

It's a **BLAST**



Lethbridge Community Out of School Association

Parent Handbook

IT'S A BLAST PROGRAM

The vision of the Lethbridge Community Out of School Association, It's a BLAST program, is to become the premier out of school care program in Lethbridge.

In fulfilling this vision, our mission is to:

~Treat all children as individuals by fostering creative expression and enhancing self-confidence.

~Develop life skills by providing new opportunities to learn and succeed.

~Build leadership skills through our Senior Blaster program.

~Promote the value and importance of a healthy lifestyle.

The purpose of the Parent Handbook is to give you a brief orientation to the It's a BLAST program. Aspects such as program locations, fees and registration dates, which may change from year to year, are posted on our website at www.itsablastprogram.com.

ABSENCES

Parents can submit absences by emailing or by calling the office before 1:00pm Monday - Thursday or 11:00am Fridays.

How to report your child absent:

- 1) Call the BLAST office at 403-320-3988 – we will mark the absence for the program staff
- 2) Email blast@itsablastprogram.com Please email in before 1:00pm Monday – Thursday or 11:00am Fridays. If it is after these times you **MUST** call the office.

Verbally telling the program staff by phone or in person or by text does not meet our program requirements and you will be charged the child finder fee.

ACCIDENTS

When an accident or injury occurs, the staff need to assess the situation to determine what type of medical attention is necessary. Parents will be informed and an 'Accident Report' will be filled out. If further medical attention is required, the staff will contact the parent to pick up their child to take them to the doctor. Based on the severity of the injury, and contact with the parent, an ambulance may be called to transport the child to the hospital if deemed necessary. If an ambulance is required, it will be at the family's expense. Any head injury staff will contact parents.

AFTER HOURS EMERGENCY NUMBER

Our After-Hours Emergency Phone Number is **403-634-7885**. This number is only to be used after office hours in the event of an Emergency. For example, a parent is unavoidably delayed and unable to have their child picked up by 6:00 p.m. or needs to authorize someone else to pick up their child. The Blast office is open Monday – Friday from 8:30am – 4:30pm, we are open during the lunch hour.

BEHAVIOURAL WARNINGS, SUSPENSIONS AND TERMINATION OF CARE

Lethbridge Community Out of School Association- It's a BLAST, believes it is reasonable to expect children to follow basic rules of safety, respect, courtesy, and fair play. If, however, a child has difficulty meeting these expectations on a regular basis the following consequences may take place:

In the event that a child cannot manage at the program due to any of the following actions listed below or actions otherwise decided by the Executive Director; the Executive Director may use their discretion and have the child picked up immediately as per BLAST Policy- Immediate Pick-Up. The following reasons may initiate a call for pick up to the Registering Parent or Guardian:

- Striking another child or adult
- Bringing a weapon (real or fake) to the program
- Threatening children or staff
- Self-Harm or Suicidal talk
- Derogatory or abusive language
- Running away
- Property or equipment destruction
- Theft of program or other participants' belongings
- False accusations regarding staff, children, or volunteers

First Offense: The Parent or Guardian will be asked to pick up their child immediately from the BLAST Program. Dependent on the severity of the incident; the Executive

Director may choose to suspend the child from the BLAST Program for a minimum of one day to a maximum of three days.

Second Offense: The Parent or Guardian will be asked to pick up their child immediately from the BLAST Program. Dependent on the severity of the incident; the Executive Director may choose to suspend the child from the BLAST Program for a minimum of one day to a maximum of three days. Following the suspension, a meeting will be held with the Executive Director, Program Coordinator and Programming staff to discuss a plan to best assist the child in their success at the BLAST Program. A copy of this plan will be given to the Parent or Guardian to review and sign. If this plan deems unsuccessful a meeting will be held with the Executive Director, a member from the Programming Team and the Parent or Guardian to discuss further options.

