



Parent Handbook After School Program

Our Mission, Vision & Values

Our Mission

We offer a safe, happy and inclusive place for children and youth where everyone is known and valued, and where differing needs are acknowledged, accepted and met.

Our Vision

An inclusive community in which all children and youth are inspired to thrive.

Our Values

Accountability, Dedication, Integrity, Leadership, Respect

Program Statement

Jericho Youth Services believes that our After School Programs provide your child(ren) with the opportunity for healthy growth and development and to thrive in socialization. We see parents/guardians as partners in this adventure and welcome your suggestions and comments.

Jericho Youth Services uses this resource guideline to strengthen the quality of our programs and ensure high quality and enriching experiences that lead to positive outcomes in relation to the children's learning, development, health and safety, nutrition and well-being through play-based learning.

As they pursue their choices and plans, children explore, ask and answer questions, solve problems, and interact with peers, program staff, volunteers, students on placement and other adults. Our program provides learning opportunities both indoors and outdoors.

We see children as competent individuals, capable of complex thinking, curious and rich in potential and we will value and build on their strengths and abilities. We will encourage the children to interact and communicate in a positive way and support their ability to self-regulate.

We see families as experts because they know their children better than anyone. They share relevant and valuable information to make their children's experience that much more special. We will foster the engagement and provide ongoing communication with parents/guardians, and the local community partners about the program and the development of their children.

We see our educators as knowledgeable, insightful, resourceful and rich in experience. We value the experiences and adaptive environments that are created just for the children based on interests. We will provide child-initiated experiences that are supported by adults. The program will support staff with continuous professional development to maintain a supportive and educational environment.

History of Jericho Youth Services

Jericho is a not-for-profit organization that has been providing the families of Georgina with free and low cost recreation programs since 1982. We are a not-for-profit charitable organization specializing in Licensed Childcare, after school programs and day camps.

Jericho Youth Services participates in many community events as well as hosts fundraising events such as our annual Trivia Nights and pre-teen dances.

Our Staff

Jericho Youth Services' programs are staffed by teams of dedicated individuals that have been carefully selected based on their skills, talents and commitment to healthy child development. JYS staff are required to follow agency and Ministry legislated policies and procedures (e.g. public health, and fire regulations), and participate in an annual policy review. All program staff hold a valid Standard First Aid Certificate with infant/child CPR-C and a clear Vulnerable Sector Criminal Reference Check. Staff participate in mandatory workplace training including, but not limited to, The Workplace Health and Safety Act, WHMIS, Accessibility for Ontarians with Disabilities (AODA), HIGH FIVE®'s – Principles of Healthy Child Development, and Food Handler Certification.

In addition to the HIGH FIVE® training, we provide an extensive training program which include topics such as program planning, understanding child behaviour, problem solving, planning special events, working with children who have special needs, emergency procedures as well as practical experience leading games and crafts

At JYS, we value professional development. Training provides educators opportunities to learn new skills and access information on current issues. Our staff participate in a variety of opportunities, including regular training sessions, team and program meetings, committees, and workshops.

Supervisors and Program Leaders

A caring leader is an essential component in ensuring a positive day experience for your child. You will take comfort in knowing that all Jericho staff goes through a thorough screening process including an interview, reference checks and vulnerable sector screening checks.

All of our Jericho Youth Services staff members are certified in HIGH FIVE®'s – Principles of Healthy Child Development. This provincial training program focuses on understanding children and how to create programs that support their development.

Supply Staff

When a permanent staff member is absent, supply staff are employed to deliver the program. Supply staff must meet the same requirements as the staff they are replacing.

Volunteers and Students

JYS partners with various community colleges, universities, and secondary schools to provide opportunities for students to complete practical placements. Students make significant contributions to our programs and the experience they gain is invaluable to their studies.

All JYS programs are in compliance with the Ministry of Education requirements for supervision of children by staff, volunteers, and placement students. All students and volunteers and persons less than 18 years of age are supervised by an employee at all times and are therefore not permitted to be alone with any child. For more detailed information about this policy, please consult with the after school program coordinator.

All students are required to provide confirmation of a clear vulnerable sector criminal reference check and to review and sign program policies prior to the start of their placement.

Program Information

Supervision Ratios

Our staff/child ratios reflect our commitment to safety and high-quality program supervision. Our after-school programs operate with a maximum ratio of one leader to every 15 children (1:15).

Parks and Recreation Ontario – Principles of Healthy Child Development®

Jericho Youth Services believe that recreational programs and sports provide your child with the opportunity for healthy growth and development. To ensure the programs are of the highest quality, we incorporate the HIGH FIVE® principles of healthy child development into all program designs.

Program Plans

We want you to know what we'll be doing. Monthly program plans will be posted on the message board at each location. Should you have any questions or suggestions regarding these plans, please see the Supervisor or Program Leaders at the location. Each month the program plan will consist of the following.

Health and Wellness - A variety of activities which will allow children to explore their Mental and Physical Wellness. Activities include self-esteem worksheets, exploration of self-care, healthy eating activities, and games rooted in exploring mental and physical health.

Arts, Crafts, and Culture - includes age-appropriate creative activities that allow children to explore their artistic side

Language, Literacy, and Numbers - Helping children find fun in activities that include language and math, Examples are Sight-Word Bingo and Mad-libs

Outdoor & Physical Activities - indoor and outdoor games and sports that increase heart rates to keep children active at Program

Community Building - Activities that promote philanthropy, volunteerism, and community engagement. Activities could include making recycling posters for the program space or writing cards to local LTC patients.

STEM Activities - various fun activities that are rooted in learning the importance of science, technology and engineering. This can range from fun science activities like lava lamps, to building our own bridges and exploring the amount of weight they can hold.

