

HRCE-EXCEL  
EXCEL Before and After School Program  
Parent Handbook  
2021-2022

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## **EXCEL PROGRAM INTRODUCTION**

EXCEL is a High Five® registered before and after school recreational program offered by the Halifax Regional Centre for Education at 66 elementary schools across the Halifax Regional Municipality. EXCEL's dedicated and qualified program leaders plan and facilitate weekly games and activities that consider the needs and interests of the registered students. These program plans reflect EXCEL's overall philosophy which is focused on providing opportunities for physical activity and positive social interaction in a safe and fun environment.

While program size and operating space may differ at each school, EXCEL's programming objectives are consistent. Since the program began over 25 years ago, it has developed significantly based on experience, advancements in the field of youth recreation, and feedback from participants, parents and staff. Today, EXCEL is one of the largest before and after school programs in Canada, providing engaging and inclusive recreational opportunities for nearly 4000 program participants.

Program Highlights include:

- Structured and unstructured active play both inside and outside;
- A minimum of 45 minutes per day of structured physical activity;
- Opportunities for participant choice in programming;
- Special guests such as Mad Science, Ray's Reptiles, Atlantic Youth, TK Adventure Play, and Shubenacadie Wildlife Park;
- Loose Parts and Loose Arts Play - open-ended activities using a variety of natural and human-made materials to build, create and imagine;
- P.A.L.S. (Playground Activity Leaders in Schools) for participants in Grades 4-6; and
- HRQ Gym (Homework/Reading/Quiet Time/Gym) from 5:30 to 6:00 pm.

## **ABOUT THE STAFF**

Our programs maintain a staff to student general supervisory ratio of 1:15 for the Before and After school programs. The on-site leaders are employees of the HRCE and have education and/or experience working with children in group child care or recreation settings. EXCEL provides on-going professional development workshops and seminars for our staff that include topics essential to our program's operation such as: First Aid & CPR, High Five, Fundamental Movement Skills, Verbal De-escalation, Child Guidance, and EPI-Pen training.

Recreation Programmers provide supervision and support to the Program staff at each site. Each Recreation Programmer is responsible for a group of program sites to guide the staff's development and delivery of the program, address parent/guardian concerns and provide general information, and to deliver training and evaluations. A listing of the Recreation Programmer contact information is included on page 12.

## **REGISTRATION**

All families interested in having their children participate in the EXCEL Program are required to register online for each new school year. This information is necessary to understand the desired program participation level as well as to ensure EXCEL staff have immediate access to current student, parent/guardian and emergency information. Confirmation emails will be sent to parents/guardians as verification of your enrolment status. Please note that students may not begin attending the program until confirmation of acceptance has been received.

Registration for the EXCEL Program occurs in the Spring of the current school year for the next school year and is completed online through the EZChildTrack Parent Portal at: <https://ca.ezchildtrack.com/excel/parent>. Families with a child(ren) enrolled in the current year's EXCEL program or NS BAP (for Pre-primary students at Springvale Elementary only) are provided with an advance opportunity to register their current participants and siblings (who will be starting school) for the next school year using the email address on file in EZChildTrack. This will provide the primary account holder exclusive access to the online registration system during this period. Registration procedures are sent to families with children enrolled in the current year's program by email and posted on the EXCEL pages of the HRCE website. We encourage families to apply

early as there is no guarantee of re-enrolment for returning students. Any applications received from parents re-registering after this advance re-enrolment period will be regarded as new enrolments and will be processed based upon the date and time of receipt.

At the completion of the early registration period, the general registration period begins. Registration procedures are posted on the EXCEL pages of the HRCE website. New families (i.e., those who do not have a child(ren) enrolled in the current year's EXCEL Program) will be unable to access the online registration system prior to the opening of the general registration period.

