



2017-2018 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 parent/guardian must complete and submit a Discontinuation Form in person or by email. Discontinuation Forms are available at our facilities. Verbal notification and/or non-attendance will NOT constitute discontinuation. Up to July 31, 2017, discontinuations are subject to a \$150+HST cancellation fee per student. From August 1-31, 2017 clients will pay the first bi-weekly payment, and a \$150+HST cancellation fee per student. From September 1, 2017 - March 31, 2018 discontinuing clients must give a minimum notice of 28 days, and pay a \$50+HST cancellation fee per student. From April 1 – June 22, 2018 discontinuing clients must give a minimum notice of 28 days, and pay a \$150+HST cancellation fee per student. 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 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/EARLY DISMISSALS

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

For PD days, we offer full day care from 8:30am to 6:00pm, 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.

For scheduled Early Dismissals, we will offer transportation at the time of the early dismissal when your child's school is scheduled to be dismissed early for things such as Parent Teacher Interviews (this does not include when schools shut down due to weather). We do not provide lunch on these days so please prepare your child accordingly; we will offer our regular afternoon snack. The program will stay open until 6:00 for regular pick up.

Registration for PD days and Early Dismissals 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 (do not create new profiles, just search your child(ren)'s name)
- 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 or Early Dismissal, you **MUST** register the student a minimum of forty-eight (48) hours in advance of the start of the day.
2. PD day and Early Dismissal care is non-refundable once a child is registered
3. We will **NOT** accept a student on a PD day if the student was not registered.
4. For Early Dismissal's, we will **NOT** pick a student up from their school if the student was not registered.
5. The cost of a full PD day (start time prior to 11:30am) is \$32.00.
6. The cost for an Early Dismissal (start time of 11:30am or later) is \$20.00.
7. 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 – Teacher bring the children to the MAX bus line with all the bus pick-up children.
- Bishop Field Elementary – Downstairs in the hallway outside of the Music Room
- CBS Elementary – Outside of the office
- Elizabeth Park Elementary – Rear right exit/porch near the Grade 2 classrooms (Exit next to back garden)
- Goulds Elementary – Teachers walk children to our bus
- 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 – External exit of gymnasium. (Children walk through the gym)
- 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
- Mount Pearl Intermediate – Outside of the office
- Octagon Pond – Near gymnasium doors (across from cafeteria)
- 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 – Gymnasium
- 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 Primary – Gymnasium
- Topsail Elementary – Gymnasium
- Vanier Elementary – Outside of office
- Villanova Junior High – Gymnasium
- Woodland Elementary – Bottom of stairs in cafeteria

8. GENERAL INFORMATION

A. Start & End Dates

The program will start on Wednesday, September 6, 2017 and end on Thursday, June 28, 2018.

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 2017-2018 School Calendar:

- Thanksgiving Day – October 9, 2017
- Mid-Fall Break – November 10, 2017
- Remembrance Day - November 13, 2017
- Christmas Break - December 23, 2017 to January 7, 2018
- Mid-Winter Break – February 16 & 19, 2018
- Easter Break – March 30 to April 8, 2018
- Victoria Day - May 21, 2018

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, vegetables, yogurt tubes, and Nutrigrain Bars 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 weather, power outages, etc. Because there is little notice in these cases, MAX is not able to offer care for students on these school closure days until the start of MAX After School at 2:30pm. Parent(s)/Guardians(s) will need to transport their child(ren) from their school 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. 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.

L. 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. 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.

The email addresses are as follows by location:

- Mount Pearl - absentnoticemp@outlook.com
- New Cove Road - absentnoticenc@outlook.com
- St. Thomas of Villa Nova – absentnoticecbs@outlook.com
- Beachy Cove - absentnoticebc@outlook.com
- Woodland Elementary - absentnoticewd@outlook.com

M. 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).

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

All charges for Declined Pre-Authorized Debits (PAD), Late Notices, and Late Pick-Ups will be added to a PAD amount for a scheduled payment following the date of the charge. If any charges are incurred in June 2018 after the last scheduled payment has been processed, an additional PAD payment will be processed on June 30, 2018 to cover these charges.

O. Statements and Receipts

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

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.

9. FAQ

Why do we require 28 days' notice for a discontinuation?

We value your business at MAX and hope to be able to offer the service to customers throughout the full school year. If you have to leave us prior to the end of the school year a notice period allows us time to offer your position to other customers on our waitlist who might otherwise have to provide notice elsewhere before starting MAX.

How do we price our program?

Our program price is based on the number of days that we provide service over the school year. In 2017/2018 there are 190 days that are included in our fees. For your convenience we spread the annual cost of the program over a 22 week period, which allows for lower and equal payments over the entire school year regardless of holidays and PD days that may occur in any given week.

Why is the cancellation fee higher from August to September and April 1 to end of school year?

The cancellation fees are higher in the August preceding the start of the school year to help facilitate proper planning and grouping of your children for the upcoming year. At MAX getting children in to proper groups is a key to ensuring your child enjoys and receives the most from the MAX program. The 30 days prior to the start of school allows our staff to properly group children and enroll the final few waitlisted children before the start of the program, therefore minimizing cancellations during this time are important. The change in cancellation policy at the end of the school year is reflective of the operational and market challenges that can exist in the final weeks of the program if discontinuations occur. During the final 60 days of the program we add in new targeted programming to keep our kids interested and excited as they close out the school year.

Why do we charge separate for PD days?

MAX calculates the Afterschool program fees based on the number of days that we provide care during the school year. In the 2017/2018 school year that will be 190 days which is exclusive of any holidays and Professional Development days. Because not all clients choose to use MAX for Professional Development day care we do not include these fees in our base rates at the risk of overcharging customers for a service they do not use. Alternatively, we separate the fees and allow customers to pay for only the services that they use. For customers convenience we do offer a Professional Development package which will give you access to all professional development days at a lower cost than purchasing days individually.

What are your staff to child ratios?

At Max we ensure your child receives proper staff to child ratios. For our Kindergarten students we offer a ratio of 1:8 and for children in Grade 1 and up we offer 1:12.

How do you decide how children are put into groups?

Children are grouped according to their date of birth. Groups do not always reflect what grade your child is in as we take into account the year, month and day you child was born. This helps to ensure that children are with peers of the same age.