

2024-2025

LICENSED BEFORE & AFTER SCHOOL CARE

Handbook





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OUR LICENSED BEFORE AND AFTER SCHOOL CARE PHILOSOPHY

The City of Surrey's Before and After School Care programs are designed to reflect the image of the child: one who is curious, capable, creative and confident. We look to inspire our children to work and learn both collaboratively and independently according to their interests.

Our responsive programs align with the BC Ministry of Education Curriculum, as well as the Provincial Early Learning Framework, and strive to set a foundation of success for the child, both in school and in life.

We recognize that with diversity comes different beliefs, values and learning styles. We aim to celebrate all children for their unique abilities and contributions.

We support children in the development of new skills and experiences that will facilitate their journey to becoming healthy, productive members of the community.

The City of Surrey is committed to providing Before and After School Care programs that are safe, nurturing, inclusive and that foster respect and compassion in all children. We provide a responsive approach to learning that embraces all areas of child development, promotes positive self-image, and encourages these characteristics in all children through to adulthood.

RESPONSIVE APPROACH

Our Before and After School Care programs develop as the instructor actively listens and observes children in group and independent activities, creating a collaborative approach to learning. In this process, meaningful activity planning is created to encourage curiosity, exploration, critical thinking, creativity, and foster positive peer interactions.

Our approach focuses on the five areas of healthy child development: social, emotional, physical, creative and cognitive. Based on this responsive approach, our programs include various learning opportunities, engagement in open-ended activities, free play and exploration – all concepts align with the communication, thinking and social competencies that are the core of the new Provincial school curriculum.



LICENSED BEFORE AND AFTER SCHOOL PROGRAMS

Programs are available to children attending kindergarten to grade seven. Each day children will have the time to create, move, discuss, observe, read and play. Our highly trained and passionate staff will ensure that children are actively engaged in a wide variety of developmentally appropriate activities each day.

Before School Care: 7am to first bell.

After School Care: School dismissal bell to 6pm. This includes early dismissal days.

REGISTRATION

Children must be registered and attending the school for which the program is being offered. Registration at more than one site is not permitted, and may result in the cancellation of your registration.

When registering, families may choose up to five days per week of Before and/or After School Care during the school year. Days will be non-transferable and the chosen day(s) will be scheduled and charged for the duration of the program (for example, if your child is registered for Mondays and Wednesdays, registration will be scheduled for every Monday and Wednesday throughout the school year).

Refunds are not given if your child does not attend the program.

KINDERGARTEN GRADUAL ENTRY

Gradual entry schedules can vary significantly from one student to another, posing challenges in coordinating consistent care while maintaining our high standards of supervision and safety.

REGISTRATION CHANGES

The Before and After School Care Program cannot accommodate drop-in or rotating schedules. If there is a need for changes within your current registration schedule - this must be made in writing and processed a month prior. Please speak with the program supervisor or coordinator to determine what your options are.

When you pick up your child from our program and sign them out, it's important to remember that they are no longer under the direct supervision and responsibility of our staff members, even if your child is still outside playing with the program participants.

If your child(ren) will be late due to on-site school activities, it is essential to inform the Before and After School Care staff about any events your child will be attending, such as book fairs, conferences, or sport practices. While these activities take place on school grounds, they are not managed by the Before and After School Care program. Parents must pre-plan and communicate their child's attendance at these events with program supervisors and coordinators. The Before and After School Care program is not a drop-in program. If your child(ren) are leaving school grounds for curricular activities such as off site track meets they are unable to join the Before and After School Care program for that day. If a child does not arrive at the program on time without prior notification, they will be considered a lost child.