Preparing your Child for our programs

Your child should bring the following with the participant's name on it and meet the following criteria to attend program:

- Running shoes
- A hat
- Extra drinks (water)
- Please leave toys and electronics at home
- Proper outdoor clothing according to the season (jacket, boots, snowsuit, etc.)
- **All participants** need to be toilet trained in order to attend our programs

Money/Valuables

The Jericho staff are not responsible for any money or valuables brought to program. We strongly discourage participants from bringing any electronic devices (i.e., video games, tablets, cell phones, cameras, etc.) and money. If a participant does bring any of these things to program, they will be asked to put them away. If a participant rides their bike to program, it is the individual's responsibility to ensure the bike is left in a secure location during program hours.

Program Evaluations

Bi-annual satisfaction surveys are also distributed to gain feedback and to receive input about the After School Programs.

Our main goal is to ensure the overall health, safety, and well-being of each child while in our care. We look forward to working together with each child's family in order to provide them with a positive journey and seamless entry into care. Jericho Youth Services maintains an open-door policy and is always available for feedback, to ensure we are providing the best possible care.

Ongoing Communication

Each of our program locations has a phone for easy communication with the Program Supervisor. Contact information listed below:

Program Supervisor Phone Number	After School Program Coordinator Contact info
Black River P.S. 289 – 716 - 9198	Evan Jones, After School Program Coordinator 905 – 722 – 5540 x. 5516 evan.jones@jerichoys.org
Deer Park P.S. 289 – 716 - 6842	Evan Jones, After School Program Coordinator 905 – 722 – 5540 x. 5516 evan.jones@jerichoys.org
Keswick P.S. 289 – 716 - 6862	Evan Jones, After School Program Coordinator 905 – 722 – 5540 x. 5516 evan.jones@jerichoys.org
Morning Glory P.S. 289 – 716 - 8682	Evan Jones, After School Program Coordinator 905 – 722 – 5540 x. 5516 evan.jones@jerichoys.org

Some examples of how Jericho Youth Services communicates with families are as follows:

- Homeroom page
Daily verbal and written communication
- Surveys
- Emails
- Website
- Social media (Instagram & Facebook)
- RecDesk (online registration software)

General Operating Procedures

Admission Policy

Families are accepted into the program on a first-come, first-served basis. Families may be added to a waitlist due to limited availability in a program. A child's position on the waiting list will be available to their family upon request by contacting the program coordinator. In order to maintain privacy and confidentiality, the position of the family on the waiting list will only be provided to the parents/guardians named in the registration.

Waitlist Policy

Each program will maintain waiting lists. Children will be placed on the waiting list on a first-come, first-served basis.

When a Space Becomes Available

- The (after school) program coordinator will offer the first available space to the parents/guardians of the first child on the waiting list, then proceed down the list, and move on to the next on the list until all available spaces are filled.
- Families will be notified through email by the program coordinator and through RecDesk. A link will be sent that gives families 24 to accept the spot and complete the forms.
- After 24 hours, that link will expire and the next person on the waitlist will be contacted.

Information Updates

Parents/Guardians are required to provide the program with the following information:

- Home address and telephone numbers (including cell phone numbers)
- Business name, address, telephone number
- Addresses and telephone numbers of the people authorized as emergency contacts and/or to pick-up and drop-off children (must have 1 emergency contact listed that is not a parent/guardian)
- Name, addresses and telephone number of family physician
- Custody arrangements and/or special circumstances

To abide by a temporary or final custody order, separation agreement, or other domestic contract, a copy of the official document is required. It is the registering parent/guardian's responsibility to notify the program coordinator of any changes to any agreement, in writing. Please ensure that all details are included. A parent/guardian should advise, in writing, of any developing concerns or circumstances associated with custody and access that may impact pick-up and drop-off routines.

Concerns and Suggestions

If you have any concerns or suggestions regarding any aspect of our program throughout the year, please do not hesitate to talk to the Program Supervisor. They are responsible for the direct supervision of all participants and staff as well as handling any concerns or questions parents/guardians may have. Please also feel free to contact the Program Coordinator at 905 722 5540 x. 5516, who is responsible for the operation of all our after-school program locations.

Program Hours

Our After School programs run from final bell until 5:45pm.

We will be closed for the following holidays:

New Year's Day

Family Day

Good Friday

Easter Monday

Victoria Day

Canada Day

Civic Holiday (Simcoe Day)

Labour Day

Thanksgiving Day

Christmas Day

Boxing Day

Our programs will also be closed for professional development days that the school board has scheduled.

Arrival and Departure

Your child(ren) will be signed in by one of the staff members every day. Parents/guardians must sign out your child(ren) at pick up with one of the Jericho staff members. Please inform the Program Supervisor in advance if your child is unable to attend the program. Jericho staff will follow up with a phone call if an expected participant has not arrived.

Authorized Pick up and Emergency Contacts

At the time of enrollment, you will be asked to provide the names and contact information including telephone numbers of any adults 16 years of age or older that you authorize to pick up your child or come to the program in the event you cannot be contacted when your child is ill or has been involved in an emergency. Please make sure to keep your RecDesk file up to date. If you require an alternate person to pick up your child who is not on the list, please provide this information in writing to a Jericho staff member.

If Your Child is Unable to Attend

It is important for us to know if your child is unable to attend our after-school program. Please notify the supervisor (in advance if possible) so we know not to expect them. The program supervisor can be contacted through the number provided at the start of the school year. This number will also be posted on the main door used for pick up. You may also report the absence to the program coordinator at 905 – 722 – 5540 x. 5516 and they will notify the supervisor.

Please do not send your child to the program when they are sick. If your child is not able to fully participate in the program due to health reasons (i.e., flu) you will be called to come pick them up.

Late Pick up

Jericho staff members are counting on you to be on time to pick up your child at the end of the program so that they can meet their personal and family obligations. We do understand that weather and traffic accidents happen, however please make arrangements for an alternate adult to pick up your child.

