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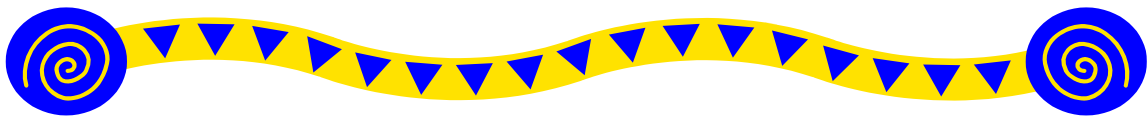
Community Activities Group of Old Ottawa East

After-School Program Handbook 2022-2023

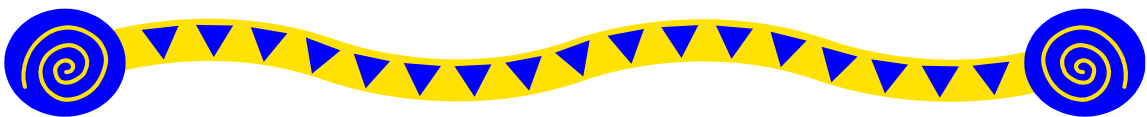
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CAG Mission Statement

The Community Activities Group of Old Ottawa East (CAG) is a voluntary, not for profit, community-based organization that works in partnership with the City of Ottawa to provide the residents of Ottawa East with programming, recreation, and event opportunities that are local, affordable, inclusive and of interest to members of the community.

Welcome Message

Welcome to CAG's After-School Program! We are excited to start the school year with returning children as well as new friends! Please take the time to review this handbook as it is filled with important details and tips to help your child have the best after-school experience. If you have any questions, comments, or concerns please feel free to email us at admin@OttawaEastCAG.ca

See you soon,

Lee Jacobs, Executive Director, CAG and the CAG Staff!



Additional Support

We are committed to providing a safe, nurturing environment that strengthens and builds each child's self-esteem and provides a creative program that will capture your child's attention and keep them positively engaged.

We appreciate that children are unique individuals. If your child has a special need or may need assistance from counsellors to ensure they can meet behavior expectations (see page 22) please let us know at least two weeks prior to their starting in the program and we can discuss. We will endeavor to make accommodations within our regular after school structure or we can determine how we can partner to provide additional support.

Goal 1 : Children must feel welcomed and happy

- Counsellors will greet each child by name and make a genuine effort to get to know each child.
- Counsellors encourage the children to get to know each other and develop friendships at after-school. They are mindful that no child is bullied or excluded and that everyone treats each other with respect.
- Children and counsellors get to know each other well over the year. Counsellors actively engage and listen to all children to ensure their needs are met.



Goal 2 : After-School will be safe and well supervised

- We have a ratio of one counsellor to every six children, a more generous counsellor to child ratio than most.
- Children are supervised at all times and counsellors take frequent head counts.
- Counsellors are vigilant in monitoring and reporting any safety hazards and keeping the children clear of them.
- Children learn safety rules and boundaries at the start of after-school, and these rules are enforced consistently throughout the year.

Goal 3 : After-School will be fun!

- We plan activities that appeal to a wide variety of interests, needs and abilities.
- Activities are interactive and inclusive.
- Children are encouraged to participate in all activities but counsellors have alternatives available to ensure everyone is happily engaged.
- Our Counsellors are enthusiastic and fun to be around, they enjoy working with children and it shows!



Goal 4 : After-School should be accessible to all

- Our mandate is affordability. CAG offers financial assistance for after-school if cost is a barrier to participation. Email admin@OttawaEastCAG.ca for more information.

The After-School Team: Supervisors

There is a Supervising Counsellor in the program at all times. All our Supervisors all have several years of camp and/or after school experience.

The After-School Team: Counsellors

All our counsellors have experience working with children in either a camp or after school environment. They are hired for their enthusiasm, caring, competence and ability to work within our policies and guidelines.



The After-School Team: Ratios

We provide a minimum of one counsellor to every six children. There is usually also an additional CAG staff in the office.