Third Offense: The Parent or Guardian will be asked to pick up their child immediately from the BLAST Program. After all attempts have been made to rectify the situation as stated in the above steps; the Executive Director will inform the Parent or Guardian that services will be discontinued and the child will be terminated immediately with consideration for alternate care arrangements. Advisement of such will be through a verbal or written notice provided by the Executive Director to the Parent or Guardian.

It's a BLAST ensures that Behaviour Warnings, Suspensions and Termination of Care Policy used in the program are communicated to parents, staff, and children. Along with this Policy is our Immediate Pick-Up Policy, which the Parent or Guardian sign and date accepting the Policy and its guidelines.

- Parents have access to the Behaviour Warnings, Suspensions and Termination of Care Policy in the Parent Handbook located on the It's a BLAST Website. Staff will also review the program rules and expectations and policy with parents during New Family Orientation.
- Parents will be given a copy of the policy and sign a waiver for the Immediate Pick-Up Policy within the first week of attending the BLAST program.
- Staff will receive training through New Staff Orientation, New Staff Training, Regularly scheduled Training Sessions.
- Children receive information through our BLAST leaders and daily group time.

IMMEDIATE PICK-UP WAIVER

Lethbridge Community Out of School Association-It's a BLAST requires that: If during a child's day, the child shows aggressive behaviour towards other children or staff, they are endangering themselves or other children, or the staff at the program has exhausted all efforts to de-escalate the child and the incident occurring, you will be required to pick-up your child from the program.

If your child is in an emotional state and identifies any form of self-harm or suicidal talk you will be contacted by the Executive Director or Program Coordinator immediately. This

also includes violent or threatening talk to the Program Staff.

Child illness immediate pick up of any child showing the following symptoms: a child vomiting, having a fever, diarrhea or a new unexplained rash or cough; or displaying symptoms of respiratory illness.

If you are called from the Executive Director or the Program Coordinator to pick up your child from the BLAST Program, we require your child to be picked up within **30 minutes**. If for any reason or circumstance you are unable to pick up your child, it is the responsibility of the parent or guardian to find an alternate person within the time frame allotted. This person must present a valid government I.D. upon arrival. If you are unable to meet these requirements, please contact the Executive Director to discuss alternate options.

BULLYING

In our program, we focus on the prevention of and education about bullying. This is done through Circle activities and discussions, scenarios, books, posters, etc. If an incident of bullying occurs, our staff will intervene immediately and deal with the situation accordingly. Should concerns arise, please discuss with Executive Director.

CALENDARS

Monthly calendars are available at each location to keep you updated to the program highlights for the month. Please be sure you check them for any changes to location or hours due to Full Day or Holiday Programming.

CANCELLATION OF SERVICES

If childcare is no longer required, written notification by email or letter, must be received in the IT'S A BLAST office on or before the **15th day of the preceding month** or the full month's fees will be charged for the previously booked dates. (Example: To cancel for April written notification must be received on or before March 15)

Email address: blast@itsablastprogram.com

Office address: 290 10th St North, Lethbridge T1H 6R7

CHANGES TO SERVICES

If you wish to make changes to your bookings, the BLAST office must be notified on or before the **15th day of the preceding month**. Requests to change from full to part time will be made based on availability as part time spots are limited for each program.

CHILD FINDERS FEE

If a child does not arrive on a day they are scheduled, and the BLAST office has not been notified by a parent, we may have to make several phone calls to locate the child. This takes a staff member out of required ratios and distracts them from the supervision of all children in our care.

You will be charged a \$25.00 Child Finder Fee if calls are required. This fee is per family, per occurrence. The program staff will give two verbal warnings of this policy and then on the third offence fees will begin.

You must call the It's A BLAST office at 403-320-3988 or email at **blast@itsablastprogram.com** before 1:00 pm Monday – Thursday and 11:00 am on Fridays to let BLAST know. A verbal message left at the program will not meet this requirement. ****SEE MISSING CHILDREN**

CHILD GUIDANCE

Program staff are responsible to use sound judgment and appropriate language including mannerism, tone and volume when dealing with guidance issues.

