



2016-2017 Handbook

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1. WELCOME

Welcome to MAX After School! We always go above and beyond to provide top quality childcare.

This handbook is designed to promote effective communication between MAX and you, the parents/guardians, by providing specific information about our policies and program. If you have any questions or concerns, or if you require additional information, our Customer Service Representatives (CSRs) and our After School staff are available to help you.

2. ADMISSION OF STUDENTS

To register, parents/guardians must submit a completed registration form in person to any MAX location, or by email to afterschool@yourmax.ca. Because spaces are limited, submission of a registration form does not mean that a student will be granted a space in the requested program. Returning MAX After School students and their siblings, returning students of other MAX childcare programs and their siblings, and existing MAX customers may be given priority for registration, followed by a “first-come, first-served” policy for all other registrants.

3. WITHDRAWAL/DISCHARGE OF STUDENTS

Once registered, to officially withdraw a student from MAX After School, a parent/guardian must complete and submit a discontinuation form in person or by fax or email, give a minimum notice of twenty-eight (28) days, and pay a \$50.00 + HST cancellation fee per student. Discontinuation forms are available at our facilities. Verbal notification and/or non-attendance will NOT constitute discontinuation. Please note that recurring pre-authorized debit payments are non-refundable once processed. If a balance is owing after the discontinuation has been processed, the next scheduled recurring payment will be adjusted to collect this balance in full.

If a payer’s pre-authorized debit (PAD) payment fails and the payer’s account becomes delinquent, MAX may remove the student from the program after providing a minimum of seven (7) days written notice to the parents/guardians and the student’s school.

MAX promotes an atmosphere of safety and mutual respect and will not tolerate inappropriate conduct or behavior. Violation of these principles may result in immediate termination of the student’s enrollment.

4. HEALTH POLICIES

If a student has a high temperature, vomiting, or diarrhea, he/she cannot attend MAX After School until all symptoms have ceased for a minimum of twenty-four (24) hours. In the event that a student or staff member falls ill with a contagious disease (e.g. measles, mumps, chicken pox, etc.), the infected person will not be permitted to return to the facility until advised by a doctor. MAX will keep the building as clean and germ-free as possible and encourage frequent hand washing because this is the most effective way to prevent the spread of infection.

All of the student’s relevant illnesses, medical conditions, disabilities, and behavioral concerns must be disclosed to MAX on the registration form. A student will not be able to partake in the program if the student’s MCP number is not on file. MAX and its employees have the authority to act on behalf of the

parents/guardians in case of any emergency. If, due to such circumstances as injury or sudden illness, medical treatment is necessary, MAX is authorized to take whatever emergency measures are deemed necessary by MAX for the protection of the student while in the care of MAX. This may involve calling a physician, interpreting and carrying out his or her instructions, and transporting the student to a hospital, including the possible use of an ambulance. This could also include emergency transportation required as a result of fire or other environmental emergencies. This may be done prior to contacting the parents/guardians, and any expense incurred for such treatment, including ambulance fees, is the responsibility of the parents/guardians.

Students are not allowed to carry or administer their own medication while attending MAX. If the student requires a dosage of his/her prescribed medication during the program, a parents/guardian must have a physician complete a release form. Medication must be given directly to a Program Coordinator by a parent/guardian. All medication must be in the original packaging and clearly labeled with the student's name, medication name, date, dosage, doctor's name, and telephone number. Due to possible allergic reactions, students must be taking the medication for at least twenty-four (24) hours before attending the program. Please note that MAX staff may not administer medication to any student unless trained by medical personnel at the expense of the parents/guardians.

Children attending the MAX After School must be toilet trained and able to tend to their own toiletry needs before enrollment into the program. If the child does not meet this requirement upon starting the program, access to the program can be restricted or withdrawn and be subject to regular cancellation terms.

Please note that our staff, as required by law, has the duty to report suspected child abuse and neglect to the appropriate authorities.

5. PROFESSIONAL DEVELOPMENT (PD) DAYS

Each school will have a number of PD days each year, and for an extra fee, MAX After School will offer care for students on those PD days. Please note that it is not our responsibility to inform parents/guardians of PD days. MAX will only schedule a PD day after we are informed by a parent/guardian that a PD day will be happening at a particular school on a particular date. (Please note we do not service PD days at Woodland Elementary.)

We offer full day care from 8:30am to 6:00pm on PD days, which means you don't need to take the day off - you can keep your daily routine and pick your child up the same time you normally do.

We provide healthy snacks and a full day of organized activities, from outdoor play and basketball to ball hockey and creative arts.

Registration can be done in person at any MAX location, or online at www.yourmax.ca (under Programs – After School – Register Now) following these 4 simple steps:

- 1) Log in (username and password provided in welcome email)
- 2) Click on the PD Registration tab
- 3) Select school and date (if more than one child, click "continue shopping" to enroll each additional child)
- 4) Enter your payment information, and you're all done!