The After-School Team: Volunteers

We do offer opportunities for community youth to be volunteer counsellors and gain experience. When volunteering they assist qualified counsellors, and are not counted in ratios.

The After-School Team: Qualifications

All after school counsellors are required to have the following, in addition to camp or after school experience:

- Police Records Check for Work with the Vulnerable Sector
- Standard First-Aid, CPR-C and AED certification
- Accessibility for Ontarians with Disability Act Training

All counsellors attend after school specific training prior to the program starting, including programming, behaviour management, and proper adherence to CAG policy and procedure.

Before the First Day—Buses

Please verify with your bus company that your child will be dropped off at the appropriate stop for your program. If changes are required, this can take up to two weeks.

For Brantwood: Hopewell & Lamoureux – drop-off at the Fieldhouse (39 Onslow)

For Old Town Hall: Francojeunesse, Centennial and Elgin Street - drop off at the Old Town Hall (61 Main Street)

The transportation companies will only talk to parents so we do ask that you take care of this as we cannot do it for you.



Before the First Day: Enrolment Forms

Please make sure you complete and sign the enrolment form at the back of this handbook. It should be sent with your child on the first day in their backpacks. It's important that we have this for the start of the program as it contains important information in addition to that you provided at registration. Please be sure to read through the terms and conditions on the form. Please list all people authorized to pick up your child on the enrolment form. We will be moving these forms online.

Before the First Day—Allergies/Medication

If your child requires medication during the day or has life threatening allergies, please see Medication/Emergency Medication under Policies (page 24)

For medication to be taken during the program, we require a completed **Medical Administration Form** before the first day your child attends after school.

If your child requires an Epi-Pen, you will need to provide us with two prior to your child attending the program, along with a completed

Life Threatening Allergy Alert Form . The two Epi-Pens will need to be permanently stored at the program.

Daily Logistics: After-School Program Hours

The After-School Programs start on the first day of school and after that date will operate every day your child has school. Parents must pickup children At Old Town Hall by 5:30 p.m., and at Brantwood Fieldhouse by 5:30 p.m.



Daily Logistics: Monthly Payments

The After-School Program fee is **\$230/month/child**. The 2022-23 school year deposits (if paid) will be used for your September payment and not used to cover your June 2023 fees.

Please login to our new Registration System and set up an Amilia account to pay your After-School monthly fees. Your Amilia account is always accessible so you can see the status of your account at any time. You will have a choice of paying monthly by Credit Card or by eCheck (a bank withdrawal). CAG is also able to accept eTransfer's if required.

Please be sure to make your payment on the 1st of the month for September (if you did not pay a deposit), October, November, December, January, February, March, April, May, and June.

Daily Logistics: Arrival @ After-School

Counsellors meet the bus daily and sign in all children at pick up.



Daily Logistics: Absences or Late Arrival

If you know your child is going to be absent or late please email CAG at admin@ottawaeastcag.ca You can also call Brantwood at 613-230-0076 or Old Town Hall at 613-627-0062.

If we have not been informed of an absence, we will be expecting your child to be in the program. If they do not arrive, we will call you until we have confirmed that they are accounted for. For this reason, please be sure to inform us if your child will be absent.

Daily Logistics: Snow Days

School buses are cancelled occasionally during the winter months. When this occurs the After School program operates as usual however parents are responsible for getting their child to the program if they usually arrive by bus.



Daily Logistics: Pick-Up

At Old Town Hall pick up is by 5:30 p.m. at Brantwood pick up is by 5:30 p.m.

Parents must specify on their child's enrolment form who is permitted to pick up their child. We strongly recommend listing as many neighbours, friends, and nearby family members who you would trust to pick up your child. This will assist you greatly in the event of a personal emergency where you are unable to pick up your child.

Please sign your child out at the end of each day and notify a counsellor that you are leaving. Counsellors will not release children to anybody who is not listed on the enrolment forms. If counsellors do not recognize the person picking up, we will ask to see photo ID.

Children are not permitted to sign themselves out of the program unless you have given permission on their enrolment forms. We are happy to accommodate changes during the year, please come to the office to amend your form.