Inappropriate behavior is managed according to the child's age, developmental ability and the circumstance using the following techniques: redirection, mediation, contracting and time away / taking a break within the same room (if needed). Staff will discuss behavioral concerns with the parent and work together to come up with a technique that will work for each individual child. Please address any concerns or suggestions you may have with the Team Leader at your location.

CHILD TO STAFF RATIOS

Licensing regulations set our maximum ratios for programming. For our School Age programs the ratio is 1 staff to fifteen children (1:15). If at any time we leave the school grounds (school, playground, field) this is considered an Offsite and parent consent must be given. Licensing ratios remain the same, however BLAST will always consider the activity and needs of the group and will staff accordingly.

CHILDREN REQUIRING ADDITIONAL SUPPORT

Children who require additional support to have success in the BLAST program will need to meet with the Executive Director. The Executive Director will work together with the parents and the BLAST Program Team to provide an orientation to the program to ensure a smooth

transition. The parents will work closely with the Executive Director and Team Leader communicating information about the child to assure the child's success in the program

CLOTHING & NECESSITIES

Our day to day programming is very active, especially during the summer months, and it is essential that all children are coming prepared for the weather and activities.

- ✓ During the Spring and Summer each child should bring their own hat, water bottle, sunscreen & bug spray (these can be shared with a sibling), proper footwear for walking / running (runners or sport sandals) and proper clothing for the weather (i.e. sweater in backpack).
- ✓ During the colder months, please ensure that children are dressed appropriately for outside activities (boots,
- ✓ gloves, toques, scarves).
- ✓ Many schools have a 'two-shoe' rule or the 'no boots in the hallway' rule. We honor the schools request and therefore need to have a two-shoe rule also.

Please ensure your child has a pair of shoes that can be worn inside. For specific information, speak to the Team Leader at your location. When children are in our programs, they MUST always have footwear on.

COMMUNICABLE DISEASES

Parents will be informed to seek alternate child care or keep their child at home if the child is not well enough to participate in the regular activities of the BLAST Program, the illness requires greater care from the staff than can be provided without compromising the care of the other children in the program, or their child has received one or more of the following diagnoses:

- COVID 19 or respiratory illness symptoms
- Diarrhea or loose stool - Immediate pick up. The child will not be permitted to return to program for a minimum of 24 hours after the symptoms has subsided.
- Rash with a fever or behavioural change - The child will not be permitted to return to program for a minimum of 24 hours after the symptoms has subsided.
- Temperature of 38 Degrees or higher - Immediate pick up. The child cannot return to program until 24 hours after the cessation of fever.
- Vomiting - Immediate pick up. The child will remain at home until vomiting has stopped for 24 hours.
- Head Lice, Scabies, or other infestation - Immediate pick up. The child cannot return to program until full treatment has been completed, and all lice have been removed from the child's head. 48-hour timeline.
- Hand Foot and Mouth – The child cannot return to the program until all blisters have scabbed over.
- Wheezing/Persistent coughing - The child should remain at home until they have been assessed by their family physician and have been given clearance from the family physician.

