



HDSB Parent Handbook

Getting your Child Ready for the Before/After School Program



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HDSB Before and After School Program

The Halton District School Board is pleased to offer a fee-based Before and After School Program for students 3.8 (three years, eight months) to 12 years of age during the school year. All Before and After School programs are licensed and regulated by the Ministry of Education - Quality Assurance and Licensing Branch, in accordance with the [Child Care and Early Years Act, 2014](#).

These programs are led by Early Childhood Educators operating out of classrooms and other spaces within our schools. All programs offer:

- Flexible Registration
- Nutritional Snacks
- Age-appropriate Programming and Resources

Programs are offered from 7 a.m. to 6 p.m. Monday to Friday, on each instructional day. Designated PA Days will be offered at reduced site locations.

Winter/Holiday break and Spring break care will be offered at reduced site locations if the program need is viable and there is a sufficient demand for care.

HDSB Before and After School Program Statement

The Halton District School Board is committed to making it easier for families to access high-quality, inclusive early years programs in schools across the Halton Region and to support an affordable, accessible, integrated early learning and child care system as outlined in the Halton Region's [Early Learning and Child Care Plan](#).

Expanding before and after school programming for school-age children provides a seamless day for children and supports families. In an effort to ensure the availability of before and after school programs in schools the HDSB will build strong partnerships between school board programs and community programs to support program coordination that will benefit students, families and communities building on the foundations outlined in Ontario's Pedagogy for the Early Years; [How Does Learning Happen?](#) which views children as competent, capable, curious and rich in potential.

HDSB Before and After School Programs:

- promote the health, safety, nutrition and well-being of the children through supervision, support, healthy menus and routines that promote physical activity;
- support positive and responsive interactions among the children, parents/guardians, and educators through collaborative communication and supportive approaches used by educators as play partners;
- encourage the children to interact and communicate in a positive way and support their ability to self-regulate;
- foster the children's exploration, play and inquiry;
- provide child-initiated and adult-supported experiences;
- plan for and create positive learning environments and experiences in which each child's learning and development will be supported, and which is inclusive of all children, including children with individualized plans. All children can participate in the program;
- incorporate indoor and outdoor play, as well as active play, rest and quiet time, into the day, and give consideration to the individual needs of the children receiving child care;
- foster the engagement of and ongoing communication with parents about the program and their children for example through information shared at drop off and pickup or via email;
- support staff or others who interact with the children in the before and after school program in relation to continuous professional learning; and
- document and review the impact of the strategies used in the program on the children and their families. For example, through feedback received from educators, supervisors or through our parent survey.

Our programs strive to:

1. Meet the individual developmental needs of the whole child;
2. Promote child-led and active exploration opportunities in carefully planned and inclusive learning environments;
3. Foster positive relationships, maintain communication and support continuous learning between staff, children, families and community partners; and
4. Document and reflect on the effectiveness of our program.

In our programs you will see:

- a wide variety of open-ended play materials in loosely defined areas so that children can freely use the materials to support their exploration, inquiry and play with bodies, minds, and senses.

- periodic visits from and to shared spaces within the school (e.g., library, gym, playground) to enhance the children's experiences.
- Documentation of the children engaged in play, learning stories that documents the children's experiences and feedback from parents/guardians posted on the parent information board.

In our programs you will *hear*:

- dialogue between staff and children that support problem solving and co learning throughout the entire program.
- daily communication and the exchange of information with families and staff.

Prohibited Practices

Subsection 6.9 - Prohibited Practices

Ontario Regulation 137/15

48 (1) No licensee shall permit, with respect to a child receiving child care at a child care centre it operates or at a premises where it oversees the provision of child care,

- A. corporal punishment of the child;
- B. physical restraint of the child, 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 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.

1. No employee or volunteer of the licensee, or student who is on an educational placement with the licensee shall engage in any of the prohibited practices set out in subsection
2. with respect to a child receiving child care.

Program Registration

Pre-registration for the Before and After School Program will be accepted on an ongoing basis. Full-time requests will be given priority. Part-time care will be considered but not confirmed until program space availability is determined.