Registration is intended for families who wish to enroll their child(ren) in the EXCEL program at the earliest opportunity. We do not hold spots for families who are interested in enrolling at a later date or for those who withdraw hoping to re-enroll at a later date. If you would like your child(ren) to start the program at a later date, you will be billed for the days/month(s) of service leading up to that start date to reserve your place in the program.

Acceptance to the program will be based on the date and time applications are successfully submitted through EZChildTrack. Past experience has shown that many EXCEL program applicants cannot be accommodated at specific school sites where the demand exceeds program capacity. EXCEL recommends that parents/guardians register early to ensure the greatest opportunity for entry into the program. If necessary, waiting lists are formed for individual school programs. A confirmation and/or waitlist notification email will be issued within ten business days of application submission.

A schedule of our program fee options is listed at the end of this handbook. EXCEL fees are prorated into ten equal monthly payments and are calculated based upon the number of actual scheduled school days, less all professional development/assessment and holidays. Parents/guardians are not charged for holidays or non-teaching days within our monthly fee calculations. Sibling discounts of 10% for the second child and 15% for the 3rd and subsequent children will apply to EXCEL program monthly fees.

Once a child(ren)'s enrolment is approved, parents/guardians will have access to our online parent portal and are asked to update the system with any address changes occurring throughout the school year as well as any changes to your payment card numbers and expiry dates. All parents/guardians must identify emergency contacts in case of illness and/or cancellations. If there are any changes to these contacts, parents/guardians are asked to update these changes in the parent portal or by contacting the EXCEL office. For more information on using the features of the EZChildTrack Parent Portal, please click on the Help tab on the Home Page.

All individuals wishing to register for EXCEL must do so through our online registration system. At the time of registration, parents/guardians are asked to identify any medical concerns their child(ren) may have or if their child(ren) will require support beyond our 1:15 staff to student ratio to participate in our group recreation program. To fully explore the scope of the needs identified and the potential accommodations required, you will be emailed a participation questionnaire after submitting your online registration. It may also be necessary to arrange for a phone call or in-person meeting with EXCEL's Recreation Programmer-Inclusion. Your position in the queue will not be impacted during this process.

As in previous years, parents/guardians must pay a registration fee (\$37.00). This fee is non-refundable even if the child(ren) are withdrawn from the program, regardless of whether or not they attended. Payment can be made online during the application process using Visa, MasterCard, Visa Debit or MasterCard Debit. Under the heading, "**Pay Now: Select Payment Method**", Credit Card will be the choice presented. The following payment cards are accepted: Visa Credit or Debit, MasterCard Credit or Debit. The system will recognize the different cards based on the card number. The name of the payer, address (must match the address provided to your credit card company or financial institution), expiry date and CVV (3-digit number on the back of the card) are required. **Please note: the payer must be a person listed on the application form as primary or secondary account holder, emergency contact, or authorized to pick up.**

Families who wish to pay monthly tuition fees online can set up **auto payment** at the time of registration with the payment card used to pay the registration fee. On the "Make Payment" screen where you are required to enter your payment card information, there is a section that says, "Enroll in Recurring Autopay". Below, it will say "Use this card for autopay" and will provide Yes or No as your options. Simply click Yes if you would like to set up for autopay, then click the "Make Payment" button. Tuition payments will be applied to the payment

card entered on the 20<sup>th</sup> of the month preceding the month of service.

By enrolling in Autopay, the Payer authorizes the Halifax Regional Centre for Education to process payments on a recurring basis for the amount of the Account Balance on each Payment Due Date. If the payment fails for any reason, the payer has until the end of the Payment Due Date to post a one-time payment to cover the Account Balance. A Late Payment Fee of \$18.50 will be posted to the Account on the day following the Payment Due Date if the balance has not been remitted.

If you choose to pay the registration fee later by cash, cheque or money order, please mail or deliver payment to the EXCEL Administration office at 25 Alfred Street, Dartmouth, NS, B3A 4E8 to complete the registration process. Please make cheques and money orders payable to HRCE/EXCEL.