- Purulent Conjunctivitis (Pink Eye) - The child can return to program 24 hours after antibiotic eye treatment has been initiated.
- Mouth Sores with drooling - Immediate pick up. The child will be able to return once the family physician has determined the child isn't contagious or infectious.
- Strep Throat - The child will remain at home until 24 hours after appropriate antibiotic treatment has begun and cessation of fever.
- Symptoms of possible severe illness - Lethargy, uncontrolled coughing, irritability, persistent crying, difficulty breathing, wheezing, chest pain, etc. - The child should be seen by their family physician and cleared before returning to program.
- Chicken Pox - The child can return to program when he or she has been confirmed that they are no longer contagious by a family physician.
- Hepatitis A - The child will not be permitted within 14 days after the onset of the illness or seven days after the onset of Jaundice. The child will need clearance from a family physician.
- Measles - The child will remain at home until 4 days after the onset of the rash, and the family physician has deemed the child is no longer infectious.
- Mumps - The child should remain at home until 9 days after the onset of the Parotid Gland swelling, or until cleared by their family physician.
- Pertussis or Whooping Cough - The child should remain at home until 5 days after the antibiotics have been completed; Until 3 weeks after the onset of symptoms; or until the coughing has stopped and the child has been cleared by the family physician.
- Rubella - The child will remain at home until at least 4 days after the onset of the rash, or up to 7 days at the option of the local health authority or family physician.
- Tuberculosis - The child will remain at home until the family physician has cleared their health.

CULTURAL DIVERSITY

As part of our programming, we encourage the children to learn about their own heritage as well as that of their peers. Staff are encouraged to plan activities around children in programs culture.

EMERGENCY EVACUATION, FIRE DRILLS and LOCKDOWNS

Each BLAST location has emergency procedures in place. In the case of a situation where it is unsafe to stay at the school, an Emergency Evacuation location has been designated. In this extreme circumstance, the staff will walk all children to this location and call the parents to advise them where to pick up their child. Fire Drills are practiced at each program. A designated meeting spot has been established and the staff and children practice monthly. For your information, the Emergency Evacuation location as well as the Fire Drill meeting spot are posted on the Parent Board at each location. Each BLAST program follows the schools Lockdown procedure.

Extreme Environmental Situations

We do not take the children out in the following situations:

- 1) Wind that exceeds 60km/hr
- 2) Cold temperature of -20°C or a windchill of -20°C or lower
- 3) Extreme heat will be advised by Programming. Staff will be cautious that children have hats, water, and shade when temperature is above 20°C

Snow: If the school district cancels school due to snow the programs would be closed. It's a BLAST program will update the closure on the website and email.

Flooding: Follow emergency evacuation policy with administrative direction to follow.

Emergency Evacuation: In the event of an emergency Evacuation a message and email will be sent out and the website will be updated.

FULL DAY / HOLIDAY PROGRAMS

Full day programs may be offered during Professional Development / Learning Days, Parent/Teacher Interviews, Christmas, Easter, Teacher's Convention and School District planning days. As programs may not be offered on all days or at your school, please check the Parent Board for notices on changes to dates, locations, or closures. The information is also posted on the BLAST website.

HAND WASHING

We encourage the children to wash their hands often to prevent the spread of germs. We request all children to wash before eating lunch and snack and after using the bathroom.

LATE PICK UP CHARGES

Our programs are licensed to end at 6:00 p.m.; therefore, all children **MUST** be picked up by then. Any parent, or other person, arriving to pick up between 6:00 p.m. and 6:15 p.m. will be given a 'Late Slip' and a Late Charge of \$25.00 will be incurred. An **additional \$25.00**, for every **5-minute increment** after that, will be charged until the child is picked up. The BLAST iPhone is the time we use to avoid any dispute. Late pick up charges must be paid within **five (5) business days**. Your childcare service will be in jeopardy for repeat late offences.

LUNCH & SNACKS

Lunch is not provided in any of our programs, parents are required to send a lunch with their child. If your child does not have lunch, you will be called to bring one. Due to food

allergies, children are not allowed to share or trade food items. Children are encouraged to take home whole food items, instead of throwing them away, allowing parents to monitor what their child is eating. Our staff encourages children to eat their lunch but do not make them eat it. Due to space, refrigeration is not available for any lunches. Microwaves are available at each location. Snacks are planned according to the Canada Food Guide and focus on nutrition and portion size. Snack menus for each week are posted at each program on the Parent Board. If a child has medical or dietary restrictions where they require special snacks, parents may want to speak to the Team Leader about bringing in their own snack on school days. Please feel free to send snacks with your child. We will provide a table area for snack to be consumed. Morning snack is provided on holiday programming.