*This process is subject to change.***

Registration changes/withdrawal of service*

In order to change your registration/withdraw from the program, the following considerations must be met:

- One month's payment will be charged if you do not provide one calendar month's notice for withdraw.**

**If you have any questions about the above, please contact your Before and After Care supervisor or coordinator.*

***we are unable to accept any withdrawals/changes to registrations between August 1, 2024 and October 1, 2024. After October 1, you may change/withdraw anytime, providing the above considerations are met. One month's notice and \$50 withdrawal fee do not apply to changes received prior to August 1, 2024.*

At the time of registration, parents/guardians will receive a participant package of forms. These forms provide us with the necessary information to ensure a safe and nurturing environment to your child's Before and After School Care experience. These forms are online and fillable, and can be completed and submitted in person or via email.



Forms included in this package are:

- Medical Disclosure and Consent Form
- Child's Profile Form
- Photo Release Form
- Code of Conduct
- Emergency Consent Card with Photo
- Administration of Prescribed and Non-Prescribed Medication Form (if applicable)

If you have any questions about the above forms, please contact your local Recreation Centre. All forms must be completed in full prior to your child's first day in the program.

LOST CHILD PROCEDURE

If we are uninformed of your child's absence, including school field trips the following will occur:

- A text message will be sent to confirm your child's whereabouts. If you do not respond within 5 minutes, you will receive a call.
- If a supervisor cannot get a response, we will call authorities and the situation will be handled as a lost child and we will go into our Lost Child Procedures as your child's safety is the utmost importance.

Please text the site phone if your child will be absent from After School Care for the day.

PROGRAM ATTENDANCE, DROP OFF AND PICK UP

As a safety measure, we ask that parents/guardians provide names of at least three people authorized to pick up their child on the Medical Disclosure and Consent Form. If an unfamiliar person is picking up the child, the instructor will cross reference the authorized persons list located on the child's Medical Disclosure and Consent Form that has been provided, and photo identification will be requested before your child is released. Please ensure that the authorized pick up person(s)'s names match their legal name as printed on their government ID. If the unfamiliar person is not on the authorized persons list, a parent/guardian will be contacted and requested to provide written permission before the child can be released.

A parent/guardian can give permission to authorize an alternate person for pick up; however, permission must be provided to the program instructor or program supervisor by email or written notice before the child can be released from the program.

LATE PICK UP

Please ensure children are picked up promptly, acknowledging our staff's work schedules and personal commitments.

WITHDRAWAL OF SERVICE

The following situations may be considered cause for program or a program pause:

- All participants must abide by our code of conduct to ensure a safe and respectful environment. This includes behaviours towards staff members, program participants, and other families involved within the program.
- Non-payment of fees

SCHEDULED MONTHLY PAYMENTS

Monthly payment options are available on a non-equalized schedule and will be deducted on the first of each month.

Scheduled payment information must be provided at the time of registration. Accepted forms of payment include Visa, MasterCard, American Express, or Automatic Debit Withdrawal. The cost of the program is based on the number of days that your child is registered to attend, for example, if your child is registered to attend 21 days in September, you will pay the daily rate(s) x 21 for the month of September.

FINANCIAL SUPPORT & INFORMATION

In addition to providing monthly payment plans, the Before and After School Care program offers financial support through the Affordable Child Care Benefit, which is available to help eligible families with the cost of licensed childcare. For information on the Affordable Child Care Benefit, see My Family Services (page 11), visit gov.bc.ca/affordablechildcarebenefit, or contact your local Surrey recreation centre for more details.

If your family is approved for the Affordable Child Care Benefit, please know that it may take some time to process. Families will be required to cover the full cost of the program fees until Affordable Child Care Benefit approval has been issued. Once approval has been received, fees owed back to the family

for previous months will be put towards future payments, reducing the parent portion fees for upcoming scheduled payments.

My Family Services

My Family Services provides online access to the Affordable Child Care Benefit, and the Autism Funding Program. Families are welcome to use this service to access their personal case information from a mobile device, tablet or computer; available 24 hours per day.

The My Family Services online portal also allows you to:

- Receive key messages that affect your approved services
- Upload documents and forms
- View the status of your case

HEALTH AND ILLNESS PRACTICES

As children are growing and developing, so are their bodies' immune systems. A child's ability to combat common illnesses can be impeded due to the immaturity of their immune systems. If your child is unable to participate due to illness, please notify the program instructor.