The \$37.00 registration fee will be applied even if your child(ren) are only enrolled in one of your desired activities (i.e., Before or After). If the capacity has been reached for all program activities in which you wish to enroll and you apply for a space on the waitlist, you will not be required to pay the \$37.00 registration fee until such time as space is available for your child(ren) to enroll.

## ACCOUNT INFORMATION

### PAYMENT OF FEES

All fees for the EXCEL Before and After school program are processed on the 20th day of the month preceding the month of service, beginning August 20<sup>th</sup> for service in September. Options for payment include online payments using Visa or MasterCard, Visa Debit or MasterCard Debit, Post-Dated Cheques, Cash or Money Order. Tuition must be paid by the Payment Due Date and in full each month.

If paying monthly tuition fees online, families can make payments manually each month or set up **auto payment**.

### Manual Online Payments

To make manual online payments, sign in to your account on the EZChildTrack Parent Portal (<https://ca.ezchildtrack.com/excel/parent>). Click on the [Pay Now] button in the 'Payments & Statements' section of the Home Page. Select the desired payment method (i.e., credit card). You will be taken to a page wherein you can select the payer and specify the payment amount. **Please note: the payer must be a person listed on the account as primary or secondary account holder, emergency contact, or authorized to pick up.** If you wish to use another payment method, click on the [Change Payment Method] button. The 'View Current Invoice' link can be used to view details linked with the current invoice. There is also an option to view the refund policy. If no credit card details have been saved for the account, you can specify payer information (address must match the address provided to your credit card company or financial institution), and click on [Enter Credit Card] button. A form is shown where you can enter payment details and, if you wish, use the card details for autopay. Click on [Make Payment]. If the transaction processed successfully, a payment receipt will be emailed to the payer and the Primary Account Holder (if different). A screen will appear indicating that the payment was successfully processed and provide the option to print the receipt. A Late Payment Fee of \$18.50 will be posted to the Account the day following the Payment Due Date if the balance has not been remitted.

### Autopay

Enrolling in autopay can be completed at the time of registration with the payment card used to pay the \$37.00 registration fee. On the "Make Payment" screen of the application where you are required to enter your payment card information, there is a section that says, "Enroll in Recurring Autopay". Below, it will say "Use this card for autopay" and will provide Yes or No as your options. Simply click Yes if you would like to set up for autopay, then click the "Make Payment" button. Tuition payments will be applied to the payment card entered, on the 20<sup>th</sup> of the month preceding the month of service.

To enroll in Autopay later, sign in to your account on the EZChildTrack Parent Portal (<https://ca.ezchildtrack.com/excel/parent>) **on a device larger than a cell phone**. Click on the [Enroll in Autopay] button in the 'Payments and Statements' section of the Parent Portal Home Page. Select the desired method for automatic payment (i.e., credit card). In the next screen, after selecting the payer from the 'Paid

By' drop-down and agreeing to the terms and conditions (please review carefully), click on the [Enter Credit Card] button. A payment form is displayed where you can enter all card details. If the enrolment is successful after you click on the [Enroll in Autopay] button, a confirmation email will be sent to the payer and a confirmation message will come up. Once the confirmation message comes up, you can click on the [Close] button to exit. Any payment due prior to the autopay start date must be made manually.

By enrolling in Autopay, the Payer authorizes the Halifax Regional Centre for Education to process payments on a recurring basis for the amount of the Account Balance on each Payment Due Date. If the payment fails for any reason, the payer has until the end of the Payment Due Date to post a one-time payment to cover the Account Balance. A Late Payment Fee of \$18.50 will be posted to the Account on the day following the Payment Due Date if the balance has not been remitted.