Daily Logistics: Late Pick Up

If you are running late please let us know by emailing us at admin@ottawaeastcag.ca or calling Brantwood at 613 230-0076 / Old Town Hall at 613 627-0062. CAG charges for late pick up at a rate of \$15 per 15 minutes or part thereof.



Daily Logistics: Communication

If there are any issues or incidents at in the program that involve your child you will receive an email before the end of the day. Pick-up can be busy and not private, as such it's not always the best time to discuss such matters. If the incident is serious we will call immediately.

You will receive regular monthly updates on the program. To ensure these emails do not go to your "Junk" or "Promotions" folder please add admin@OttawaEastCAG.ca to your email contact list.

If you want to receive CAG newsletters about all happenings in Old Ottawa East, sign up for the [***Old Ottawa East eUpdate***](#).

Daily Logistics: Locations

Old Town Hall, 61 Main Street, at the corner of Main Street and Hawthorne Avenue.

Brantwood Park Fieldhouse, 39 Onslow Crescent, at the corner of Burnham Road and Onslow Crescent.



Daily Logistics: Parking / Biking

There is street parking at all of our facilities. There are bike racks to secure bikes behind both the Old Town Hall and Brantwood field house.



What to Bring to After School

Please label ALL belongings. Children sometimes do not recognize their own belongings and many have identical items. Labelled items helps counsellors keep the children organized and prevents items getting lost.

Please send with your child:

- A daily snack (see below)
- Refillable water bottle
- Indoor Shoes (to be kept at your child's location, please send a pair labeled with your child's name in September)



What to Bring to After School: Snacks

Children are given time and encouraged to eat a snack in the program. You can send them with an extra snack or you can drop off multiple snacks (boxes of granola bars, yogurt, cheese, apples, bread, Wow Butter...) to store at the facility.

All snacks must be nut and peanut free.

If a child does not have a snack and is hungry, we do have emergency snack (usually graham crackers) to keep them going. We will only do this if they have no food left in their lunch box.

What NOT to Bring to After-School!

- Electronics (no cell phones, iPods, video games, cameras etc.)
- Valuables or money
- Gum or candy
- Toys (from home)



Lost & Found

There is a lost and found box located in the entrance at Brantwood Park Fieldhouse and in the main floor kitchen at the Old Town Hall.

After School Activities

Our daily routine is not rigid, our program being small we can respond to the changing needs and interests of the children and often modify the routine depending on the weather or the mood of the day. However, as a base guideline, we strive for a minimum of one organized activity each day and a minimum of half an hour (30 mins.) outdoors each day.

Children have a busy and structured day at school and as such we make opportunity for free play. When planning activities we always consider the interests of the children. A typical day at each location would generally be structured as follows:



Daily Plan—Old Town Hall

3:30 pm – Elgin Street bus pick up

3:45 pm – Elgin Street children have a snack and participate in an activity such as cooking, a craft, or group game

4:00 pm – Elgin Street children go outside for active play

4:00 pm – Francojeunesse children arrive by bus and join the group for outside active play

4:45 pm – Children head inside for a choice of organized activity or free play

Daily Plan—Brantwood

3:50 pm – Hopewell children picked up from the bus and walk to the Fieldhouse

4:15 pm – Lamoureux children arrive by bus and join the others in the Fieldhouse

4:00 pm – Snack

4:15 pm – Children participate in the organized activity for the day*

5:00 - 5:45 pm – Active outdoor play*

*In the dark winter months these two activities swap around



Outdoor Play

We take the children outside for a minimum of 30 minutes every day, weather permitting. We do not go outside if it is -25C or under (with wind chill), or if there is freezing rain, thunder/ lightning, or a heat advisory.

Activities: Cooking

We love to offer opportunities for the children to get involved with cooking and preparing food. We focus on healthy eating but we appreciate the children enjoy preparing treats. We limit the preparation of sugary treats or snacks to no more than once per month. We always respect food allergies or intolerances and do not offer cooking activities that would leave a child feeling excluded.