Parents interested in registering their child(ren) for the Before and After School Program in an HDSB operated site will complete a pre-registration form located on the [HDSB website](#).

Once the form is submitted, a confirmation email will be sent either providing a link to continue the Onehsn/OneList registration process or an email confirming your name has been added to the program waitlist.

Parent/guardian registration requires four (4) weeks notice before a child can begin attending the program.

There are times when more than four weeks notice may be required before a child can begin, for example if additional educators are needed to support the program.

Onehsn/OneList is available throughout the year to confirm your registration information and to enter your child's schedule for the before and after school program. Please note that for safety reasons, schedule changes need to be completed two weeks prior to the effective date. A maximum of two (2) schedule changes per year is permitted.

Please note that re-registration into the program will be required each year for before and after school care in September. Reminders will be sent to families each April regarding before and after school registration renewals and dates.

Program Viability

We determine the viability of the before and after school program at each site based on the number of annual registrations. If a school site is not able to operate in a given year, communication will be sent to parents/guardians in the spring prior to the start of the next school year.

Hours of Operation (Statutory Holidays, School Closures, PA Days and School Breaks) Emergency Response Plan

The Halton District School Board provides before and after school care for students 3.8 (three years, eight months) to 12 years of age where there is sufficient demand and/or viability. Before and after school programs will operate on each instructional day beginning at 7 a.m. and ending at 6 p.m.

Programs may operate on non-instructional days (professional development days, winter, spring, summer break) if there is sufficient demand and/or viability. The hours of care will begin at 7 a.m. to 6 p.m. at reduced site locations.

As a result of HDSB mandatory closure during the second week of Winter break, all before and after school programs will be closed. The board recognizes all statutory holidays. Parent fees will not be charged for statutory holiday closures.

Please refer to the [HDSB school year calendar](#) for an inclusive list of school and program closures.

Emergency Response Plan

All of the HDSB's schools and facilities have an emergency response plan. A school's emergency response plan is based on established Board procedures, created in partnership with the Halton Region Police Service. The specifics of each plan differ according to the unique circumstances for each location, and are outlined on the Emergency Response Plan posters displayed throughout the school. Students and staff are encouraged to review the emergency response plan for their school.

A school's response to a situation will differ based on the specifics of that situation. The flexibility of the plan is key to the success of the response. In general, each school's emergency response plan includes:

- threats to school safety (e.g., lockdown, bomb threat, hold and secure) and evacuation procedures, including the designation of one or more appropriate evacuation sites

- training for personnel, updating of the plan and a practice drill for students and staff for a variety of these procedures (e.g., lockdown, hold and secure, bomb threats)
- the maintenance of checklists for dealing with specific types of incidents
- resources for help before, during and after an emergency/crisis
- an established Safe Schools Action Team

Please visit [School Safety FAQs on hdsb.ca](https://hdsb.ca/school-safety-faqs) for more information.

Scheduling

For the safety of your child(ren), and in order to provide consistency in the Before and After School Program, the HDSB recommends regular and consistent schedules for care.

Children may attend all five days per week, before and/or after school, or any combination thereof.

Schedule Changes

We recognize at times changes need to be made, however we request a minimal number of changes occur. We will allow a maximum of two (2) schedule changes per school year.

We require two weeks advance notice for schedule changes. Invoices are based upon the days of care scheduled in Onehsn/Onelist.

- Log in to your Onehsn/OneList account
- Choose “Update Your Child’s Schedule” to view the calendar of care or change the schedule
- You will see the registered days of care for the whole school year. If changes are required please choose “Change Schedule”
- Select or deselect the checkboxes for the day or days of the week that you wish to change
- Save
- Revisit the calendar to verify that the changes are accurate

If you encounter problems, please contact Onehsn / Onelist support at support@onehsn.com or call 1-888-722-1540 (Mon. to Fri. from 8 a.m. to 5 p.m.).

Update Your Information

It is important that we have your current information as it pertains to your child's registration, emergency contact list, pick up and drop list, medical and allergy updates, etc. Please update Onehsn/OneList as needed with any changes.