To update/change the payment card used for autopay, sign in to your account on the EZChildTrack Parent Portal (<https://ca.ezchildtrack.com/excel/parent>) **on a device larger than a cell phone**. Click on the [Change Autopay] button in the 'Payments & Statements' section of the Home Page. Click on the [Change Payment Method] button to choose a different payment method. Select the desired payment method. You can also delete the existing saved automatic payment method at this time. Changes to payment cards must be made through the parent portal at least five business days prior to the 20th of the month. **Please note: If you are set up for autopay and make a one time manual payment with a different payment card, this will not change the payment card set up for autopay. You must complete the steps outlined above to update or change the payment card for autopay. Autopay will be set up on your account from year to year unless you choose to cancel it.**

If you wish to cancel autopay, sign in to your account on the EZChildTrack Parent Portal (<https://ca.ezchildtrack.com/excel/parent>) on a device larger than a cell phone. Click on the [Change Autopay] button in the 'Payments & Statements' section of the Home Page. Click on the [Cancel Automatic Payment] button to cancel autopay and make payments manually.

### **Post-Dated Cheques**

If paying monthly tuition fees by post-dated cheques, they must be received at the EXCEL office (25 Alfred Street, Dartmouth, NS, B3A 4E8) at least five days prior to the 20<sup>th</sup> of the month preceding the month of service. If you register partway through the month, payment is required immediately for the days that will be used for the first month of service by visiting the EXCEL Administration office. Enrolment will be completed once payment is received. Receipt of post-dated cheques for the remaining months of service are required five days prior to the next monthly Payment Due Date to avoid interruption in service. Please make cheques payable to HRCE/EXCEL.

### **Cash/Money Order**

Payment by cash or money order must be received by the EXCEL Administration office (25 Alfred Street, Dartmouth, NS, B3A 4E8) on or before 4:15pm on the 20<sup>th</sup> day of the month preceding the month of service. If you register partway through the month, payment is required immediately for the days that will be used for the first month of service by visiting the EXCEL Administration office. Enrolment will be completed once payment is received. Please make money orders payable to HRCE/EXCEL.

### **Cost Sharing**

Parents/guardians who are cost-sharing fees with another parent/guardian may elect to pay separately. Only one parent/guardian however, needs to complete the actual registration process. If you are eligible to register during the early registration period, the parent/guardian who registered the child(ren) for the previous school year must register the child(ren) for the 2021-22 school year as your child(ren)'s information is on your account. When registering for the 2021-22 school year, you will indicate that you will be sharing the costs with another individual and provide the required information. Both accounts are subject to the non-refundable \$37.00 registration fee. All account holders will receive individual Income Tax receipts.

For new families, only one parent needs to complete the actual registration process. On the online registration form, the registering parent/guardian will indicate that this is a cost-share arrangement. They will include the cost-share details (i.e. %) and the contact information of the second person, including their name, email

address and phone number. The EXCEL office will then contact the second person and provide a link for that person to provide their payment information and complete the process. Both accounts are subject to the non-refundable \$37.00 registration fee. All account holders will receive individual Income Tax receipts.

The parent/guardian who is cost-sharing fees must be added as a contact to the account of the parent/guardian who registered the child(ren). This account also stores the names and phone numbers of all emergency contacts and individuals authorized to pick up the child(ren) from EXCEL, as supplied by the child(ren)'s parents/guardians. This information is given to the Program Team Leader at the site to ensure that they are aware of who to contact in an emergency and who is authorized to pick up the child(ren) from EXCEL. The rights of the child(ren)'s parents/guardians are only limited by a court order. If anyone is prohibited from access to your child(ren) or there are other custody arrangements related to EXCEL, you will be asked to email ([excelregistrar@hrce.ca](mailto:excelregistrar@hrce.ca)) a signed, stamped copy of the custody agreement upon approval of your application. This can also be uploaded during the online application process.

There is no refund for non-attendance for any of EXCEL's programs. A fee of \$18.50 will be charged for payments that are returned with insufficient funds or declined payment card transactions. This fee offsets the administrative costs associated with settling unpaid accounts. Please make sure that payment card information provided at registration will be valid at the time of transaction. Parents/guardians are responsible to update new expiry dates or payment card numbers in the parent portal. As EXCEL relies solely on program fees for its operation, repeated payments that are returned with insufficient funds or declined payment card transactions may result in the removal of the child(ren) from the program.