Safe Arrival and Dismissal Policy and Procedures Policy – General

- Staff will ensure that any children receiving care at Jericho Youth Services are only released to the child's parent/guardian or an individual that the parent/guardian has provided written permission for their child to be released to.
- Staff will not release any children from care without supervision.
- A parent/guardian may request that a child who is 13 years old or older be released from care without supervision. Parents/Guardians must provide written and signed authorization and instructions for the release of the child including the time of dismissal.
- A parent/guardian may request that a child who is 13 years old or younger be released from care without supervision (e.g. walk home). Parents/Guardians must provide written and signed authorization and instructions for the release of the child including the date(s) and time of dismissal.
- Where a parent/guardian provides written instructions for the release of their child from care without supervision, the parent/guardian is aware that the program is no longer responsible for that child upon their dismissal.
- Where a child does not arrive in care as expected or not picked up as expected, staff must follow the safe arrival and dismissal procedures set out below:

When a child is absent from the program: Please note that the school is not responsible for informing Jericho of your child's absence.

When there is a known, scheduled absence a note must be provided in advance to the location supervisor. If a child is ill, the parent/guardian will text or call the program cellphone that your child attends (Black River, Deer Park, Keswick, or Morning Glory) to advise the program supervisor directly or call the Head Office at 905 722 5540 x. 5516 and the location supervisor will be informed.

Additional Policy Statements

Procedures

Where a child has not arrived in program as expected:

Where a child does not arrive at the program and the parent/guardian has not communicated an absence, the staff must:

1. Communicate with the school's Head Office to confirm attendance or early dismissal from school during their operational hours.
2. Follow up with a phone call or text to the parent/guardian. It is the parent/guardian's responsibility to check for messages and respond promptly.
3. Once the child's absence is confirmed, program staff shall document the child's absence on the attendance.

Releasing a child from program:

1. The staff who are supervising the child at the time of pick-up shall only release the child to the child's parent/guardian or to an individual for whom the parent/guardian has provided written authorization, allowing the program staff to release the child.

2. Where the staff does not know the individual picking up the child (i.e., parent/guardian or authorized individual), the staff must:
 - a. Confirm with another staff member that the individual picking up is the child's parent/guardian/authorized individual.
 - b. 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 as expected (before program closes):

Where a parent/guardian has previously communicated with the staff a specific time or time frame that their child is to be picked up from care and the child has not been picked up, it will be considered as a **Late Pick up**.

Late Pick-Up Statement:

Occasionally there will be circumstances out of a parent/guardian's control that will result in a late pick-up. However, frequently being late (after 5:45pm) will result in a fee of \$1.00/min. Continued delinquency will result in a withdrawal notice from our services.

Jericho Youth Services After School Programs close on a school day at 5:45 pm. When a child has not been picked up by 5:45 pm the supervisor will proceed to contact the parent/guardian by phone call, text message, etc. and advise them that the child has not been picked up.

- Where the staff is unable to reach the parent/guardian, the staff shall proceed with contacting the individual's emergency and authorized pick-up contacts to confirm pick-up as per the parent/guardian's instructions or leave a voice message to contact the program.
- Where a parent/guardian or authorized individual who was supposed to pick up a child contacts the program to inform staff they will be late picking up their child after 5:45pm, one staff shall ensure that the child is given a snack and activity, while the second staff awaits their pick-up.

Where the staff has not heard back from the parent/guardian or authorized individual who was to pick-up the child by 6:30pm, the JYS staff shall contact local CAS (Children's Aid Society) at (905) 895-2318 or 1-800-718-3850 , and proceed to contact York Regional Police (Non-emergency services) at 1-866-876-5423 to assist staff with making sure the child arrives home safely or has a safe place to stay.

Ensuring Positive Experiences

Participant's Safety

Jericho staff members are trained to inspect each site daily for any potential hazards. Activities and games are planned with participant's safety in mind and are always watched to ensure that safety standards are maintained. All program sites have access to a telephone and all programs have a First Aid Kit. All staff hold current Standard First Aid Certifications. In the event of a minor injury to your child – scraped knee

etc., staff will apply basic first aid by cleaning the wound and applying a bandage. In the unlikely event of serious injury to your child, emergency services will be called immediately to respond to the situation. You will be contacted immediately with information regarding the incident. If an ambulance is required to transport your child to the hospital, a member of our staff will accompany your child.

Emergency Management Procedures and Evacuation

Regular fire drills are required for all of the Jericho Youth Services Programs. The children will practice evacuation procedures monthly. In the event of a fire, gas leak, flood, water shortage or any other emergency where evacuation is required, the children will be taken to their designated emergency shelter/location as determined by the York Region District School Board. The alternative location will be posted on the evacuation form posted in the classrooms or main bulletin board. In the event of an evacuation, parent/guardians will be informed by email (or by phone for those families not on email).

Jericho Youth Services has developed an emergency preparedness Policy for a variety of events that children attending the program may be exposed to. The policy will include procedures prior to, during and after evacuations or emergencies occur.

In case of emergency, parent/guardian(s) or Emergency Contacts will be contacted via telephone by the site Supervisor or the Program Coordinator.

Emergency Medical Attention Procedures

In an emergency, staff will take any or all of the following actions:

- Call an ambulance (911)
- Contact a parent or guardian
- Contact the emergency contacts
- Administer reasonable first aid measures

Workplace Harassment, Bullying, and Violence

All JYS programs are in compliance with Bill 168 of the Occupational Health and Safety Act relating to violence and harassment in the workplace.

A Respectful Environment for Everyone

Jericho Youth Services is committed to providing a healthy, safe, secure, and respectful environment for all participants, parent/guardians, visitors, staff and volunteers. Behaviours that are not acceptable include: Shouting, Damaging property, Demeaning language, Uttering threats, Intimidation, Physical attacks, Sexual or inappropriate language or gestures. *Please review in this manual our Parent/Guardian/Participant Code of Conduct Policy.* **Note that any of these behaviours will result in being asked to leave the program in accordance with Jericho's Workplace Violence Policy.**

Lost and Found

Each program location will have a lost and found box. Please check the box regularly to see if anything belongs to your child. Please put your child's name on all of their belongings to assist us in finding the rightful owner. Any items not claimed by the end of program will be donated to charity.