MEDICATIONS

To be in compliance with our Licensing regulations, and ensure the safety of all children and staff, medication requirements are as follows:

- All medications must be administered by a staff member. Please do not put any pills or meds in your child's backpack or lunch kit.
- A **“Provision of Healthcare”** form must be filled out prior to staff being able to give any medication.
- Medication must be in the **original labeled container** with the **child's name** and
- **Proper dosage** listed.
- Medication must be stored during program as either Emergency or Non-Emergency. Medication must be given it directly to the Staff after a **Provision of Healthcare form** has been completed.
- **Cough Drops are considered medications and need a Provision of Healthcare form.**
- Any medication required for full day programs must be transported to and from your child's regular program to the host site by the parent.

MISSING CHILDREN

If a child is registered and booked to attend the After-School program and does not arrive, we first do a quick check of the school and then we initiate our emergency procedure as follows:

- Staff will contact the registering parent or guardian to establish the whereabouts of the child.
- If the parent/guardian cannot be reached, we will attempt to reach each one of the Emergency Contacts listed on the registration form to confirm child whereabouts.
- If after all attempts to reach anyone has failed, the Executive Director will enlist the help of the police. Remember it is the responsibility of the registering parent to notify the BLAST Office if your child will be absent.

NEWSLETTERS

Monthly Newsletters are available at each location and emailed out to keep you updated to the program highlights for the month. Please be sure to check them for any changes to location due to Full Day or Holiday programming.

OFF-SITE ACTIVITIES

As part of our programming we may go on an offsite activity throughout the year. For your child to attend these activities you will be required to sign a permission form. The permission form will detail the location, type of activity (i.e. swimming, special event, etc.), date, staff/child ratio, transportation (walking, charter bus) and any other special requirements. For summer program, a Calendar of Events detailing the planned activities will be available by the first day of the program. Parents are welcome and encouraged to attend these activities and can see the Team Leader if they are interested in coming.

PARENT BOARD

A Parent Board is provided for all parents at each program location. Information regarding menus, program planning, Southwest Child & Family Service's licensing reports, collaborative programming locations and upcoming events will be posted.

PARENT FEEDBACK

To ensure that we are providing quality service, we have a process in place for parents to share their concerns, opinions, accolades or offer suggestions. For issues regarding programming, please speak to the staff at the program. Should you feel that you have not received a satisfactory response, or if you are not comfortable speaking directly with the program staff, please call the Executive Director. If your concern is still not resolved, the Board of Directors may be consulted if required. All forms of feedback are appreciated. As well, parents can phone or send emails to the office.

PARENT INVOLVEMENT

To provide the best childcare experience for your child, it is essential that we work together. Parents are encouraged to get to know the staff and be aware of what is going on at the program. Please check the Parent Board at your location for more information.

PARENT RESPONSIBILITIES

- To monitor for illness.
- To sign your child in and out daily
- To keep us informed of any changes to your child's booking schedule

- To keep your child's registration information current (i.e. phone numbers, addresses, medical concerns, etc.)
- To read the Parent Board for information regarding the program
- Communicate with program staff any concerns regarding your child
- Ensure that your child understands and follows the program's rules and behavior expectations

- To understand that any abusive behavior (physical contact, swearing, threats, etc.) towards staff and other children in the program will be considered grounds for terminating childcare

- To treat staff with respect at all times
- To keep payment of fees current
- To participate in program evaluations through completing surveys, interviews, etc.

PAYMENT POLICY

Childcare fees must be paid, in advance, by cash, preauthorized credit card dated for the first (1st) day of each month or pre-authorized debit (EFT) dated the first (1st) of each month or the twentieth (20th) day of the **preceding** month (i.e.. August 20th for September fees). A \$30.00 NSF fee will be charged if payments is rejected or returned, and must be replaced by cash, debit, certified cheque, or money order including the service charge withing five (5) business days. Failure to do so will result in the termination of al services.