For account information, please contact our Registrar at 902-464-2000 ext. 2787, or our Assistant Registrar at 902-464-2000 ext. 2236. You may also send us an email at [excelregistrar@hrce.ca](mailto:excelregistrar@hrce.ca) or [excel@hrce.ca](mailto:excel@hrce.ca).

### **INCOME TAX RECEIPTS**

Income tax receipts are issued in February in the name of the Primary Account Holder. They can be accessed by signing into the EZChildTrack Parent Portal (<https://ca.ezchildtrack.com/excel/parent>) on a device larger than a cell phone. In the Payments and Statements section of the Home Page, click on the View Statement button. From the Statements page, you can print the tax statement for the last completed financial year. To generate these tax statements, click on the Print button.

### **ACCOUNTS IN ARREARS**

All transactions are processed on the 20th of each month preceding the month of service. Consistent payments in arrears may result in the removal of your child(ren) from the program and limit any future registration into the EXCEL Program. If necessary, further action and collection efforts will be taken for recovery of the amount owed.

### **WITHDRAWAL/PROGRAM CHANGES**

As EXCEL is funded entirely by program fees, it is essential that all sites remain fully enrolled at all times. Accordingly, EXCEL requires parents/guardians to give two weeks-notice to withdraw your child(ren) from any program. You will be billed for the days within this two week period where sufficient notice was not provided.

If you are currently enrolled in the EXCEL Program, you can request a change of enrollment by visiting the EZChildTrack Parent Portal at: [https://ca.ezchild\(ren\)track.com/excel/parent](https://ca.ezchild(ren)track.com/excel/parent). In the Registration section of the Parent Portal home page, click the [View/Enroll] button. Next, click on the [Change Enrollment] button. Then click on the [Change Schedule] button. You may check or uncheck boxes to select the desired set of activity enrollments. You may also change the effective date or Site. When all selections are made, click the [Save Enrollment] button. You can see all selected changes by clicking on the [Revised Schedule] button. When finished, click on the [Review Schedule] button. After reviewing all details, you can submit the Change Enrollment application. You will receive an "Enrollment Submission Successful (Change Schedule)" message as confirmation of your submission.

Once your change of enrollment request is processed/approved, the EXCEL Registrar or Assistant Registrar will forward your child(ren)'s program change information to our school program staff. The Registrar or Assistant Registrar will discuss with the Primary Account Holder any refunds owing or fees outstanding to settle your account.

Exceptions to the two-week notice period will be considered for extenuating circumstances such as family

illness or loss of employment. Proof of such circumstances may be required for refunds. Please discuss any extenuating circumstances with the EXCEL Registrar/Assistant Registrar.

Regretfully, EXCEL cannot hold spaces for extended periods of time due to the demand for our program. Should you require an extended leave period, you would be required to officially withdraw and reapply for enrolment at a later date.

### **PRORATED REFUNDS/FEEES**

If you withdraw your child(ren) partway through a month, your refund will be calculated by multiplying the applicable **daily rate** (with sibling discounts as appropriate) by the total number of days used in the final month of enrolment and subtracting that from the standard monthly rate. Refunds will not exceed the standard monthly rate for the applicable program.

When enrolling partway through a month, the first month's fees will be calculated by multiplying the number of days to be used by the applicable **daily rate** (with sibling discounts as appropriate). These fees will not exceed the standard monthly rate. The standard monthly rate will apply to the months remaining in the school year (less sibling discounts, if applicable).

### **PROGRAM OVERVIEW**

#### **HOURS OF OPERATION & HOLIDAYS**

Our Before school programs begin each morning at 7:30 a.m. Your Recreation Programmer or Program Team Leader will be able to tell you should this differ at your school site. The After school program begins immediately following afternoon dismissal and operates until 6:00 p.m.