Weather Advisory

During weather advisory or alerts, (heat, smog or wind chill) the Jericho staff follow the guidelines of the local health department. Our first priority is to keep the children safe from serious adverse health effects

such as Asthma, Sunburn and/or Frostbite. Jericho staff will adjust the amount of time spent outdoors or provide an alternative indoor plan.

Extreme Weather & Snow Days

In an effort to safely welcome the wintry season each year, Jericho Youth Services has provided families with a few helpful reminders and procedures to consider:

- When the school buses are cancelled, our After School Programs will be cancelled
- In an effort to ensure each child's safety, kindly remember to contact the program supervisor if your child(ren) is going to be absent for the day due to inclement weather. *Please note that this is only required if schools remain open for the day and buses are operating.*
- Please note that in the event of an inclement weather advisory, Jericho Youth Services will make every effort to continue to operate all programs (as long as schools remain open and buses are operating). However, please prepare to make alternate arrangements for after-school pick-up, as Jericho Youth Services will be enforcing early pick-up routines, in an effort to ensure the safety of all children, families, and team members

Forms

Parent/guardians of participants must complete all forms as required before starting program.

Emergency Management

An emergency can be defined as one of the following crises:

1. Lockdown (threat near or in the building)
2. Hold and Secure (threat in general vicinity but not inside the building)
3. Bomb threat (threat to detonate an explosive device)
4. Disaster Requiring Evacuation (incident that requires all individuals to leave the building)
5. Disaster - External Environmental Threat (gas spill, oil leak, etc.)
6. Natural Disaster (tornado, earthquake, hurricane, etc.)

The purpose of this policy is to provide clear directions for team members to follow in the event of an emergency. Clear policies and procedures will support all individuals to manage responses and responsibilities during an emergency, resulting in the safest outcomes possible.

1. As soon as possible, Jericho Youth Services will notify parents/guardians (via telephone or email) of the emergency and that the all clear has been given.
2. Where disasters have occurred that did not require evacuation of the after school program, Jericho Youth Services will provide notice of the incident to parents/guardians by the end of the day via email.
3. If normal operations do not resume the same day that an emergency has taken place, Jericho Youth Services will provide parents/guardians with information by email as to when and how normal operations will resume as soon as this is determined.

Guiding Behaviour

Friendship Act

Jericho Youth Services has a set of guidelines that all children at our programs are required to follow, called the Friendship Act. Supervisors and Jericho staff members will go over the Friendship Act with the group the first week of programs and when needed. These are posted at all of our programs for parents/guardian and children to see.

Policy

We believe that positive program experiences strengthen and build each child's self-esteem. Jericho staff members are dedicated to providing your child with a creative and innovative day at the program which will keep them involved and engaged. Behaviours that do not contribute to the wellbeing of the participants and the staff will be tracked with our behavior guidance and reporting system. The purpose of these forms is to work with the child to change their behaviour at our programs. Your support is appreciated in having a follow-up discussion with your child. Based on the intent and severity of the incident, a participant may be withdrawn from the program. As confidentiality in this process is key, Jericho staff are instructed to keep forms in a secure location and do not share the information with individuals outside the program setting.

Incident Reports/Termination Procedures

Jericho Youth Services will consider special circumstances when implementing the following policy, as each situation remains unique. Outlined below are termination policies and procedures that our team members and administration will implement when necessary. Please note that Jericho Youth Services reserves the right to terminate services for the following behaviours displayed by children within our program:

- Persistent opposition of authority
- Willful destruction of property
- Use of profane or hurtful language
- Conduct which is injurious to the moral of the program, the physical or mental well-being of themselves, or to other children, team members, and volunteers of Jericho Youth Services
- Conduct that manifests itself into a potential safety hazard to themselves, or to other children, team members, and volunteers of Jericho Youth Services

Incident Reports (Limit of Four)

1. **First incident:** Team members will speak with the child and inform the family through verbal communication. Documentation of the incident will be provided to parents/guardians as well.
2. **Second incident:** A signed written warning will be submitted to the family.
3. **Third incident:** Suspension from Jericho Youth Services programs will be established for the child, for 1 to 5 business days.

***Once a third incident report has been issued on a child's behalf, a Service Contract will be**

presented and discussed with the family.

4. **Fourth incident:** The Program Coordinator will notify the child's family in writing of the termination of services.

School Suspension

Jericho Youth Services works in partnership with both the York Region District School Board and the York Catholic District School Board. In saying this, in the event that a child is suspended from school, Jericho Youth Services must abide by the policy set forth in the suspension documentation sent from the child's school. Therefore, if a child is not permitted to remain on school property, they will also **not be permitted** to attend Jericho Youth Services After School Program.

Prohibitive Practices

A prohibited practice is any behaviour by a staff, volunteer or placement student that puts children at risk or that can inhibit a child's growth, self-esteem or healthy development. All Jericho staff, volunteers and placement students are aware that the following practices are unacceptable at Jericho Youth Services programs:

- Corporal punishment
- Physical restraint of a child for the purpose of discipline in lieu of supervision, unless the physical restraint is for the purpose of preventing a child from hurting themselves or others. Is used only as a last resort and only until the risk of injury is no longer imminent.
- Any form of abuse (physical, emotional, sexual or neglect)
- Depriving a child of basic needs including food, drink, shelter, sleep, toilet use, or clothing.
- Inflicting any bodily harm on children including making children eat or drink against their will.
- Leaving children unsupervised.
- Deliberately using harsh or degrading measures or threats, use of derogatory language directed at, or used in the presence of a child that would humiliate, shame or frighten the child or undermine their self-respect divinity or self-worth.
- Locking the exits of the program for the purpose of confining a child or confining a 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.
- Using a locked or lockable room or structure to confine a child when separating them from other children.
- Interacting or relating to children or vulnerable person outside of a Jericho program activity. (E.g., Weekend home visits, baby-sitting, online chatting etc.

Health and Wellness

Medication

If your child requires medication during the program, a Schedule Medication Dispensing form must be completed. These forms are available from the Supervisor at the program location. Only medications prescribed by a physician will be considered for administration by our staff. Medication must be stored in its original container with appropriate dosage and directions for administration on the label.