PICK UP (RELEASE) OF CHILDREN

For the safety of all involved, we only release children to authorized people listed on the Registration form. When someone arrives to pick up a child, and the staff does not know them, they will be asked to provide photo identification. This ID will be compared to the names listed on Registration Authorized Pick-Up List. If the name matches, they will be asked to sign the child out on the Tablet prior to being allowed to take the child. If the name is not listed on the Registration form, staff cannot release the child until they have confirmation from the **registering parent**.

- ✓ Please ensure that when you send someone different to pick up your child that they are listed as an authorized person for pick up on your Registration and that they have their photo ID.
- ✓ In the case where it is a one-time pick up, please call the BLAST office with the correct spelling of the first and last name, and the message will be relayed to the program.
- ✓ Changes to your pickup list must be made through the office; they cannot be done at the program.
- ✓ When we have Full Day programs, please be prepared to show your photo ID. It will not always be the case that the usual staff will be working when you arrive to pick up your child.
- ✓ If a person arrives to pick up a child and they appear to be unable to care for the child

(i.e. under the influence of drugs or alcohol), another authorized pick up person will be called. The Executive Director will be called if further support is required.

PROGRAM INFORMATION

- It's a BLAST implements collaborative programming where two or more programs combine at one location due to staffing or location availability issues. It is required that children attend the program location that is designated for your school. Locations are chosen based on school availability and every attempt is made with the schools to try to rotate locations on a consistent basis.
- It's a BLAST programs may be closed on other days such as preparing for school year and summer programming (usually the day before the new program begins). Our programs may also be closed when there is a school closure. Program location changes and closures are posted on the Parent Board, in the newsletter and will be emailed out.

SCHOOL CLUBS AND ACTIVITIES

During the school year our schools offer many before and after school clubs and activities, i.e.: running club, basketball, tutoring sessions. If you would like your child to participate in any of these activities, please ensure the BLAST office is informed when your child will be attending so we can ensure the information is forwarded to the program.

SCHOOL RELATIONSHIPS

Lethbridge Out of School Community Association, It's a BLAST program works closely with each school. As such parents, children and staff are asked to follow school rules and respect the staff, school building and equipment always.

SICK CHILD

The It's a BLAST program is required by the Government of Alberta to follow guidelines when a child becomes ill while attending Licensed Regulated Care.

BLAST must contact parents to arrange for immediate pickup of a child, if he/she has any of the following symptoms: vomiting, fever, diarrhea or a new or unexplained rash or cough.

Once sent home, your child will not be allowed to return until they are symptom free for 24 hours. For more information, please refer to the Government of Alberta website: www.child.alberta.ca.

SIGN IN / SIGN OUT

All children must be signed in when they arrive and out when they leave with their parents or authorized pick-up. It is a requirement that the **exact time** and **code** (digital signature) of the person dropping off / picking up be recorded on the attendance device (tablet).

SMOKING

As part of our regulations, children in our programs are not to be around people who are smoking. This includes the school grounds, entrances to the school or program and offsite locations.

SPECIAL NOTIFICATION & RELEASE

In special circumstances, children nine years or older may be allowed to arrive or depart the program without the accompaniment of a parent or guardian. Prior to this happening, the parent or guardian must complete and sign a 'Special Notification and Release' form and receive authorization from the Executive Director.

STAFFING

Each location has a designated Team Leader who is responsible for program administrative duties, licensing, and is the onsite contact person. As a parent, if you have a concern, the Team Leader at your location is the best person to discuss it with. Positions and location of staff are based on qualifications, experience, availability, and size of the program.

