

Department of Youth, Sport and Recreation
THE OUT OF SCHOOL PROGRAMME
PARENT PARTICIPATION AGREEMENT

PARTICIPANT ELIGIBILITY

The Programme is designed for primary-age children (P1 – P6) and middle school aged children (M1 – M3) who are independently mobile and who are capable of managing their physical needs and emotional behaviors within a group setting without assistance. The Programme reserves the right to not accept for registration and/or dismiss a client who does not meet the participant eligibility requirements.

CLIENT RIGHTS

As a public service provider, the organization takes seriously its responsibility to create a protective, healthy and safe environment for its clients. To that end, clients can expect the Programme to:

- Conduct a rigorous recruitment and interview process to ensure that staff are suitably trained to work with children and undergo a background check
- Demonstrate service practices that reflect respect for personal dignity, confidentiality, and privacy
- Implement Policies & Procedures to help Prevent Abuse
- Have a clear system of responding to issues, accidents or abuses rapidly and carry out investigations confidentially

NOTE: The Programme must comply with the 1998 Children Act relative to mandatory reporting in the event of suspicion that a child is suffering or has suffered significant harm

PERFORMANCE & QUALITY MANAGEMENT (PQI) POLICY

As an important stakeholder, the Programme would like to receive your input about our service. From time to time, you may be asked to complete a survey or other request for information relative to our continuing efforts to satisfy your needs and make improvements wherever necessary. We love to recognize our staff for positive practices too. Feel free to give us a phone call or drop us a line at any time. We welcome your feedback.

IMPORTANT PROGRAMME REQUIREMENTS

To assist the Programme to provide the best service possible, Parents are expected to:

1. Complete the Registration Form thoroughly and honestly
2. Notify the Programme of any medical, behavioral, or special needs of the child
3. Make voucher payments in accordance with Programme policy
4. Ensure child is collected and signed out of the Programme by 6:00 pm. daily
5. Notify Site Sr. Supervisor of changes to anything that impacts the child's experience with the Programme:
 - a. Activity schedule
 - b. Contact information
 - c. Pick-up authority
 - d. Medical condition, etc.

VOUCHER POLICY

Out of School Programme fees are \$60.00 per week payable by Youth and Sport Service Voucher. Vouchers can be purchased at any Government post office and are sold in denominations of \$30..

Online Payment: Contact the OSP office if you wish to make an online payment.

TIME OF PICK-UP

Programme hours are from 8:00 am – 6:00 pm. Please collect your child/children in a timely matter; i.e., on or before 6:00 pm. Consistent late pick-up will jeopardize continued service.

FIELD TRIPS

Field trips are a fun part of the Programme and are noted on your programme calendars. You will receive a permission slip in advance of each field trip and a reminder leading up to the event.