All medication must be signed in to the care of the Supervisor by the parent or guardian. The medication will be secured in a lock box and will be signed back into the care of the parent or guardian at the end of the day or week as requested. Medications such as epi-pens and asthma puffers will be carried by the supervisor or carried by the participant if indicated on the Schedule Medication Dispensing form by the parent or guardian. Staff cannot administer medication but will supervise participants capable of administering their own. In case of a life-threatening situation where the participant is unable to administer medication such as an epi-pen or asthma inhalers, staff will assist.

Inclusion

If your child requires extra support or has an underlying health condition, we ask for your help in letting us know well before the first day of program. Please contact us at 905 722 5540 x 5516 to discuss how we can best provide the support your child's needs. Jericho Program Staff are dedicated to creating an inclusive, safe and competent space for all children in our care. Needs will be addressed on a child per child basis, specifically targeting what the child requires most, resulting in a unique approach for each child. Jericho's Inclusion Coordinator will assist in acquiring the support the child requires.

Snacks

Jericho will provide a healthy, nutritious snack every afternoon. As part of our attention to the participants' safety, we have regular water breaks, so please pack a water bottle. Due to the number of nut related allergies of our participants and staff, peanut butter, nuts and foods that contain nut by-products will not be allowed at our programs. A well-balanced and nutritious diet is essential for healthy growth and development. Our snack menus are developed in accordance with Ministry of Education requirements and Canada's Food Guide. We focus on providing a variety of nutritious ingredients, including whole grains, legumes and fresh fruits and vegetables. Menus are changed seasonally and are posted in the program room. We provide alternate menu options for children with other food allergies and dietary restrictions.

Sunscreen Policy

We are all concerned with the damaging effects of the UVA and UVB. For this reason, we request that parent/guardians send sunscreen, sunglasses and hats with their children. Jericho staff members will periodically check to ensure that participants are wearing sunscreen. In order to assist the staff, please ensure your child knows how to apply sunscreen to their own body.

Illness (Inclusion/Exclusion of Student Illness)

[Fever – Vomiting – Diarrhea – Cold/Flu]

A child with any of the above symptoms may not return to the program until they are symptom-free for at least 24 hours. Should any of these symptoms develop during program hours, families or an emergency contact person will be notified and asked to pick up the child immediately.



***These guidelines to not apply to Covid-19.**

[Contagious Diseases: Chicken Pox – Rubella – Measles – Pink Eye – Hepatitis A or B – Meningitis – Mumps – Pertussis – Candida – Coxsackie A16 (Hand, Food and Mouth Disease) – Fifth Disease – Pin Worms – Scabies – Streptococcal Infections]

If a child contracts of the above contagious diseases, the Program Supervisor must be informed immediately. Children will not be permitted to return to the program until a doctor has verified in writing, that the child is no longer contagious.

Policies and Procedures

Waiting List

Purpose

This policy and the procedures within provide for waiting lists to be administered in a transparent manner. It supports the availability of information about the waiting list for prospective parent/guardians in a way that maintains the privacy and confidentiality of children. The procedures provide steps that will be followed to place children on the waiting list, offer admission, and provide parent/guardians with information about their child's position on the waiting list.

Policy

General

- Jericho Youth Services will strive to accommodate all requests for the registration of a child at the program.
- Where the maximum capacity of a program has been reached and spaces are unavailable for new children to be enrolled, the waiting list procedures set out below will be followed.

Admission Policy

Families are accepted into the program on a first-come, first-served basis. Families may be added to a waitlist due to limited availability in a program. A child's position on the waiting list will be available to their family upon request by contacting the program coordinator. In order to maintain privacy and confidentiality, the position of the family on the waiting list will only be provided to the parents/guardians named in the registration.

Waitlist Policy

Each program will maintain waiting lists. Children will be placed on the waiting list on a first-come, first-served basis.

When a Space Becomes Available

- The program coordinator will offer the first available space to the parents/guardians of the first child on the waiting list, then proceed down the list until all available spaces are filled.
- Families will be notified through email by the program coordinator and through RecDesk. A link will be sent that gives families 24 hours to accept the spot and complete the forms.
 - The link will expire after 24 hours and the next person on the waitlist will be contacted.
- Once the spot has been accepted and forms have been completed, the program coordinator and parents/guardians will discuss a start date.

Responding to Parents Who Inquire About Their Child's Placement on the Waiting List

- The program coordinator will be the contact person for parents/guardians who wish to inquire about the status of their child's place on the waiting list.

- If parents/guardians inquire about their spot on the list, the program coordinator can disclose their spot.

Maintaining Privacy and Confidentiality

- The waiting list will be maintained in a manner that protects the privacy and confidentiality of the children and families on the list and therefore only the child's position on the waiting list will be provided to parent/guardians.
- Names of other children or families and/or their placement on the waiting list will not be shared with other individuals.

Parent Issues and Concerns

Purpose

The purpose of this policy is to provide a transparent process for parents/guardians, Jericho Youth Services and staff to use when parents/guardians bring forward issues/concerns. Complaints and concerns made by parent/guardians will in no way affect their children.

Policy

As supported by our program statement, we support positive and responsive interactions among the children, parents/guardians. All issues and concerns raised by parents/guardians are taken seriously by supervisor and staff and will be addressed. Every effort will be made to address and resolve issues and concerns to the satisfaction of all parties and as quickly as possible.

Issues/concerns may be brought forward verbally or in writing. 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 steps for parents to follow when they have an issue or concern to bring forward to Jericho Youth Services:

- Address it with the staff if they feel comfortable to do so
- Leave a message for supervisor or program coordinator via the email address all parent/guardians are provided with at enrolment
- Phone the office and talk to the program coordinator
- We have an open-door policy for all parent/guardians and we can arrange to have a meeting any time

The steps for Jericho Youth Services to follow when they have an issue or concern brought forward by a parent:

- All issues and concerns raised by parents/guardians are taken seriously by Jericho Youth Services and will be addressed. Every effort will be made to address and resolve issues and concerns to the satisfaction of all parties.
- An initial response to an issue or concern will be provided to parents/guardians within 2-3 business day(s). The person who raised the issue/concern will be kept informed throughout the resolution process.