Emergency Contact List

If you cannot be reached at the contact information provided on your registration form, we will contact your authorized emergency contacts. In the event of an emergency, please contact your child's Before and After School Program at the cellphone number provided.

Drop Off and Pick Up

We have a "face-to-face" drop off and pick up practice. You must initial and record the time your child is dropped off or picked up on our attendance form. For safety purposes, we will not release your child to an individual who is not listed on the registration form or emergency contact form (please see the "Update Your Information" section of this handbook). Children will only be released to an authorized adult (an individual who is 18 years or older). In order to verify the identity of the person, we will request a photo ID before releasing your child.

Access to our schools will be granted using a keypad entry system located at each school site. This keypad is specifically designated for the use of before and after school families and program staff. A communication will be sent to each family registered with the Before and After School Program via email the last week of August, indicating the code and the door location of the keypad. **We ask that you do not share this code with anyone other than those designated on the pick up and drop off list for your child.** In the event that the code has been compromised throughout the school year, a new code will be assigned and sent to families via email.

Late Pick Up

Our program closes at 6 p.m. and any later pick-ups are not permitted. If you, or an authorized adult, are unable to pick up your child prior to 6 p.m., it is your responsibility to make alternate arrangements. If you cannot be reached, our staff will contact the authorized emergency contacts provided.

A third late pick-up may result in two weeks notice of termination of placement in the Before and After School Program.

Excursions

Throughout the year, trips may be made to places of interest that add an educational benefit to the children. A notice will be posted in advance of the excursion informing you of the destination, time and date.

Inclement Weather Policy

During the school year it may be necessary to close schools due to inclement weather. This decision is made prior to 6 a.m. and communicated to radio stations/television stations, as well as posted on HDSB social media platforms (Twitter, Instagram, Facebook), and the HDSB Board website and mobile app) by 6:30 a.m.

If the decision is made by HDSB to close schools due to inclement weather, **the before and after school program will be canceled**. A refund will not be offered for these closures.

Under no circumstances is a child to be dropped off at a program and left unattended.

Since communication is key in alerting families to the status of school operations and busing, we use a variety of methods to communicate this important information.

- [HDSB Twitter - @HaltonDSB](#)
- [HDSB Facebook - @Halton District School Board](#)
- [HDSB Instagram - @HDSBSchools](#)
- HDSB Mobile App (Download free from the App Store and Google Play)
- Alert message will be posted on the [Halton District School Board website](#)
- [Halton Student Transportation Services](#)
- Telephone recording through the Board's main switchboard at 905-335-3665 or Toll free at 1-877- 618-3456
- Television Stations: CHCH, CITY TV, CP24
- AM Radio Stations: CFRB 1010 AM, CJOY 1460 AM, CHML 900 AM, CKOC 1150 AM, CHWO 740 AM, AM680NEWS, CHAM 820 AM

- FM Radio Stations: CHFI 98.1 FM, WAVE 94.7 FM, Y108/107.9 FM, CING 95.3 FM, KLITE 102.9 FM, CBC 99.1 FM, CIMJ 106.1 FM

For more information, please visit haltonbus.ca and [HDSB Inclement Weather](#)

Withdrawal From The Program

Two weeks notice is required if you decide to withdraw your child from the program. You will need to make this change in Onehsn/OneList.

Should you withdraw your child without notice, your account will be charged for the two-week notice period.

Rates, Invoicing and Payments

Families will receive a statement of fees for the school year based on your child's schedule in Onehsn/OneList. Statements will be emailed to parents at the end of August.

Payments will be required to be made on the 1st (first) of each month for care provided the following month. For example, a monthly payment is required on October 1st for care received during the month of October.

Payments for the Before and After School Program are made through the [School Cash Online](#) system as set up by the HDSB. It is the parent's/guardian's responsibility to ensure payment is made through the cashless system by the due date.

If payment is not received by the due date, child care will be suspended until the account is paid in full. If the account remains in arrears on the 30th (day 30) of the month, the before and after school care will be terminated. Before and after school care will not be reinstated until all account balances are paid in full.