For the health and consideration of all, and to avoid the potential spread of illness, we ask that parents/guardians keep their children home if the following moderate to severe signs/symptoms are present:

- Fever
- Chills
- Difficulty breathing (in small children, this can look like breathing fast or working hard to breathe)
- Cough
- Nausea or vomiting
- Diarrhea
- Headache
- Sore throat
- Loss of sense of smell or taste
- Loss of appetite
- Extreme fatigue or tiredness
- Body aches

In the interest of keeping all participants and staff safe and healthy, all children attending Before and After School Care are required to self-screen their child for symptoms of illness, as per above. Parents must be present at drop-off.



ALLERGEN AWARE POLICY

For the health and safety of all children, we may require a program to be allergen aware by restricting some types of allergens, (for example: nuts, dairy, shellfish, etc.).

At the time of registration and on the Medical Disclosure and Consent Form, parents/guardians are asked to indicate any severe or life-threatening allergies. When a program is designated as allergen aware, notices will be sent home with the children and posted within the program entrance, notifying parents/guardians of any snack restrictions.

EMERGENCY PROCEDURES

In the event of an emergency evacuation or a scheduled evacuation drill, the program instructor will lead the class out of the building to a designated meeting place. Instructors will have all participant Emergency Consent Cards in the event that parents/guardians need to be contacted for alternative pick-up locations. Please speak with the program instructor to ensure that you have a copy of the program's emergency plan(s) and emergency alternate location plan(s).

HEALTHY EATING GUIDELINES

Before and After School Care services positively reinforce a culture of healthy eating and encourage children to develop healthy behaviour related to food choices. Children are born knowing when they feel hungry and when they feel full. Trusting and teaching children to listen to their bodies reinforces skills that they need for lifelong healthy eating.

The Before and After School Care program is committed to supporting healthy eating habits and ensuring that all program participants are provided with nutritious snacks during the program, as well as a refillable water bottle. We do ask that you provide a healthy snack for your child to eat during the program.

Consider the following questions when packing a snack/lunch

- Is there a vegetable?
- Is there a fruit?
- Is there a whole grain food item?
- Is there a protein option?
- Is there a reusable water bottle?

Below is a list of healthy snacks you may choose to provide your child each day:

Snack Examples:

Vegetables & Fruits

- Bell Pepper
- Carrots
- Bananas
- Broccoli
- Corn
- Grapes
- Spinach
- Melons
- Pears

Whole Grain Products

- Whole Grain Crackers
- Quinoa
- Whole Grain Barley
- Oats
- Wild or Brown Rice
- Freekah

Protein Products

- Beans
- Low Fat Yogurt
- Eggs
- Lentils
- Seeds
- Lean Meats

GUIDING CHILDREN'S BEHAVIOUR

We believe in providing a safe, secure, respectful and nurturing environment where each child feels free to express their thoughts and emotions. We encourage the development of deep and meaningful relationships between peers and instructors. We provide many opportunities for social interaction and discussions as effective ways for children to develop and grow healthy skills to regulate their own emotions and understand and respect the emotions of others.

Our Guidance Strategies Respectful guidance from program instructors helps children to gain independence, self-confidence, self-control, and a sense of personal and social responsibility.

Clear, Consistent and Simple Limits Clear, consistent and simple limits help children to learn and understand what is expected of them. Our program instructors create positive boundaries, encouraging the child to focus attention on what to do, rather than what not to do.

Cues and Indicators Cues and indicators offer the children notice that there will be a change in their activity or routine. This provides the child with the opportunity to anticipate, prepare and adjust to the change, and maintain a positive relationship between the child and program instructor.

Acknowledging Feelings By acknowledging children’s feelings we help them to feel understood and supported in the environment. Acknowledging a child’s feelings prior to stating a limit or giving a directive will help to elicit a more positive response from the child and maintain a positive relationship between the child and program instructor.

Choices To promote self-regulation and independence, we offer age and developmentally appropriate choices for the child throughout their time in the program.