Here are some important facts about our PD days:

1. If you require care for a PD day, you MUST register the student a minimum of forty-eight (48) hours in advance of the start of the PD day.
2. If you register a student for a PD day, but the student does not attend, refund is not given unless you cancel the PD day (please see item # 3 on how to cancel a PD day) a minimum of forty-eight (48) hours in advance of the start of the PD day.
3. To cancel a PD day registration, you must notify a MAX Customer Service Representative (CSR) by email at info@yourmax.ca, by phone at 733-7330, or in person at our front desk.
4. We will NOT accept a student on a PD day if the student was not registered.
5. For half PD days, we will NOT pick a student up from their school if the student was not registered.
6. The cost of a full PD day (start time prior to 11:30am) is \$32.00.
7. The cost for a half PD day (start time of 11:30am or later) is \$20.00.
8. We require a minimum of three (3) students to run a PD day program. If at forty-eight (48) hours in advance of the start of the PD day, we have less than three (3) students registered, we will cancel the PD day and notify the parents and guardians of the registered students.

6. ACTIVITY SCHEDULES

Monthly activity schedules can be found online at www.yourmax.ca under Programs/After School. The schedules will be posted to the website at least one week prior to the start of the month. A student is expected to participate in all activities and it is very important that a student come prepared to participate in the scheduled activities for the day. Here are the activities and the general requirements for each type of activity:

- Gym Activities – loose clothing such as shorts, yoga style pants, and t-shirt. Indoor sneakers are mandatory.
- Outside Day during Fall or Spring – outdoor sneakers and a jacket or sweater.
- Outside Day during Winter – boots, snow pants, hat, and gloves/mittens.
- Dance - loose clothing such as shorts, yoga style pants, and t-shirt.
- Martial Arts - loose clothing such as shorts, yoga style pants, and t-shirt.
- Fitness for Fun – indoor sneakers and fitness style clothing suitable for both inside and outside activities.
- Obstacle Courses – indoor sneakers and loose clothing such as shorts, yoga style pants, and t-shirt.
- Yoga - loose clothing such as shorts, yoga style pants, and t-shirt.

7. SCHOOL PICK-UP PROCEDURES

There will be a MAX staff person at each school prior to the school bell ringing. Each MAX staff person will wear MAX apparel that will display the MAX logo. Please speak to the student to educate him or her about the following pick-up rules:

- Students are not permitted to leave the school without a staff member (this also means they may not leave through one exit and come to the meeting place through an external exit).
- Students are expected to move from their classrooms to the meeting place (see list below) as quickly as possible.
- Students are expected to wait in an orderly fashion for the transportation to arrive and follow the instruction given by the staff at the school.

Here are the meeting places at each school:

- Beachy Cove Elementary – outside of office
- Bishop Field Elementary – across from the staff room next to the bulletin board
- Elizabeth Park Elementary – in the main lobby (Squawks Square)
- Gander Academy – outside the office
- Goulds Elementary – in the cafeteria
- Holy Family Elementary – in the hallway across from the main entrance
- Holy Trinity Elementary – outside of the office
- Larkhall Academy – outside of the office
- MacDonald Drive Elementary – outside of the office in the hallway leading into the gymnasium
- Mary Queen of Peace – in the stairwell next to the office
- Mary Queen of the World – in the main lobby in front of the office
- Morris Academy – at the bottom of the stairs in the lobby opposite of the main entrance
- Octagon Pond – outside of the office
- Newtown Elementary – in the hallway next to the gym and main door
- Paradise Elementary – in the hallway next to the cafeteria. When facing the gymnasium, the hallway is to your right
- Rennie’s River Elementary – outside of office
- Roncalli Elementary – in glass corridor (the atrium) located near gymnasium
- St. Edward's Elementary – Furthest external exit to the left of the main entrance
- St. Francis of Assisi – Line up in primary wing bus line; Bus #4 MAX
- St. Matthew's Elementary – outside of the office
- St. Peter's Elementary – in the gym
- Topsail Elementary – in the gym
- Vanier Elementary – outside of office
- Villanova Junior High – in the gym
- Woodland Elementary – bottom of stairs in cafeteria

8. GENERAL INFORMATION

A. Start & End Dates

The program will start on Wednesday, September 7, 2016 and end on Thursday, June 22, 2017.

B. Scheduled Breaks

The program will not operate during any of the following breaks that are scheduled on the Newfoundland & Labrador English School District’s 2016-2017 School Calendar:

- Thanksgiving Day – October 10, 2016
- Remembrance Day - November 11, 2016
- Christmas Break - December 22, 2016 to January 2, 2017
- Easter Break – April 14, 2017 to April 21, 2017
- Victoria Day - May 22, 2017

C. Sign Out

Safety is a top priority at MAX. Upon departure, the student must be signed out of the program by a parent/guardian or one of the people listed on the registration form as persons other than parents/guardians who are permitted to pick the student up from MAX. If the MAX staff does not know the person picking the student up from MAX, the person will be asked to show photo identification before the student is released to him or her. A student is not permitted to leave the MAX facility by himself or herself unless a parent/guardian provides written permission to MAX.

D. Sign In

If MAX does not transport a student from a school to MAX, the student must be signed-in by a parent/guardian and cannot be left unattended in a MAX building.