Parents will be financially responsible for before and after school fees regardless of the student's attendance. There is no reduction in before and after school fees for vacation or illness.

Fees will not be reimbursed due to any of the following circumstances:

- Vacation or illness
- School closure due to inclement weather

- Emergency closures
- Suspensions

Canada-wide Early Learning and Child Care (CWELCC) System

The Halton District School Board is pleased to be enrolled in the Canada-Wide Early Learning and Child Care (CWELCC) system that supports quality, accessibility, affordability and inclusivity in licensed child care.

CWELCC is a five-year plan that is being implemented in stages, to make child care more accessible and affordable. Fees will reduce every year, reaching an average fee of \$10/day by 2025-2026.

CWELCC will:

- Allow licensed child care centres and licensed home child care agencies that opt-in to the system in 2022, to reduce parent/caregiver fees for children under the age of six (6) by 25 per cent, retroactive to April 1, 2022. Participating child care operators will further reduce child care fees by 50 per cent, on average, by January 1, 2023. There will be further fee reductions in 2024 and 2025;
- Create more affordable, quality licensed child care spaces;
- Support the early childhood workforce through enhanced compensation, training, and professional learning opportunities; and
- Improve accessibility by addressing barriers to providing inclusive and flexible child care.

Age Group	Program	Base Rate 50% Reduction (Effective January 1, 2023)
Kindergarten (JK / SK)	Before School Only	\$12.00
	After School Only	\$12.00
	Before and After School	\$13.26
	PA Days (Full Day Program)	\$23.63

Age Group	Program	Non-Base Fees
School - Age (6 to 12 years of age)	Before School Only	\$ 15.70
	After School Only	\$ 21.84
	Before and After School	\$ 25.86
	PA Days (Full Day Program)	\$ 50.00

The [Halton Region Canada-Wide Early Learning and Child Care \(CWELCC\) System webpage](#) has more information for families about CWELCC.

Child Care Subsidy

The Ontario child care fee subsidy program will continue to be available for families who are eligible to apply for financial support to help pay for licensed child care.

The fee subsidy will continue to be determined through the income test that is administered by Region of Halton, Children's Services. The amount you will pay depends on your family's income and will be reduced by 50% for eligible children, effective December 31, 2022.

Child care subsidy, or financial assistance with the cost of child care, is available to families who:

- Live in Halton Region
- Are working, training or attending school
- Have children from birth to 12 years of age in licensed child care programs
- Are financially eligible for the child care fee subsidy

Please contact:

Region of Halton, Child Care Services,
 Phone Dial 311 or 905-825-6000
 Toll Free 1-866-442-5866 (1-866-4HALTON)
 TTY 905-827-9833

Learn more about the [assistance of child care costs](#).

Health and Safety/HDSB Policies and Procedures

We have established protocols and guidelines aimed at promoting your child's well-being and safety, fostering a conducive learning environment. It is advisable to keep your child at home if they exhibit any signs of illness. Please note that fees will not be reduced in cases of illness. In the event that a student is suspended from school, they will be ineligible to participate in the before/after school program until the suspension period is over. Similarly, fees will not be deducted due to suspension.

Special Needs

The HDSB offers a comprehensive program that fosters a safe and inclusive learning environment. We invite you to connect with the school principal and the before/after school care educators prior to your child's enrollment in the program. This meeting ensures that we can adequately address any specific needs or requirements your child may have.

Be assured that your child's well-being and safety hold the utmost importance to us. To ensure the utmost care, we facilitate seamless information sharing between our dedicated Before and After School Program staff and the school. This collaboration is crucial in safeguarding the health and well-being and overall safety of your child throughout their time in the program. We prioritize open communication and take every measure necessary to provide a secure and nurturing experience for your child.

Program Volunteers and Student Placements

The Halton District School Board welcomes both placement students and volunteers into the Before and After School Programs offered in our schools. We believe it is a valuable part in gaining experience in a child care environment. Volunteers and students also play an important role in supporting staff in the daily operation of these programs.

