



BEFORE & AFTER SCHOOL PROGRAM POLICY

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| Policy Name: | Before & After School Program |
| Policy Number: | BAP 001 |
| Originating Date: | January 18, 2016 |
| Current Revision: | Rev 04 (March 2, 2026) |
| Authorized by: |  Dee Romijn, Facility Director Tank Traders Multiplex |

Program Overview

The Tank Traders Multiplex Before and After School Program is a recreational program intended for children between the ages of 5 and 12 years. On most days, the children in the program will have access to the gymnasium with a variety of sporting equipment as well as the multi-purpose room where they can work on their homework, do crafts, play board games or other various activities. At times, there may be structured activities, as organized by the staff of the program.

The Before and After School Program follows the school calendar of the Seine River School Division. The program will be closed on all in-service days, school holidays and inclement weather days.

All children should be prepared to walk between the Tank Traders Multiplex and La Salle School, accompanied by the program staff.

Hours of Operation

The Before and After School Program is available is from 7:00am to 8:45am and from 3:30pm to 6:00 pm.

Children must be signed in when dropped off and signed out when picked up. For safety reasons, children will only be released to the persons authorized on their registration form. Identification may be required.

If your child will not be in attendance as per their schedule, please inform the Before & After School Program Coordinator.

Fees

The cost of the program is \$19.00/day. Parents may choose to enroll their children full time (every day for two sessions/day) or part time (i.e. either every second day for two sessions/day or every day for one session/day).

All fees must be paid in advance by the first of the month for the upcoming month. For part-time children, a schedule must be provided at this time. No refunds will be issued for unscheduled school closures or if your child is absent.



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Late Fees – After 6:00pm Pick Up

A late fee applies to all children picked up after 6:00pm. The late fee structure is as follows:

- \$1.00/minute for the first 15 minutes will be charged/child
- \$2.00/minute for the next 15 minutes.

If the Before & After School staff cannot reach the parent or the emergency contacts, Child and Family Services will be contacted. Although we do understand that situations arise where parents are late in picking up their child, so it is imperative that the Before & After School staff be informed; however, late fees will still apply. All late fees must be paid in cash prior to the next school day or your child will not be accepted into the program.

Late Fee – 48 Hour Bookings

A late fee of \$5.00 will be applied if you make a booking within 48 hours.

Accidents and Illness

In the case of a minor accident or illness occurring at the Tank Traders Multiplex Before and After School Program, first aid shall be rendered. The parent or emergency contact will be notified for further direction. In the event of an injury sustained by the child, the program staff will fill out incident reports and a copy of the incident report will be given to the parent(s) within 24 hours, which they must sign. The Before & After School staff will not administer any medication to the children, excluding epinephrine and asthma inhalers in emergency situations as outlined on the registration forms and approved by the parents or legal guardian.

In the case of accident or illness, which in the opinion of the Before & After School staff, which requires immediate medical care first aid shall be rendered. If the parent or emergency contact cannot be reached immediately, the child will be taken to the closest available hospital by ambulance if deemed necessary by the Before & After School staff. The parents shall be notified of such action as soon as possible thereafter. Any cost of ambulance service will be the responsibility of the parent. The Before & After School staff will not do any transporting of children to hospital.



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Confidentiality

Confidentiality Information concerning your family is kept by us in the strictest confidence.

All Before & After School, Tank Traders Multiplex staff, and the Board of Directors are bound by confidentiality.

No member shall share information about students or families with individuals outside of the organization or with individuals within the organization who do not require access to that information to perform their duties. Breach of this agreement may result in termination of that person from the board or staff.

Access to information, verbal or written, regarding children or their family will not be released to anybody other than the legal guardians of the child. Information in your child’s file will only be released under written consent.

In the case of an emergency or injury to your child, information may be released to the police authorities, medical staff attending the child, or Child and Family Services.

Food Policy

The Before & After School program will not provide children with snacks. All snacks brought from home must be nut-free.

Personal Property

If a child chooses to bring a toy or personal belonging from home for use during the program, the Tank Traders Multiplex assumes no responsibility for lost or broken belongings.