- Investigations of issues and concerns will be fair, impartial and respectful to parties involved.

Confidentiality

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

Parent Engagement & Communication

Parents/guardians are encouraged to attend special events and fundraisers that Jericho Youth Services offers throughout the year. Parents/guardians are also encouraged to be involved in ways that reflect their interests and talents. (E.g., volunteering, or leading a classroom activity).

If a parent/guardian is interested, please reach out to the program coordinator and provide a valid copy of a Vulnerable Sector Screening, no older than six months.

Ongoing communication between families and staff is essential, and happens through dialogue, electronic communication, newsletters, and notices posted in the programs. Parents/guardians have the opportunity annually to evaluate our programs through a confidential Parents/guardian feedback form.

Resolving Issues and Concerns

A positive partnership between parents/guardians and staff is important to each child's development. When families have a concern related to the care of their child and/or the operation of the program, it becomes the individual and collective responsibility of those involved to take action.

Please see page 22 for the full Parent Issues and Complaints policy.

Reporting Abuse or Suspected Abuse

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 concern that a child is being abused or neglected, the parent/guardian will be advised to contact the local Children's Aid Society (CAS) directly. 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.

Reporting Abuse or Suspected Abuse

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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.

The Parent Handbook is available to all parent/guardians. Families will be notified anytime updates are made. This Parent Handbook is not complete unless accompanied by the following Addendums.

- A program statement
- Wait list policy
- Parent Issues and Complaints Policy
- Anaphylaxis Reaction Protocol

Please contact Evan Jones, After School Program Coordinator for any further clarification.

- 905-722-5540 x 5516
- evan.jones@jerichoys.org

Parent/Guardian/Participant Code of Conduct Policy

PURPOSE

The purpose of this policy is to establish expectations for appropriate behaviour by parents/guardians/participants interacting with Jericho Youth Services' employees, and other users of services.

Under this policy, inappropriate behaviour may result in the application of restrictions to our programs and services against parents/guardians/participants. Any restrictions applied shall be reasonable, consistent, and appropriate to address the inappropriate behaviour, and communicated in a manner that is clear and understandable.

POLICY

Jericho Youth Services has developed and implemented a Code of Conduct policy. Jericho Youth Services is committed to ensuring a respectful, equitable and harassment free workplace and space for employees and participants.

APPLICATIONS

1. This policy applies to the conduct of parents/guardians/participants with respect to all interactions with Employees and services; including in-person interactions and written, telephone, and all forms of electronic or virtual communication.
2. This policy applies to the conduct of parents/guardians/participants at meetings held at Jericho Youth Services Programs.
3. Nothing within this policy restricts or otherwise limits Jericho Youth Services' authority to pursue legal action against a member of the participants' family as deemed appropriate by our Solicitor.
4. Nothing within this policy restricts or otherwise limits the ability or obligation of the organization to comply with any requirements established by provincial or federal legislation, the Canadian Charter of Rights and Freedoms, or other Jericho Youth Services' policies that may apply.
5. Nothing within this policy restricts or otherwise limits the right of Jericho Youth Services' Employees to refuse unsafe work under the Occupational Health and Safety Act or restricts or otherwise limits the rights and obligations of Jericho Youth Services' Employees under the Jericho Youth Services' Workplace Violence Prevention Policy.
6. Notice of this policy and its requirements may be posted at any Jericho Youth Services' program locations, on the Jericho Youth Services' website, and the Jericho Youth Services' Self Service Parent Portal on RecDesk.
7. It is the responsibility of all staff of Jericho Youth Services to support the Parents'/Guardians'/Participants' Code of Conduct Policy and encourage all staff and parents/guardians/participants to abide.

Inappropriate Behaviour:

The following activities and conduct by members of the public are considered Inappropriate Behaviour:

- Abusive, disrespectful or demeaning comments made towards or about Jericho Youth Services' Employees, other participants or their families, including the use of profanity;

- Insulting, demeaning, or derogatory remarks directed at a person or group that relate to a protected ground of the Ontario Human Rights Code, including but not limited to racist, anti-Indigenous, sexist, homophobic, transphobic, and ableist comments;
- Distributing or displaying materials on Jericho social media, property or program areas that are offensive, pornographic, or racist in nature;
- Acting towards any other individual in a threatening, intimidating, abusive and/or violent manner;
- Engaging in a physical altercation with any other individual during Jericho programs;
- Engaging in activities during Jericho programs that are considered a crime under the Criminal Code of Canada;
- Possessing a Weapon or Prohibited Substance while at Jericho programs;
- Photographing or video recording Jericho Employees, participants or other participants or families.
- Deliberately making false statements or submitting falsified documents when addressing a matter with Jericho Youth Services;
- Continually refusing to accept or acknowledge a decision of Jericho Youth Services' Employees with respect to a matter pertaining to the operations of Jericho Youth Services;
- Knowingly violating the privacy of other participants and families, or Employees.
- Contravening Jericho Youth Services' policies and Codes of Conduct that establish rules for expected conduct at Jericho Youth Services' Programs.
- This is not an exhaustive list for the purposes of this policy, and Jericho Youth Services retains the right to assess incidents on a case-by-case basis to determine whether Inappropriate Behaviour has occurred.

Response to Inappropriate Behaviour

In response to one or more instances of inappropriate behaviour, restrictions may be applied to a parent/guardian/participant in accordance with the conditions, authorities and limitations described herein;

Coordinators may apply the following restrictions:

- Require any in-person interaction with Jericho Youth Services' Employees to be in the presence of another Jericho Youth Services' Employee;
- Require any communication to be directed only through specific individuals;
- Removal from or limited access to specific programs or services; and
- Refuse to accept any further complaints or inquiries on a specific subject matter.