- Students and volunteers will always be supervised by an employee and never permitted to be alone with any child or group of children who receive child care.
- Students and volunteers will not be counted in staff to child ratios.

Nutrition

Snacks are provided daily and are selected in accordance with the [Ministry of Education's School Food and Beverage policy](#) and [the Canada Food Guide](#). It is important that you inform the school and the Before and After School Program of your child's specific food allergies.

If your child is attending a full day with the program (PA Days, Winter break and March break), **it is your responsibility to provide lunch as you would on any regular school day. Lunch bags and water bottles must be labeled with your child's name.**

We are asking ALL students, families and members of our school community to adhere to the following requests regarding peanuts/tree nuts:

- Lunches and snacks are free of peanuts and tree nuts, as well as products that may contain peanuts/tree nuts such as donuts, granola bars, etc.
- Read food labels, checking for peanut/nut ingredients prior to sending them to school.
- If peanut butter is eaten at home before school, ensure lips, mouth and hands are washed thoroughly before attending school (this is truly an essential action to prevent cross contamination).

Parent Issues and Concerns Policy and Procedures

Intent

The HDSB is committed to service excellence in the delivery of our Before and After School Programs. It is recognized that from time to time there may be concerns/complaints and parent issues that may arise. The HDSB recognizes that parents/guardians have the right to raise such complaints/concerns and/or parental issues, and that they need mechanisms to do so.

This policy is intended to create a transparent and timely method of responding to public complaints. The HDSB recognizes that when a person has a complaint about the HDSB Before and After School Programs, the way in which his/her complaint is handled is critical to the person's ongoing relationship with our organization. Parents/guardians are encouraged to take an active role in the HDSB Before and After School Programs and

regularly discuss what their child(ren) are experiencing within our program. As identified in the HDSB program statement, we support positive and responsive interactions among the children, parents/guardians, child care providers and educators, and foster the engagement of an ongoing communication with parents/guardians about the program and their children.

Educators are available to engage parents/guardians in conversations and support a positive experience during every interaction. Complaints are defined as but not limited to an expression of dissatisfaction with regard to a service/program (e.g. program-related, educator-related, and operational).

Procedure

All issues and concerns raised by parents/guardians will be taken seriously by the HDSB and will be addressed. Every effort will be made to address and resolve issues and concerns to the satisfaction of all parties as quickly as possible.

Complaints/concerns are encouraged to be discussed with the educator who is most connected to the concern/ situation, either in person, by phone or by email. Responses and outcomes will be provided verbally or in writing upon request. The level of detail provided to the parent/ guardian will respect and maintain the confidentiality of all parties involved.

The person who raised the issue/concern will be kept informed throughout the resolution process. If the complaint is not resolved or if the parent/guardian is uncomfortable discussing the issue with the relevant educator, the parent/guardian can inform the Manager, Principal or Superintendent of Education. This process can be used to resolve many inquiries or matters of simple error that can be corrected to your satisfaction.

Process

The Halton District School Board is committed to handling concerns/ complaints/parental issues promptly, consistently and fairly. Complainants will be treated with respect and kept informed of the status of the complaint. The Manager, Early Years and Child Care Programs will respond to all complaints within 2 business days of receiving the complaint.

The initial response to a concern/ complaint/parental issue will be to confirm the complaint has been received and to indicate expectations for how long the investigation will take if it can be reasonably assessed at that point. HDSB aims to resolve all concerns/complaints and parental issues within 10 business days of receiving them. If this timeframe cannot be met, parents/guardians will be informed of the reasons and given a revised timeframe. Upon completion of the investigation, parents/guardians will be provided with clear reasons for the decisions relating to the complaint.

Every effort will be made to address and resolve issues and concerns to the satisfaction of all parties and as quickly as possible.

Confidentiality

Every issue and concern will be treated confidentially and every effort will be made to protect the privacy of parents/guardians, children, educator, students and volunteers, except when information must be disclosed for legal reasons (e.g. to the Ministry of Education, College of Early Childhood Educators, law enforcement authorities or a Children's Aid Society).