Screen Time In Licensed Before and After School Care, employees must demonstrate the appropriate modeling of screen time usage. As such, the following policy is in place regarding screen time:

- Programs where children are in attendance for 3 hours or less should not include screen time activities in the daily routine
- For programs where children are in attendance for 3 hours or longer screen time is limited to 30 minutes or less per day

CHILDREN REQUIRING SUPPORT

If your child has a disability and currently requires/receives EA support to participate in school please contact our Accessibility and Inclusion Team prior to registering. Accessibility and Inclusion cannot guarantee support will be provided.

Accessibility and Inclusion

Phone: 604-502-6325

Email: inclusion@surrey.ca

Accessibility and Inclusion offers a variety of programs and support services for children with disabilities to get involved and get active. We strive to remove potential barriers so every child in the community can participate in recreation and leisure programs to improve their overall health and wellness.

FREQUENTLY ASKED QUESTIONS

What do I need before my child starts Before and After School Care?

We ask that all forms are completed and returned prior to the first day of the program. For information on where to drop off your packages, please contact your Before and After School Care supervisor or the Call Centre at 604-501-5100.

My child is new to Before and After School Care. Can I stay to help transition them into the program?

Yes, of course! Sometimes a new environment can be scary. Each child has a different way of dealing with separation. To ensure a healthy attachment, your presence may be required. A parent is welcome to stay and make the transition positive for everyone.

What does my child need to bring to Before and After School Care?

Please ensure your child is bringing a healthy snack and a water bottle for Before School Care, and another healthy snack for After School Care. Please refer to the Healthy Eating Guidelines on page 13.

Do I have to notify someone if my child will not be coming to Before and After School Care for the day?

Yes. If your child is unable to fully participate in the program due to illness, parents/guardians are asked to keep children at home. A Health and Illness Policy and Procedure is in place to maintain the health and safety of all children.

Please notify the program instructors if your child has an illness, will be late or absent, or picked up early on a particular day. We do not communicate with the school administration, so please notify the program instructors directly via the site phone.

Will my child play outside?

Yes. All licensed child care programs in the province of BC must ensure children have daily access to outdoor play. In the City of Surrey our Active Play Policy mandates a minimum of 30 minutes of outdoor play per day, rain or shine. These outdoor play times vary depending on the length of the program. In extreme weather conditions (thunder and lightning, high winds, temperatures below -20°C or above +30°C) indoor active play may be an alternative.

With our Active Play Policy in mind, please ensure your child has appropriate clothes and protection for the weather (for example: sunscreen, rain jacket, hat, boots, gloves, etc.).

When children are dressed properly the barrier of discomfort is removed, allowing everyone to freely enjoy the outdoor experience.

Does the Before and After School Care Program go on field trips?

No; however, the Before and After School Care program may choose to leave the facility to go to a nearby park or sports field. In such a circumstance, a notice will be posted at the program door in order to inform the authorized pick-up person as to when the program is expected back at the facility.

What if I need to withdraw my child from the Before and After School Care Program?

Please call the program supervisor directly to request any changes or adjustments to your child's upcoming Before and After School Care registration. Program supervisors can be contacted by reaching out to your local recreation centre nearest your Before and After School Care site or through the Call Centre at 604-501-5100.

My payment and/or contact information has changed – who should I contact?

If your address, phone number, email address or payment information has changed, please contact the Call Centre at 604-501-5100, and ensure that you have updated your child's participant package of forms with the program instructors.

FAMILY RESOURCE LINKS

- activeforlife.com
- bcd.gov.bc.ca
- bcrpa.bc.ca
- fraserhealth.ca
- gov.bc.ca/affordablechildcarebenefit
- healthservices.gov.bc.ca/ccf
- live5210.ca
- options.bc.ca
- surrey.ca
- surreylibraries.ca
- the-centre.org



**FOR QUESTIONS REGARDING
BEFORE AND AFTER SCHOOL CARE,
PLEASE CONTACT OUR CALL CENTRE**

604-501-5100

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