Where a parent/guardian/participant is subject to restrictions, the Issuer (Coordinator) shall attempt to provide them with a written Notice of Restrictions delivered by e-mail or letter mail, describing:

- The inappropriate behaviour that occurred;
- The restrictions applied to them, and their duration;
- The name and contact information of the Jericho Youth Services' Employee or a representative of Jericho Youth Services, that they may contact during the restriction period, as well as the form of communication to be used (if applicable);
- Instructions for submitting a Request for Review form; and

- Any other information the Issuer deems necessary.

Review of Restrictions

Any member of the public who is subject to restrictions may request a review by the Issuer. The request must be made in writing using the Request for Review form and submitted via e-mail or letter mail to the Issuer, including at minimum:

- A description of the inappropriate behaviour that occurred;
- An explanation of why they are requesting the review; and
- What resolution or outcome is being sought.

Parents/guardians/participants who have engaged in a review of their restrictions and are unsatisfied with the outcome may file a complaint with the Executive Director.

Parent/Guardian/Participant Code of Conduct

Participant Name: _____

Program Location: _____

As parents or legal guardians of the participant named above, I understand, acknowledge and agree to abide by the following code of conduct:

- ✓ Be encouraging, supportive, and affirmative in regards to my child's play at Jericho
- ✓ Respect Jericho staff and their decisions
- ✓ Respect the facilities in which we run our programs
- ✓ Familiarize ourselves with the participant code of conduct (The Friendship Act)
- ✓ Only discuss your own child's needs and integration into the program, and only with the program staff.
- ✓ Respect the other participants and their families
- ✓ Encourage and welcome open communication with the program staff
- ✓ Review and agree to the Parent/Guardian/Participant Code of Conduct policy attached

By signing below, I confirm that I have read, understood, and will abide by the Jericho Youth Services Parent/Guardian/Participant Code of Conduct.

Parent/Guardian Name: _____

Signature: _____

Date: _____

Use of Mobile Device Policy

Overview

Jericho supports our participants' well-being by removing distractions and promoting mental health in all our programs. As such, Jericho Youth Services has developed a policy explaining how they will enforce mobile device restrictions in their programs (Licensed Childcare, Summer Camps Recreational and After School Programs).

A mobile device is any personal electronic device that can be used to communicate or access the internet, such as a laptop, cellphone, tablet or smart watch. Jericho Youth Services will send parents and participants a reminder of this policy about cellphones and mobile devices every year through our Parent Handbook(s).

All Jericho Programs (Licensed Childcare, Summer Camps, Recreational and After School Programs) should begin with any participants mobile devices put away.

Participants are NOT to use cellphones or other mobile devices during childcare or recreational programming hours without the explicit permission of the Coordinator. Use of mobile devices may be permitted for health, medical, or special education needs (see below).

If participants come to our programs with their cellphone, tablet or smart watch with them, participants' mobile devices must be stored out of view and powered off or set to silent mode during the full program. Jericho Youth Services will NOT be responsible for any mobile devices brought into our programs and participants doing so MUST do all of the following:

- turn it off — or set it to silent mode
- store it out of view (for example, in a bag or pocket) with the understanding that Jericho Youth Services is NOT responsible for participants mobile or other belongings.

Photos and Audio/Video Recordings

It is important to note that parents/guardians/participants photographing and audio/video recording of staff or participants by their personal mobile devices is strictly forbidden due to protection of privacy and confidentiality purposes.

Staff are also strictly forbidden to use their *personal mobile devices* (phone, tablet, and camera) to take photos or audio/video recordings of participants.

Photos are not permitted except in circumstance when written permission has been granted by parents/legal guardians in advance. Only Jericho owned tablets and phones can be used by staff to take photos with consent. Parent/legal guardian/caregiver signatures are required on the appropriate consent waiver or in writing. At any time on reasonable notice and with the understanding of the implications of a withdrawal of consent, parents/legal guardians/caregivers can revoke consent. This must be kept on file at JYS.

Consequences

Participants, parents/guardians and staff are responsible for their personal mobile device, how they use it and the consequences of not following Jericho Youth Services' policy and may face consequences if they use their cellphone or mobile device inappropriately.

If an educator/program leader sees a mobile device that is not stored out of view, they will ask it to be handed in for the program. The participant must place the device in a storage area in a location designated by the supervisor/program leader. If the participant does not hand in their device when

required, they will be sent to the Supervisor and then Coordinator. The Coordinator will review each situation and decide the appropriate response.

Any disciplinary action must be consistent with Jericho Youth Services' Code of Conduct and Policies and Procedures and the provincial Code of Conduct and progressive discipline policy of the Ministry of Education.

If your child has a medical condition

Jericho Youth Services will provide an exception if your child needs to use a mobile device to support, monitor or regulate their health or medical condition. This must be communicated with and documented with the Supervisor and Coordinator.

What parents and guardians can do

You can teach your child about finding a healthy balance in using technology by limiting screen time at home. You can also:

- read Media Smarts' tips for managing your kids' screen time
- explore Centre for Addiction and Mental Health's (CAMH's) services and resources if you have concerns about your child's use of technology

Mental Health Ontario also has resources to help you manage your child's screen time.

Source: <https://www.ontario.ca/page/cellphones-and-other-mobile-devices-schools>

Parent Issues and Concerns

Purpose

The purpose of this policy is to provide a transparent process for parents/guardians, Jericho Youth Services and staff to use when parents/guardians bring forward issues/concerns.

Complaints and concerns made by parents will in no way affect their children.

Policy

As supported by our program statement, we support positive and responsive interactions among the children, parents/guardians. All issues and concerns raised by parents/guardians are taken seriously by supervisor and staff and will be addressed. Every effort will be made to address and resolve issues and concerns to the satisfaction of all parties and as quickly as possible.