Activities: Crafts and Sensory Play

Kids love getting their hands messy, and we love giving them opportunities to explore their senses in a moderated environment. We do classic crafts such as melty beads, paper Mache, painting, and jewelry making as well as exploratory crafts such as slime making, shaving cream painting, snow painting, and more!

Activities: Games and Toys

We appreciate that the children come to after-school after a full day at school. Often, they enjoy the opportunity to have free play with their friends. We have lots of board games, puzzles, Lego, other building toys, dolls houses, and cards for the children to choose from. We love suggestions so let us know if you children have a favourite game and we will add it to our collection!



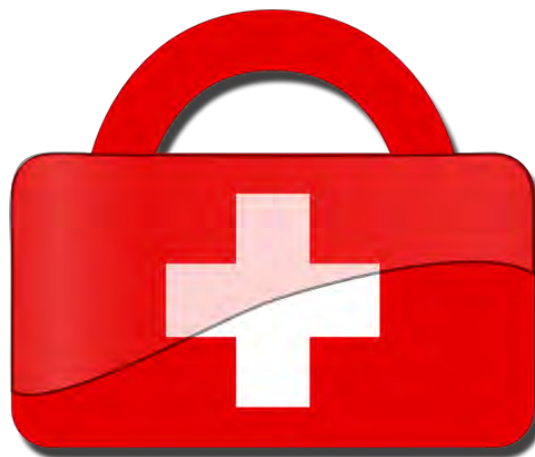
Activities: Organized Group Games

Our enthusiastic counsellors love leading group games with the children. This can range from dodgeball variations, to clothes pin tag, to quieter circle games.

Emergency Procedures: First Aid

Counsellors are all certified in Standard First Aid, CPR Level C, and Automated External Defibrillator (AED) use and equipped with first aid kits. There is an AED at both Brantwood Park Fieldhouse and the Old Town Hall. Parents will be informed if their child required first aid during their time at after school.

In the unlikely event of more serious accidents, incidents, or injuries, emergency medical services will be contacted immediately and counsellors are trained to administer first aid until help arrives. In such instances, parents are notified as soon as is possible after emergency medical services are called.



Emergency Procedures—Evacuation

If an emergency requires that we evacuate facilities (such as a fire or flood), parents will be contacted as soon as possible once children are safely relocated. For **Brantwood**, the emergency shelter is the **Old Town Hall**. For the **Old Town Hall**, the emergency shelter is **Immaculata High School**.

Behaviour Management

CAG is committed to providing a safe, nurturing and inclusive After School program that strengthens and builds each child's self-esteem and provides a creative program that will capture your child's attention and keep them positively engaged. Our first line approach to behaviour management is prevention. Staff are trained to keep an eye out for any developing issues and to distract and redirect before a situation develops. With the same end goal of prevention, we endeavour to present activities each day that keep the children productively engaged. If a situation escalates, we do give consequences appropriate to the severity of the behaviour. Our goal is always to manage behaviours in a positive, constructive manner.

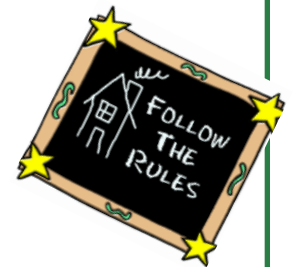
For more detail please see our [***Behaviour Management Policy***](#) and [***Policy with Regard Suspensions and Terminations***](#).



Behaviour Management: After-School Rules

The overriding principles are safety, cooperation and respect and are based on the following:

