

IMPORTANT POLICIES

Update Your Information

It is important that we have your up to date contact information. Please update OneList as needed.

Emergency Contacts

If you cannot be reached at the contact information provided, we will contact your authorized emergency contacts. In the event of an emergency where you need to reach the Extended Day Program staff, you should call the school number and select menu option five.

Drop Off and Pick Up

We have a “face-to-face” drop off and pick up practice. This means that you must initial and record the time your child is dropped off or picked up on our attendance form. For safety, we will not release your child to an individual who is not listed on the registration form or emergency contact form. Children will only be released to an authorized adult (individual 18 years or older). In order to verify the identity of the person, we will request photo ID before releasing your child.

Late Pick Ups

Our program closes at 6 p.m., and any later pick ups are not permitted. If you, or an authorized adult, are not able to pick up your child prior to 6 p.m., it is your responsibility to make alternate arrangements. If you cannot be reached, our staff will contact the authorized emergency contacts provided.

Health and Safety

We have protocols and guidelines to ensure your child's health and safety in order to create a positive learning environment. It is recommended that you keep your child home when showing signs of illness. There will be no deduction in fees due to illness. If a child has been suspended or excluded from school, they may not attend the Extended Day Program until they return to school full-day. The Before and After school Manager, Parent and Principal will meet to discuss a plan to support the child's return to the Extended Day Program. There will be no deduction in fees due to suspension or exclusion.

Program Viability

We determine the viability of the Extended Day Program at each site based on the number of annual registrations. If a school site is not able to operate in a given year,

communication will be sent to parents/guardians in the spring.

Contact Information

Please do not hesitate to contact us with any questions or concerns at care@wrdsb.ca or by calling our Extended Day Information Line at 519-570-0003 ext. 4704.

Please visit www.wrdsb.ca/beforeafter to view a copy of the following policies (hard copies are available onsite as posted on the parent information bulletins);

- [Supervision of volunteers and students](#)
- [Emergency Management Protocol](#); Before and After school programs have an emergency management policy as required under the Child Care and Early Years Act. Parents will be contacted by the program supervisor in the event of an onsite emergency including evacuation. Program specific Emergency Management Procedures are posted on the parent bulletin at the program location.
- [Program Statement](#) and [Program Statement Implementation Policy](#)
- [Parent Concern Policy](#)
- [Wait List Policy](#)
- [Safe Arrival and Dismissal Policy](#)
- [Before and After School Anaphylactic Policy](#)



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January 2025

WRDSB BEFORE & AFTER SCHOOL PROGRAMS

EXTENDED DAY FOR STUDENTS IN JK - 2

YOUTH DEVELOPMENT FOR STUDENTS IN GR. 3 - 6

WRDSB.CA/BEFOREAFTER



PARENT HANDBOOK: GETTING YOUR CHILD READY
FOR THE BEFORE AND AFTER SCHOOL PROGRAM.



ABOUT THE PROGRAM

OneList Waterloo Region

OneList is available throughout the year for you to confirm your registration information and to enter your child's schedule for the Extended Day program. Please note that for safety reasons, schedule changes need to be completed two weeks prior to the effective date.



Register at www.wrdsb.ca/beforeafter/register-for-program



Or call the OneList support line at **1-888-722-1540** or email: support@onehsn.com

SCHEDULES

Your child may attend all five days of the week or part time, however, they must attend a regular ongoing schedule for a minimum of two days per week (before and/or after) to remain enrolled. For safety reasons, we recommend you maintain a consistent Extended Day schedule.

If you modify your child's schedule through OneList, it is your responsibility to ensure that schedules are accurately entered to resume as needed. OneList will populate your child's schedule the entire school year based on initial days selected. Schedule changes by date can be made through OneList. It is your responsibility to view the on-line calendar to ensure it is accurate for invoicing and attendance*.

If you receive child care subsidy to help with your fees, you must also contact your caseworker for approval of any changes, otherwise you may be responsible to pay the cost for unapproved schedule changes.

REGISTRATION

Registration requires four weeks' notice before a child can begin attending the program. There are times when more than four weeks' notice may be required before a child can begin attending the program, for example if we need to hire educators to support the program. There may be times when a waitlist is implemented due to staffing challenges. If a space opens up, placement will be offered in priority of application date. If your child is placed on a waitlist you will receive an email when a space opens up.

*Your registration is complete once you have days of care entered in the online calendar.