As this is a recreation program, the emphasis is on the importance of play and physical activity. As a result, any electronic devices are not to be used by the children or the staff during the program hours, with the exception of emergency situations.



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Parent Concerns

Any complaints about the Before & After School Program must be made directly to the Before & After School Program Coordinator. These complaints will then be relayed to the Tank Traders Multiplex Facility Director and then to the Board of Directors as required. Any changes to the program will go through the Before & After School Program Coordinator and the Tank Traders Multiplex Facility Director and be made aware to all the parents as soon as a change is made. The Before & After School Program staff works under the ultimate supervision of the Tank Traders Multiplex Facility Director.

The Tank Traders Multiplex Facility Director and the Board of Directors strive to hire qualified, professional staff and to create policies and procedures that enable the Tank Traders Multiplex to fully serve all the families who are members of the organization.

All grievances must be brought to the Before & After School Program Coordinator and the Tank Traders Multiplex Facility Director attention. An appointment must be scheduled to discuss any complaints with the program staff as they may not be available to discuss the parent's concern away from the children.

If the parent is unsatisfied with the written response from the Before & After School Program Coordinator and the Tank Traders Multiplex Facility Director, the parent may submit the grievance in writing to the President of the Board of Directors with a copy to the Tank Traders Multiplex Facility Director.

A letter of acknowledgement will be sent out within five business days of receipt of the letter. The decision of the Board of Directors shall be final and binding on the parties.

If the parent is unwilling to abide by the final decision of the Board of Directors, the child(ren) may be withdrawn from the program.

Behaviour Management Policy

The Tank Traders Multiplex is obligated by law to report any verbal, emotional, or physical abuse to children by parents at the Before & After School Program. Any form of abuse witnessed or suspected will be reported to the Child and Family Services Office. Parent(s)/Caregivers are also required to display acceptable behaviour management at all times when in the Tank Traders Multiplex or on the property. Verbal or physical abuse of any kind towards a child or staff member will not be tolerated. Any abuse demonstrated will result in the immediate expulsion of the parent/guardian and child from the program and appropriate authorities will be notified.



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The Before & After School Program will not permit, practice or inflict any form of physical punishment, verbal or emotional abuse, or denial of physical necessities for any child in attendance.

When conflict arises, the program staff will

- assist the children with problem solving techniques
- use redirection and encourage the child into acceptable options when engaged in an unacceptable activity
- natural consequences for the behavior
- time-out where the child is removed from the situation so they may calm down and think about their actions

Inappropriate behaviour towards other children or staff members includes, but is not limited to:

- Abuse including physical, threats, verbal, emotional, social or putting another person at the risk of harm
- Harassment, including behaviour that degrades, demeans, humiliates or embarrasses someone that a reasonable person would know is unwelcome
- Discrimination against any person or group because of their race, color, ancestry, nationality or place of origin, ethnic background, religion, age, sex, gender-determined characteristics, sexual orientation, marital and family status, source of income, political belief and physical or mental disability
- Destruction of property
- Swearing

Consistent inappropriate behaviour and incidents where a child has been placed in a time-out will be documented on an Incident Report Form. Parents will be requested to read and sign all incident reports regarding their child.

If there is evidence of ongoing behavioral concerns:

1. A meeting will be set-up between parents, a program staff member and the Tank Traders Multiplex Facility Director to create a plan of action with a reasonable time frame.
2. After the set time frame, if an improvement is not noted, a new plan may be determined by the Tank Traders Multiplex Facility Director and the President of the Board of Directors. At this time, a permanent removal from the program may be determined as the best course of action.
3. In extreme cases, immediate expulsion from the program may result.

It is the hope of the Before & After School program that when staff and parents work together unacceptable behaviours are decreased, which results in a more positive environment for all.



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POLICY ACKNOWLEDGEMENT FORM

I, _____, hereby acknowledge that I have read and agree to the terms outlined within the Before & After School Program Policy Rev 04 dated March 2, 2026.

PRINT NAME

Children's Name(s): _____

Date: _____

Signature: _____

Complete this page and return a signed acknowledgement form to the Tank Traders Multiplex.