E. Snacks

MAX will provide students with a snack each day. Fruit, yogurt tubes, and rice cakes are a few examples of the snacks we provide. Please note that if a student has an allergy or dietary issue, the parents/guardians will need to provide an additional snack in the student's lunch for the afternoon.

F. MAX Facility Closures

MAX facilities may close at times due to weather, power outages, water outages, etc. Notices of all closures will be advertised on www.yourmax.ca. MAX will not refund or make-up any days that are cancelled due to building closures.

G. Unplanned School Closures

Schools may experience unplanned closures due to things like power outages, water outages, etc. Because there is little notice in these cases, MAX is not able to offer care for the students on these school closure days until the start of MAX After School at 2:30pm.

On days when schools open, but close early because of weather, MAX After School will start when the schools are dismissed. In these cases, the notice period is long enough to allow MAX to call-in staff in time to care for the students when they arrive at the MAX facilities. However, the notice period is not long enough to allow MAX to provide transportation from the schools on these days which means that the parent(s)/guardian(s) will need to transport the kids from the schools to our facilities on these days. (If Woodland Elementary is closed early due to weather, MAX After School will not operate.)

On days when schools do not open because of weather, MAX After School will not run at all.

H. Field Trips

Unless MAX is otherwise advised in writing by a parent/guardian, the parents/guardians permit the student to participate in all MAX After School activities, including supervised offsite trips.

I. Sunscreen & Insect Repellant

The parents/guardians give the staff permission to apply sunscreen and/or insect repellent to the student, but the parents/guardians must provide sunscreen (at least SPF 30) and insect repellent labeled with the student's name if they chose to have this applied to the student.

J. Lost or Stolen Items

MAX is not responsible for any student's personal possessions that may become lost, stolen, or broken while attending MAX After School.

K. Statements and Receipts

Monthly account statements and invoices are not provided. Payment receipts and receipts for income tax purposes are available upon request.

L. Returned Payment Fees

A \$25.00 + HST service fee will be charged on all declined pre-authorized bank debits returned as Non-Sufficient Funds (NSF).

M. Late Pick Up Fees

It is extremely important that parents/guardians pick up the students on time. If for some reason a parent/guardian is unable to pick the student up on time, the parent/guardian must phone MAX to advise the staff. If a student is picked-up late, the payer(s) will be charged a Late Pick-Up Fee of \$10.00 at the start of every 15-minute increment past the pick-up deadline of 6:00pm.

N. Late Notice Fees

If a student is going to be absent for any reason, a parent/guardian must advise MAX via email by 1:30pm on the day of the absence. The email address is absentnoticemp@outlook.com for the Mount Pearl location, absentnoticenc@outlook.com for the New Cove Road location, absentnoticecbs@outlook.com for the St. Thomas of Villa Nova location, absentnoticegander@outlook.com for the Gander location, absentnoticewd@outlook.com for the Woodland Elementary location, and absentnoticebc@outlook.com for the Beachy Cove location. There will be a Late Notice Fee of \$10.00 charged for every time we do not have notice of a student's absence prior to 1:30pm on the day of the absence.

O. Payment of charges for Returned Payments, Late Pick Ups & Late Notices

All charges for Declined Pre-Authorized Debits, Late Notices, and Late Pick-Ups will be added to a pre-authorized debit (PAD) amount for a scheduled payment following the date of the charge. If any charges are incurred in June 2017 after the last scheduled payment has been processed, an additional pre-authorized debit payment will be processed on June 30, 2017 to cover these charges.

P. Electronics and Wi-Fi

The purpose of these guidelines is to ensure that children in the MAX Afterschool program and their parents recognize the limitations that MAX imposes on the use of personally-owned devices when they are used during the Program in conjunction with the wireless network or personal data network.

Students are responsible for their own device. MAX will not be held responsible in any capacity for physical damage, loss or theft of any personally-owned device.

By bringing personally owned devices to MAX, Children and their families accept that MAX personnel may inspect the device to ensure compliance that acceptable and appropriate content is being viewed. The parents/guardians give staff permission to monitor, withhold or take any electronic device if deemed necessary. This includes instances where students photograph or record other students or staff, which is strictly prohibited. Devices will be returned upon parents/guardians arrival.

During program hours 2:30-5:30pm MAX public Wi-Fi will be disabled. Electronics can only be used between 2:30-3:30pm.

The use of any electronic device including cells phones are not prohibited to be used during activity times to ensure the safety of your and other children in the program.

Q. Customer Privacy

MAX takes customer privacy seriously. We will not sell, distribute, barter or transfer any personally identifiable information obtained about our students to parties outside of MAX, without the authorized written consent of a parent/guardian except where required by law such as in emergency situations or by legal order. In the normal course of business and for the purpose of advertising, MAX may photograph or video students as they partake in MAX activities. Such photographs or video may be used by MAX for publicity purposes without the student's name attached unless a parent/guardian otherwise advises MAX in writing. No photography or video is permitted to be taken inside any MAX location without the express written consent of MAX.