WITHDRAWAL

Two weeks notice is required if you decide to withdraw your child from the program. You will need to make this change in OneList.

SPECIAL NEEDS

We offer an inclusive program that cultivates a safe and equitable learning environment. We invite you to meet with the school principal and the Extended Day Supervisor before your child starts the program to ensure any specific supports are in place.

Your child's well-being and safety is our primary concern. Necessary information will be shared between Extended Day providers and the school to protect the health, welfare and/or safety of your child.

NUTRITION

Snacks are provided daily and are selected in accordance with the Ministry of Education's School Food and Beverage policy. It is important that you inform the school and program of your child's specific food allergies. If your child is attending a full day with the program, it is your responsibility to provide lunch as you would on any regular school day. Lunch bags and water bottles must be labelled with your child's name.

HOURS OF OPERATION

Monday to Friday during the school year from 7 a.m. until the arrival bell, and from the dismissal bell until 6 p.m. The program may operate on designated PD days.

March Break camp, Winter Break camp and Professional Development day camp

Extended Day programs will operate at alternate program locations for Winter break and March break camps. Please view your child's online calendar to add care for camp week by the due date**. Space is limited. Full day programming will be offered on some of the designated Professional Development dates. Please view your child's online calendar to add care for the Professional Development (PD) days by the due date**. Children must be enrolled in before and/or after care in order to register for Winter break, March break or designated PD Day camps.

Closure Dates

The program may be closed for holidays and other special dates including:

- Thanksgiving Day
- Christmas to New Year's Day

- Family Day
- Easter Monday / Good Friday
- Victoria Day
- Designated PD Days

For a complete list of closure dates, please visit www.wrdsb.ca/beforeafter

WRDSB operated Extended Day programs do not participate in field trips or off site excursions.

PAYMENT INFORMATION

Rates

Extended Day programs charge base fees and do not charge non-base fees (fees for optional or additional services). Effective September 2022, the Extended Day program is enrolled in the Canada-Wide Early Learning and Child Care funding plan. The rates are determined annually on a cost-recovery basis. Current rates and payment information is available at www.wrdsb.ca/beforeafter

On March 28, 2022, the Ontario and Federal governments announced the signing of a Canada-wide Early Learning and Child Care (CWELCC) agreement. WRDSB operated Before & After school programs qualify for CWELCC funding. Fee reduction funding is intended to support children under the age of 6, with some exceptions for children with birthdays early in the calendar year who are 6 years of age and enrolled in kindergarten.

Payment

Invoices are generated in OneList and emailed monthly based on the schedule you selected. To ensure an accurate invoice, please log into OneList to confirm your child's schedule is accurate. All your payment options will be listed on the bottom of your invoice. Payments need to be received in a timely manner. If payment is not received, enrolment in the program will be withdrawn until the outstanding payment has been received in full. Please note that the two week advance notice to re-enter the Extended Program will apply. If you have any concerns about your invoice, please call 519-570-0003 ext. 4323 or 4379 immediately to have the invoice investigated. Issues regarding billing will only be investigated for the preceding two months.

Fees will not be reimbursed due to any of the following circumstances:

- Vacation or illness
- School closure due to inclement weather

- Emergency closures
- Suspensions

Payment options include:

- Pre-Authorized monthly withdrawals on a Canadian bank account/financial institution (22nd of the current month or next business day)
- Online payment via credit card at <https://www.wrdsb.ca/beforeafter/>
- By Phone (Visa, Mastercard) by calling 519-570-0003 ext.4323 or 4379
- In person via debit, credit or cash (exact amount only) at 51 Ardelt Ave., Kitchener, ON, N2C 2R5 (please call to make appointment)

Please direct all payment inquiries to Accounts Receivable at the Waterloo Region District School Board 519-570-0003 ext.4323 or 4379.

In the event of a billing error or overpayment, accounts will be credited or refunded in consultation with Extended Day Supervisors and Finance.

CHILD CARE SUBSIDY

Help paying for child care is available through the Region of Waterloo Child Care Subsidy program. You may be eligible for Subsidy if you are working or going to school and if your income meets the requirements. **To apply:**

- Complete the online application or call the Region of Waterloo at 519-575-4400 to apply over the phone.
- Register in OneList for the Extended Day program



**Space is limited and will be filled on a priority basis of application date. If spaces are filled you will be placed on a waiting list. You will receive an email if space opens up.