The EXCEL Program does not operate when school is not in session. Summer holidays, December break, March break, all holidays, professional development days, and the final day of school (Report Card Day) are closed days. The following annual holidays are also closed:

Thanksgiving	Remembrance Day	Nova Scotia Heritage Day
Good Friday	Easter Monday	Victoria Day

The EXCEL Program does not operate on storm days or when a school is closed for the day due to special circumstances.

#### **LATE PICK UP FEES**

Our EXCEL After School Program ends at 6:00 p.m. each day and does not offer extended hours. Parents/guardians are required to pick up their children no later than the 6:00 p.m. deadline. In the event that a child(ren) cannot, for whatever reason, be picked up within the allotted program time, the following procedures will be followed:

- There will be a late pick up charge of \$12.50/family per 15 minutes or part thereof;
- Should the first incidence of late arrival be within 5 minutes of the 6:00 pm program ending time, there will be no fee charged. Parents/guardians later than 6:05 pm, on the first incident of late arrival, will be charged a \$12.50/family fee per 15 minutes or part thereof;
- Each subsequent late pick up will be subject to a \$12.50/family fee per 15 minutes or part thereof;
- More than five incidents of late pick up may result in the dismissal of a family from our program;
- When notice of a late pick up is received, the applicable fees will be billed to your account. If you are set up for Autopay, your payment will be processed along with your regular monthly payment on the next payment due date. Otherwise, payment of late pick up fees must be made on or before the next payment due date to avoid the late payment fee of \$18.50. This can be done by signing into your account on the Parent Portal at <https://ca.ezchildtrack.com/excel/parent> or by calling/visiting the EXCEL Office. If a late pick up occurs after the final payment due date of the school year (i.e., May 20<sup>th</sup>), please sign into your account on the Parent Portal or call/visit the EXCEL Office as soon as possible to make payment.

To ensure the safety and security of the child(ren) still in attendance following the 6:00pm program end time, two leaders must remain on site until such time as an authorized individual arrives for pick up. Late pick up charges are billed to cover the cost of the leaders' wages to remain with the child(ren).

We would ask parents/guardians to carry the EXCEL Program phone number with them at all times so that when you are running late you can communicate with staff your expected delay in arrival.

Parents/guardians are reminded to allow sufficient travel time during times of inclement weather to ensure your arrival prior to 6:00 p.m. Parents/guardians should consider making arrangements to have a neighbour or relative available to pick up your child(ren) should road/storm delays be encountered.

### **IN-SERVICE/PROFESSIONAL DEVELOPMENT DAYS**

The EXCEL Program does not operate on in-service/PD days. Parents/guardians will be responsible for finding alternate arrangements for these days.

### **SNOW DAYS & OTHER UNAVOIDABLE PROGRAM CLOSURES**

There are two classifications of snow/storm days. If school has been cancelled prior to the start of the school day, EXCEL is also cancelled. The HRCE website, local radio and television stations will provide notice of such closures to parents/guardians. If school is cancelled after children are in attendance and are sent home, EXCEL is cancelled from that point on. For After school programming, EXCEL staff will contact you or your designated emergency contact(s) in the event that children are sent home due to inclement weather. Parents/guardians must have alternate arrangements made for storm days. These arrangements must be listed on your registration form. Parents/guardians are advised to discuss with their children where they should go in the event of dismissal at the lunch bell. There will be no refunds in the event of school closure due to storm days.

EXCEL will not be able to operate our programs during power outages and water shut-offs. When possible, the school and EXCEL coordinate with the utility companies to arrange any planned disruption of services during periods when EXCEL is not operational. Should emergency utility interruptions arise that conflict with our program times EXCEL will be required to contact parents/guardians to arrange for immediate pick-up of their child(ren) due to the inability of our program to operate.