Conduct

The Halton District School Board maintains high standards for positive interaction, communication and role-modeling for children. Harassment and discrimination will therefore not be tolerated from any party. If at any point a parent/guardian, provider or educator feels uncomfortable, threatened, abused or belittled, they may immediately end the conversation and report the situation to the supervisor and/or Manager.

Escalation of Issues or Concerns

Where parents/guardians are not satisfied with the response or outcome of an issue or concern, they may escalate the issue or concern verbally or in writing to the Manager or Superintendent of Education. If you are unable to register the complaint in this manner due to a disability, you may contact HDSB to request accommodation, which will be provided appropriate to your needs and circumstances.

Concerns about the Suspected Abuse or Neglect of a child

Everyone, including members of the public and professionals who work closely with children, is required by law to report suspected cases of child abuse or neglect. If a parent/guardian expresses concerns that a child is being abused or neglected, the parent will be advised to contact the local Children's Aid Society (CAS). Persons who become aware of such concerns are also responsible for reporting this information to CAS as per the "Duty to Report" requirement under the Child and Family Services Act. For more information, visit <https://www.ontario.ca/page/report-child-abuse-and-neglect>.

Safe Arrival and Dismissal Policy and Procedures

Purpose

This policy and the procedures within help support the safe arrival and dismissal of children receiving care.

This policy will provide staff, students and volunteers with a clear understanding of their roles and responsibilities for ensuring the safe arrival and dismissal of children receiving care, including what steps are to be taken when a child does not arrive at the before and after school program as expected, as well as steps to follow to ensure the safe dismissal of children.

This policy is intended to fulfill the obligations set out under Ontario Regulation 137/15 for policies and procedures regarding the safe arrival and dismissal of children in care.

Note: definitions for terms used throughout this policy are provided in a Glossary at the end of the document.

Policy

General

- **The Halton District School Board** will ensure that any child receiving child care at the before and after school program is only released to the child's parent/guardian or an individual that the parent/guardian has provided written authorization the before and after school program may release the child to.

- **The Halton District School Board** will only dismiss children into the care of their parent/guardian or another authorized individual. The program will not release any children from care without supervision.

Procedures

Accepting a child into care

1. When accepting a child into care at the time of drop-off, program staff in the room must:
 - greet the parent/guardian and child.
 - ask the parent/guardian how the child's evening/morning has been and if there are any changes to the child's pick-up procedure (i.e., someone other than the parent/guardian picking up). Where the parent/guardian has indicated that someone other than the child's parent/guardians will be picking up, the staff must confirm that the person is listed on the child's contact information sheet or where the individual is not listed, ask the parent/guardian to provide authorization for pick-up in writing (e.g., note or email).
 - document the change in pick-up procedure in the daily written record.
 - sign the child in on the classroom attendance record documenting the time of arrival to the program.

Where a child has not arrived in care as expected

Where a child does not arrive at the before school program and the parent/guardian has not communicated a change in drop-off (e.g., left a voice message or advised the closing staff at pick-up), the school will follow safe arrival protocol as per the HDSB Safe Arrival Elementary Reference Guide using the School Messenger Safe Arrival application process. The school secretary will follow up with a phone call to the family for unexplained absences after morning attendance.

Once the child's absence has been confirmed, program staff shall document the child's absence on the attendance record and any additional information about the child's absence in the daily written record.

Arrival in the After School Program

Where a child does not arrive to the after school program as expected or is not picked up from the after school care as expected, staff must follow the safe arrival and dismissal procedures set out in the HDSB Safe Arrival and Dismissal Procedure. Specifically:

Role of the DECE: Attendance sheets must be current and reflect changes made by parents online. Therefore, every Thursday, DECE program staff will print a copy of the attendance sheet for the HDSB before and after school program. This attendance sheet can be obtained from the before and after school program HDSB google email.

DECE staff will take attendance of all children in the after school program documenting the time of arrival into the program. DECE staff will maintain their own record of the attendance form so they are aware of the number of children attending the program at all times before and after school.