Issues/concerns may be brought forward verbally or in writing. 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 steps for parents to follow when they have an issue or concern to bring forward to Jericho Youth Services;

- Address it with the staff if they feel comfortable to do so
- Leave an email for supervisor or program coordinator via email address all parents are provided with at enrolment
- Phone the office and talk to the program coordinator
- We have an open door policy for all parents we can arrange to have a meeting any time

The steps for Jericho Youth Services to follow when they have an issue or concern brought forward by a parent;

- All issues and concerns raised by parents/guardians are taken seriously by Jericho Youth Services and will be addressed. Every effort will be made to address and resolve issues and concerns to the satisfaction of all parties.
- An initial response to an issue or concern will be provided to parents/guardians within 2-3 business day(s). The person who raised the issue/concern will be kept informed throughout the resolution process.
- Investigations of issues and concerns will be fair, impartial and respectful to parties involved.

Confidentiality

Every issue and concern will be treated confidentially and every effort will be made to protect the privacy of parents/guardians, children, staff, 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).

PROCEDURES

Nature of Issue or Concern	Steps for Parent and/or Guardian to Report Issue/Concern:	Steps for Staff and/or Licensee in responding to issue/concern:
<p>Program Room-Related E.g.: schedule, sleep arrangements, toilet training, indoor/outdoor program activities, feeding arrangements, etc.</p>	<p>Raise the issue or concern to</p> <ul style="list-style-type: none"> - the classroom staff directly <p>or</p> <ul style="list-style-type: none"> - the supervisor. 	<ul style="list-style-type: none"> - Address the issue/concern at the time it is raised <p>or</p> <ul style="list-style-type: none"> - arrange for a meeting with the parent/guardian within 3 business days. <p>Document the issues/concerns in detail. Documentation should include:</p> <ul style="list-style-type: none"> - the date and time the issue/concern was received; - the name of the person who received the issue/concern;
<p>General, Centre-or Operations-Related E.g.: child care fees, hours of operation, staffing, waiting lists, menus, etc.</p>	<p>Raise the issue or concern to</p> <ul style="list-style-type: none"> - the supervisor. 	<ul style="list-style-type: none"> - the name of the person reporting the issue/concern; - the details of the issue/concern; and - any steps taken to resolve the issue/concern and/or information given to the parent/guardian regarding next steps or referral.
<p>Staff-, Duty parent-, Supervisor-, and/or Licensee-Related</p>	<p>Raise the issue or concern to</p> <ul style="list-style-type: none"> - the individual directly <p>or</p> <ul style="list-style-type: none"> - the supervisor. <p>All issues or concerns about the conduct of staff, duty parents, etc. that puts a child's health, safety and well-being at risk should be reported to the supervisor as soon as parents/guardians become aware of the situation.</p>	<p>Provide contact information for the appropriate person if the person being notified is unable to address the matter. Ensure the investigation of the issue/concern is initiated by the appropriate party within [insert number] business days or as soon as reasonably possible thereafter. Document reasons for delays in writing. Provide a resolution or outcome to the parent(s)/guardian(s) who raised the issue/concern.</p>

Nature of Issue or Concern	Steps for Parent and/or Guardian to Report Issue/Concern:	Steps for Staff and/or Licensee in responding to issue/concern:
Student- / Volunteer- Related	<p>Raise the issue or concern to</p> <ul style="list-style-type: none"> - the staff responsible for supervising the volunteer or student <p>or</p> <ul style="list-style-type: none"> - the supervisor. <p>All issues or concerns about the conduct of students and/or volunteers that puts a child's health, safety and well-being at risk should be reported to the supervisor as soon as parents/guardians become aware of the situation.</p>	

Health Supports – **Anaphylaxis Reaction Protocol** (Sabrina’s Law, 2005)

<https://www.ontario.ca/laws/statute/05s07?search=sabrinas+law>

Purpose

The purpose of this policy is intended to ensure that Jericho Youth Services has established an anaphylactic reactions protocol in accordance with Sabrina’s Law, 2005, Child Care Early Years Act (CCEYA) and the York Region District School Board Anaphylactic Reactions policy. For the purpose of this document anaphylaxis/anaphylactic means a severe reaction that can be fatal due to exposure to allergens such as insect stings, medicine, latex, and food.

Intent

All children and staff of Jericho Youth Services are entitled to a safe and healthy learning environment in our programs. This is especially crucial for participants and staff who have life-threatening allergies (anaphylaxis). While Jericho is committed to creating an environment that is safe for all children, these strategies do not guarantee that the premise is void of any of the allergens documented in the Anaphylaxis Emergency Plan.

It is understood that this policy will be implemented for the safe guard of all children and staff attending Jericho programs. This policy will ensure that all permanent and temporary staff are made aware of their responsibilities.

This plan will ensure that all children at risk are identified, strategies are put in place to minimize the potential for exposure and all staff/volunteers are appropriately trained.

In order to provide a safe environment for anaphylactic participants and staff, Jericho will ensure that strategies are developed in conjunction with parents and/or physicians to minimize exposure for children to life threatening allergies acknowledging that we cannot eliminate all allergens. These strategies can include food avoidance, reducing of causative agents, purchasing of food through an approved source, diligent reading of food labels, and training of staff to educate families, participants and volunteers to be aware of allergen triggers.

POLICY

These conditions are identified as “prevalent medical conditions” in Ministry of Education Policy/Program Memorandum No. 161 (“PPM 161”). PPM 161 notes that these medical conditions have the potential to result in a medical incident or life-threatening medical emergency.

PROCEDURE

- Training for Jericho staff on dealing with life-threatening allergies on a regular basis
- Creating individual plans for participants who have anaphylaxis allergy
- Having emergency procedures in place for anaphylactic pupils
- Require that every program maintain a file for each participant diagnosed with anaphylactic allergy. The file main contain personal medical information, treatment plans and/or other

pertinent information about the participant, if that information is obtained with the consent of the participant or the parent/guardian, in accordance with applicable legislation, including relevant privacy legislation. This file shall also include current emergency contact information;

- Require that every program inform Jericho personnel and others who are in direct contact on a regular basis with a participant with an anaphylactic allergy about the contents of the participant's anaphylactic allergy management plan;
- Review anaphylactic allergy policy as part of its regular policy review cycle.