If the EXCEL Program is closed for five consecutive days or more due to a school's response to a connected case(s) of COVID-19, a refund or credit will be issued to families in accordance with our refund policy.

### **EMERGENCY CONTACTS**

All applications must identify individuals (other than parents or legal guardians) that we may contact should we be unable to reach you. These individuals may be required to pick your child(ren) up from the EXCEL Program due to unexpected program closures.

### **VACATIONS**

There will be no refunds issued for student absences due to family vacations. Please advise program staff of planned absences.

### **SICK DAYS**

Parents/guardians are required to find an alternate caregiver when their child(ren) are sick. If your child(ren) are too sick to attend school, then they are considered too sick to attend EXCEL. If your child(ren) are sick for five consecutive days or more, a refund will be issued upon receipt of a doctor's slip indicating the dates and length of illness.

### **REQUIRED NOTIFICATIONS**

For the safety of your child(ren), EXCEL requires written or verbal notification advising the EXCEL Program staff, that your child(ren) will not be attending the program or that you, or a designated individual, will be picking up your child(ren) during program time. This notice must be provided by the parent or guardian. Your child(ren) will not be released without proper consent from the parent or guardian. We regret any inconvenience this process may cause but we consider the safety of your child(ren) as our primary responsibility.

### **HEALTH CONCERNS**

Parents/guardians are responsible to identify all pertinent allergies or medical information that EXCEL staff should be aware of to ensure the general health and well-being of your child(ren) while under our supervision.

If your child(ren) contract a contagious disease or illness, please advise the EXCEL school staff and keep your child(ren) at home until a doctor certifies your child(ren) are able to return at no risk to other children. Parents/guardians may wish to refer to the HRCE website to review the specific HRCE Policies with respect to Communicable Diseases, etc.

If your child(ren) require a prescription medication, EXCEL staff will administer such medication according to the HRCE's administration of medication policy with necessary forms having been completed and submitted. Forms are available on the HRCE website or from the school office. EXCEL staff cannot administer non-prescription medication such as Tylenol or Benadryl.

If your child(ren) becomes ill during class hours, it is the responsibility of the school to notify you. EXCEL leaders will notify you if an illness occurs during EXCEL time.

### **ACCIDENTS**

If a child(ren) have an accident while attending EXCEL, the staff will assess the situation and act according to the following procedures:

If a serious accident occurs which might require medical attention, the EXCEL staff will contact you immediately for instructions.

If you are unavailable, EXCEL staff will call your emergency contact.

If neither contact is available, staff will call for emergency transport as EXCEL staff may not transport any child in their personal vehicle.

In the event of any accident that is identified as being possibly life threatening or that requires immediate medical attention, staff will first call for emergency assistance and then inform the parent/guardian.

EXCEL staff are responsible for all children in the program and may not be able to accompany your child(ren) in an ambulance, but will make every effort to contact someone to accompany your child(ren).

There are always EXCEL staff on site trained in emergency first aid and CPR and will administer necessary treatment as appropriate.

### **GENERAL PROCEDURES**

1. Parents/guardians must inform EXCEL staff if their child(ren) will be absent from the after school program. It is very important that you do this; otherwise we must assume that your child(ren) are "lost in transit" and take appropriate measures. Please record your school's program phone number on the front of this handbook for easy reference or request a business card from your Program Team Leader.
2. Parents/guardians must notify staff if they wish to have individuals, other than those listed on your registration form, pick up their child(ren). **A child(ren) will not be released to any unauthorized individual for any reason.** If authorization cannot be confirmed and the individual persists, police may be contacted to intervene.
3. Parents/guardians are required to sign their name to the parent "Sign in/ Sign Out" sheet along with the pick-up time at the end of each day.
4. The EXCEL Program cannot be responsible for any child(ren) not signed in or out of the program by a parent, guardian or individual that has reached a minimum of 19 years of age in the interest of safety. If you are requesting an exception to this policy please contact your school's Recreation Programmer to discuss your exception request.

