condescending remarks to staff members, children, or other families.
- Displaying negative body language that implies you are frustrated or inconvenienced making others around you feel uncomfortable.
- Inappropriate conversations regarding our program, staff, or clients.
- Avoiding staff due to personal feelings or conflict.
- Choosing to make decisions that go against our policies and expectations.
- Inappropriate demands or expectations that conflict with our policies or programs.

Contravention of these guidelines will result in severe repercussions ranging from written warnings to immediate termination of service, without notice, and forfeit of any child care deposits you have with BELCI. Deciding whether a client is exhibiting any of these behaviours is solely at the discretion of the Executive Director.



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Termination Policy and Procedures

The BELCI Management Team reserves the right to terminate a program participant from the Before and After School Program at the discretion of the Executive Director.

Program participants/clients may be terminated from the Before and After Program under any of the following circumstances:

- Failure to pay fees on time.
- Failure to sign participant(s) in and out.
- Failure to abide by our Code of Conduct.
- Consistent lateness in picking up a program participant.
- Abusive, threatening, or bullying actions towards other program participants or BELCI Staff.
- Challenges due to undisclosed special needs.
- Failure to comply with the Parent & Participant Contracts.
- Accumulating multiple behaviour reports.

Before and After School staff will notify the BELCI Management about these circumstances to discuss corrective actions. All instances must be documented

Expulsion notices will be final and immediate; no refunds will be issued for fees paid. Notice is not needed.

Duty of Care Policy and Procedures

Staff have a legal and moral duty of care towards all participants of the Before & After School Program.

Before and After School Staff will not release a program participant into the care of any person suspected to be intoxicated, under the influence of illegal or legal drugs, or when immediate harm to the participant has been indicated. Staff will attempt to contact the participant's secondary and/or emergency contacts to pick up the participant. If an alternate contact cannot be reached, Staff will call Social Services for assistance.

Saskatchewan law requires that any person who has a reasonable suspicion that a child is being abused or needs protection to report this suspicion to Social Services or a law enforcement officer. These laws supersede any confidentiality agreements within the Program, as Before and After School Staff will always act according to the law and in the best interest of the child.

Discipline Policy and Procedures

Unacceptable behaviour from children attending the program will result in staff using a variety of behavioural management techniques.



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When a child is exhibiting undesirable behaviour such as, but not limited to; bullying, teasing, swearing, physical aggression, damage to supplies or property, deliberately not listening or disrespecting staff the following discipline techniques might be used. If a staff member feels they can not rectify the child's behaviour, they can provide documentation to the Executive Director and ask for a child to be removed from the program. Termination will be at the discretion of the Executive Director and the Board will be notified of the situation to provide any follow-up support to staff or clients.

- **Time Out/Time Away** this is used when children need time away to think about what they have done and what we expect from them going forward. It can also be used if a child is over stimulated and needs some alone time.
- **Communication** is always used by staff to verbally discuss the situation to the child. The staff member will ensure the child is aware of what they did wrong, and a plan is made to ensure it doesn't happen again.
- **Behaviour Report** will be filled out if a child exhibits the same unacceptable behaviour more than twice after being spoken too. Staff will ensure the report is explained to the parent/guardian at pick up time. The parent must sign the document and the staff member must ensure it is returned to the Management Team at the main centre that evening.
- **Isolation, verbal abuse and physical restraints are unacceptable forms of discipline.**
- **Spanking, hitting or slapping the children is strictly forbidden.**
- **Physical restraint of a child to protect himself, other children or staff members from being injured may be necessary and is not considered a form of physical punishment.**
- **No child will be isolated without supervision.**
- **No holding so tight they bruise.**
- **No using tape, rope, or other devices to restrain a child.**
- **Threatening/sarcasm/intimidation/yelling/humiliation/belittling are not acceptable forms of discipline.**

If a client or another staff member witness employees treating children in any of the listed unacceptable forms of discipline must contact the Management Team immediately.

Privacy Policy and Procedures

The BELCI Before and After School program will protect the private information of its program participants.

Before and After School Staff are required to use safe procedures to protect the private information of its program participants and their families. Names, addresses, phone numbers, and any other contact information will be used for communication purposes only and will not be shared with other parties. All documents with personal information will be kept in a locked cabinet.



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Before and After School Staff will maintain confidentiality regarding all program participants, incidents within the program, or any issues sensitive in nature. Staff will use discretion when talking about the program or its participants outside of their work setting, and will never disclose information that is sensitive, private, or identifying in nature.

Staff will never disclose the name of a child who may have caused an incident to another participant.

Outdoor Play Policy and Procedures

Outdoor play is part of our program all year round. All outdoor play will take place on school property. Children must come adequately dressed for outside play in temperatures above -25 degrees Celsius but no more than +30 degrees. Children will not be permitted outdoors if the UV index is higher than 7.

Families must provide sunscreen that stays at the B&A for their children. Please ensure your child has a hat and proper outdoor gear for all seasons.

Outdoor play happens on the main school playground or in the school courtyard. The courtyard entrance is located down the main hallway, just past the office and staff room.

Staff must always take the emergency backpack outside with them.

Acknowledgement

By agreeing to a contract for care with the Balgonie Early Learning Centre Inc, you are agreeing that you understand and agree to follow all policies and procedures listed in this Client Manual.

Before and After School Program Contact Information

Phone: 306-570-7664 (Please ensure you have this number saved as a contact.)

Email: beforeandafterbelci@gmail.com

Executive Director Ashley Austman: director@belci.ca

Supervisor Teri-Ann Bartok ta@belci.ca

Board of Directors: board@belci.ca

Website: www.belci.ca