- Where a child is absent, the DECE staff will mark "A" on their attendance form.
- Where a child is absent due to illness, staff will mark "S" on the attendance form.
- Where there are more than one staff working, staff will communicate the total number of children attending to additional program staff such as Early Childhood Assistants.

In programs with more than one section of before and after school programs, DECE staff must print two (2) copies of the attendance for each section.

DECE staff working in the after school program are responsible for children enrolled in the after school program from the end of the instructional day until they are picked up by their parent or guardian.

DECE staff will refer to "daily absences" reported by the office for children scheduled to attend the after school program. Attendance must be taken within 10 minutes of the school day ending to ensure that children have arrived safely to the after school program. It is the responsibility of the DECE to account for all children on the attendance sheet. If a child has not arrived within 10 minutes, DECE staff are to follow up with the office to locate the child. The school secretary will call the classroom teacher and assist in locating the child. The school secretary will contact the parents. If the child cannot be located, the secretary is to escalate the situation to the Principal or the teacher in charge.

- If a child is sent on the bus in error, the principal or teacher in charge will:

- Call the bus company and request that the bus driver bring the child back to the school:
 - Notify the Manager, Early Years and Child Care Programs
 - Inform the parent
- Within thirty (30) minutes, if a child is missing and is unaccounted for, DECE staff will:
 - Call the police to report the child is missing. Provide information collected about the child (address, description)
 - Contact the parents and notify the Manager, Early Years and Child Care Programs that the police have been informed;
 - The Manager, Early Years and Child Care Programs or designate will contact the Superintendent of Education, Child Care and Early Years
- If a child arrives in the after school program who is not scheduled to attend, the DECE staff will call the secretary who will contact the parent/guardian to pick up the child.

Releasing a child from care

The staff who is supervising the child at the time of pick-up shall only release the child to the child's parent/guardian or individual that the parent/guardian has provided written authorization that the child care may release the child to. Where the staff does not know the individual picking up the child (i.e., parent/guardian or authorized individual),

- confirm with another staff member that the individual picking up is the child's parent/guardian/authorized individual.
- where the above is not possible, ask the parent/guardian/authorized individual for photo identification and confirm the individual's information against the parent/guardian/authorized individual's name on the child's file or written authorization.

Where a child has not been picked up by 6:00 pm

Where a child has not been picked up from the after school program by 6:00 pm, the DECE shall contact the parent/guardian by phone and contact the Manager, Early Years and Child Care Programs, to advise that the child is still in care and has not been picked up. Staff shall ensure the child is given a snack and activity while they await their pick up.

- Where the staff is unable to reach the parent/guardian, staff must contact the additional emergency contacts listed on the child information sheet. Where the individual picking up the child is an authorized individual and their contact information is available, the staff shall proceed with contacting the individual to confirm pick up as per the parent/guardian's instructions or leave a voice message to contact the program.
- Where the staff has not heard back from the parent/guardian or authorized individual who was to pick up the child the staff shall contact the Manager, Early Years and Child Care Programs.
- Where the staff is unable to reach the parent/guardian or any other authorized individual listed on the child's file (e.g., the emergency contacts) by 6:30 pm, the staff shall proceed with contacting the Halton Children's Aid Society (CAS) at (905) 333 - 4441. Staff shall follow the CAS's direction with respect to next steps.

Dismissing a child from care to participate in other onsite activities

Where a parent/guardian has provided written authorization for their child to be released from care to participate in another activity at the school, written authorization must be obtained from the parent and filed in the program binder.

The written authorization must confirm the exact dates and times of the other activity and how the child may be released from care (example, the gym teacher (name) will come to the after school program and sign the child out and the parent will pick up the child from the gym). Staff in the program must be responsible for dismissing the child from care. Prior to dismissing the child from care, the staff shall review the written instructions for release provided by the parent/guardian and release the child at the time and manner set out in the instructions.

The staff shall ensure the specified pick up person signs the attendance form; staff will document the time of departure as well as their initials on the attendance record.

For More Information

For more information, please contact the Halton District School Board by phone at 905-335-3663, ext 3260, or visit online at hdsb.ca.