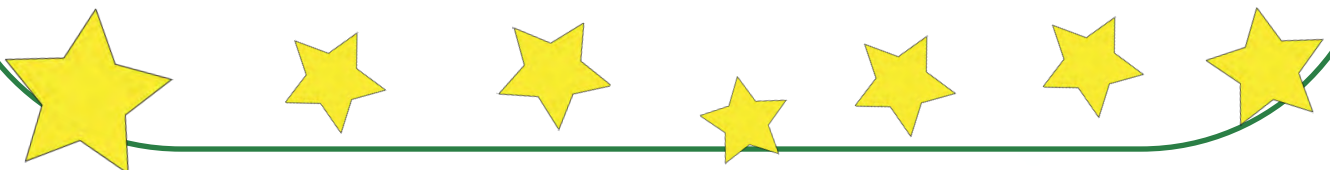
- Hands (and feet!) to yourself
- Speak to everyone nicely and with respect.
- Touch only what belongs to you.
- Stay within the defined activity area (if you can't see a counsellor – they can't see you!).
- Cooperate with counsellors and each other.
- Safety first.
- Ask a counsellor for help if needed.
- Report any inappropriate behaviour to a counsellor.



Specific rules for this child care environment that parents should be aware of:

- No electronics, no gum or candy, peanuts or nuts
- Children are not permitted on the top of the monkey bars or on the top or outside of the play structures.
- Children may not climb trees, play with sticks or throw rocks, sand or snowballs while in our care.
- They may not play in the empty pool at Brantwood
- Feet first on the slide, nothing in hands when climbing on the play structure
- Shoes on always (including in the sandbox, the exception is the wading pool if open)
- We cannot pet animals.
- Helmet are required at all times if for skating or playing on the rink (at Brantwood)

We appreciate these are activities that parents may be comfortable with but we are limited by child care policies.



Policies: After-School Refund Policy

All policies pertaining to registration can be found on the CAG website at www.ottawaeastcag.ca:

- Withdrawal from the program at any time (before the start of the program or after the start) will result in loss of deposit
- Withdrawal from the program after the start of the program also requires one calendar month's notice. If less than one calendar month's notice is provided, parents/guardians will be required to pay one month's fees in lieu of notice.
- Partial refunds will not be issued for temporary absence from the program for any reason.

Policies: After-School Late Pick Up Charge

Participants must be picked up by the agreed upon time (5:30 p.m. at the Old Town Hall and 5:30 p.m. at Brantwood) and by those persons authorized to do so unless the participant has written consent on the Enrolment Form to walk home. Late pick up results in additional staff costs and is inconsiderate to Program Staff. CAG charges for late pick up at a rate of \$15 per 15 minutes or part thereof.

Policies: After-School Financial Assistance

CAG supports access to its programming by offering fee assistance to families and individuals who are eligible. The purpose of the fee assistance policy is to reduce financial barriers to participation in programming offered by CAG and it is designed to ensure that any resident of Old Ottawa East has access to programming, regardless of ability to pay. Please apply by completing the [***Financial Assistance Form***](#). You must be a resident of Old Ottawa East to qualify and residents are eligible on a first come, first served basis. The Financial Assistance Request Form includes a list of streets defined as Old Ottawa East.

Policies: Medication

Parents of children who require medication during after school must fill out a **Medication Administration Request Form**. All prescription and non-prescription medication should be given to the Program Supervisor in original packaging.

Medication must be clearly labeled with: child's name, the name of the drug, the dosage, the date of purchase and instructions for storage and administration of the drug. All medication will be stored in a locked container in the fridge or cupboard and be inaccessible at all times to children except for asthma or emergency allergy medication.

CAG keeps a record of all medication administered by counsellors including time of day and the counsellor who dispensed the medication. If a child is receiving medication at home only, it is the parents' responsibility to inform us, and ensure that we are fully informed of any side effects or special instructions that may be associated with the medication.

Policies: Emergency Medication

If a child requires an Epi-Pen or similar device, parents must provide two (2) to CAG. An Epi-Pen that a child usually carries and arrives with at the program cannot be counted as one of the two (2) provided. Parents also must fill out CAG's **Life Threatening Allergy Alert Form**.

Your child cannot be accepted into the After-School program without the two (2) Epi-Pens, or similar devices, and the completed Life Threatening Allergy Alert Form. The two (2) Epi-Pens, or similar devices, are to be left with CAG for the duration of your child's camp. All emergency medication will be stored in the First Aid kit that accompanies counsellors supervising the child. All medication must be properly labelled with the child's information and instructions on how to administer the medication in the event of an emergency.