STAFF RESPONSIBILITIES

- ✓ To provide a safe and fun environment for your child
- ✓ To provide qualified staff to create quality programming
- ✓ To supply a daily nutritious snack that follows the Canada Food Guide
- ✓ To be a support to families by reinforcing your child's positive behaviors
- ✓ To provide a variety of activities and supplies to meet your child's needs
- ✓ To treat parents and children with respect always
- ✓ To inform parents regarding daily programming
- ✓ To provide information about events so parents can attend

STATUTORY / PUBLIC HOLIDAYS

It's a BLAST observes and will be closed on the following holidays. If a holiday should fall on a weekend, a day in lieu of will be taken.

- New Year's Day
- Family Day
- Good Friday
- Easter Monday
- Victoria Day
- Canada Day
- August Civic Holiday
- Labour Day
- Thanksgiving Day
- Remembrance Day
- Christmas Day
- Boxing Day

SUBSIDY

To assist parents with the payment of childcare fees, a subsidy may be available through funding from Government of Alberta – Child Care Subsidy. Parents can apply online at: www.child.alberta.ca/childcaresubsidy.apx or by calling 1-877- 644-9992.

SUPERVISION

- ✓ It's a BLAST will ensure children are supervised, at all times, during programming to ensure their safety, wellbeing and development. The following will outline general supervision expectations:
- ✓ It's a BLAST will train all staff on proper active supervision techniques to prevent injuries and conflicts to children during programming (indoors and outdoors.)
- ✓ Staff will complete Indoor Safety Sweep and Outdoor Safety Checklists, before the children arrive to the space, to ensure the area is safe for the children and staff.
- ✓ Staff will be actively involved with the group, participating in activities.
- ✓ Staff will know what all children are engaged in.
- ✓ Staff will supervise, within close enough proximity, to step in and prevent or minimize injuries / incidents based on the activity, size, and developmental needs of the group.
- ✓ Staff will position themselves where they are able to see the entire group and move within

- the group, while
- ✓ actively supervising.
- ✓ Staff will know where all children are at all times. This is done by active supervision and head counts & tablet attendance.
- ✓ Before taking a group of children outside or away from the Base Room (alternate space, gym etc.) the following procedure is completed:
 - Staff will adjust nameboards as to where the children are. The Staff will compare to the children in line and the name tags moved. It is essential that the names on the list are the same as the name tags not just the number of children.
 - If the children are going on an Offsite, a headcount will be done when they arrive at the location and before leaving the location. The staff will do a headcount to ensure they have all the children in their group.

If travelling on a bus, the staff will each check their list and headcount their group. The Team Leader will count the entire group as they get on and off the bus to ensure the entire group are accounted for.

- Program staff will communicate to the children and parents the importance of the basic BLAST expectations and how we are always there for their protection and safety.

TERMINATION OF SERVICES

The Lethbridge Community Out of School Association, It's a BLAST program, staff are committed to providing a caring and supportive environment for all children and families.

However, termination of services may be required if:

- ✓ Fees for services are not paid according to the contract and payment policy and suitable arrangements cannot
- ✓ be agreed upon.
- ✓ The family does not abide by the expectations in the Parent Contract and successful resolution of the differences is not achieved.
- ✓ The child is no longer in the custody of the registering parent or guardian.
- ✓ A family member harassed, abused, committed a violent act, or threatened a staff, child or other family involved in our program.
- ✓ The Association is unable to satisfactorily resolve problems of late pick-ups with a family.
- ✓ The child's behavior is severely disruptive or physically threatening to the wellbeing and safety of other children or staff and additional supports to accommodate the child are unavailable. *Please see Behavioral Warnings, Suspension and Termination of care for more details.

TOYS AND EQUIPMENT

Children are not allowed to bring toys or equipment to the program from home, except during show-n-share opportunities. The Lethbridge Community Out of School Association,

It's a BLAST program and its employees are not responsible for lost, stolen or broken toys or equipment brought from home.

WEBSITE

www.itsablastprogram.com is our website. Please be sure to check it regularly for updates and BLAST notifications.