### **PARTICIPATION IN EXCEL**

EXCEL is a before and/or after-school program with a focus on movement, outdoor activities, and physical literacy. When and where possible, EXCEL will provide reasonable accommodations to facilitate participation, however, support beyond which can be provided within our general supervisory ratio of 1 leader to 15 children, cannot always be guaranteed.

At time of registration, parents/guardians are required to identify and detail any needs that their child(ren) may have in order to actively participate in the EXCEL program. Parents/guardians will be contacted by the EXCEL Management Team for a pre-assessment conversation to discuss specific supports that may be required. Some of the factors for consideration may include:

- Does the child require assistance such as washing, toileting, or changing clothes?
- Does the child require assistance with feeding or drinking?
- Does the child have any mobility issues and require assistance to move from one location to another?
- Does the child exhibit aggression or violence towards others?
- Does the child pose a risk of injury to him or herself?
- Is the child a flight risk?

The EXCEL Management Team may deem it necessary to meet with parents/guardians at the child's respective school to provide them with an opportunity to explore the EXCEL environment and collaboratively develop a potential accommodation plan if appropriate. Access to additional documentation such as a child's Individual Program Plan, IWK or doctor's evaluations, reports from previous care providers, or other general information may also be helpful in the process.

If it is determined that increasing the standard supervisory ratio of 1 leader to 15 children is the appropriate accommodation to meet a child's needs, acceptance into the program will be dependent on the recruitment of additional staff.

If, after acceptance to the EXCEL program, it is determined that a child has needs beyond those that can be supported within the standard supervisory ratio of 1 leader to 15 children, the child's participation may be suspended until such time as the necessary staffing can be put in place.

All children must meet the behavioural expectations identified later in this handbook. In some circumstances, the continued participation of a child may need to be revisited if there is a change in the scope of the child's needs or due to external factors, such as a change in staffing or suitable program space. EXCEL will assess all situations with the best interest of the child and all program participants in mind. EXCEL reserves the right to remove any participant if he or she is a disruption to the program or a risk to themselves or others.

## **BEHAVIOUR EXPECTATIONS**

In order to ensure a safe, secure and healthy school environment for all students, the Minister of Education has established a Provincial School Code of Conduct. In an effort to provide consistency in the lives of students, the staff of EXCEL supports and follows the school code of conduct at each site which will be communicated to you by the school.

EXCEL strives to provide a nurturing, respectful, and responsive environment for our participants. A range of proactive interventions will be used to promote positive behaviour. Challenging behaviour is any behaviour that significantly interferes with the child's participation and/or the participation of other children, and/or is harmful to the child, other children or adults in the environment. When challenging behaviour arises, factors including the student's age/developmental needs as well as the frequency, severity, and intensity of the behaviour will be considered when determining consequences.

When efforts to de-escalate/resolve challenging behaviour are unsuccessful, the Program Team Leader may contact the parent/guardian for an early pick-up. If the behaviour continues to persist/escalate in the coming days and weeks, the Recreation Programmer and/or Recreation Programmer- Inclusion, in consultation with the Program Team Leader, may suspend the child for a period of one to three days. As a last resort when all avenues have been exhausted, a child may be withdrawn from the EXCEL program.

Communication between EXCEL staff and parents/guardians is essential to identify solutions to address persistent/escalating challenging behaviour. The EXCEL staff believes in dealing positively with situations and every child will be treated on an individual basis. There will be on-going dialogue with parents/guardians as we work to reach an appropriate resolution in the best interest of the child and the program. Confidentiality will be maintained in all situations.

## **PARENT FEEDBACK**

If you become concerned with any aspect of the EXCEL Program, EXCEL staff will be glad to discuss it with you. If you have a program concern, we would encourage you to first discuss it with the on-site staff. If you are not satisfied, you may address your concerns to the Recreation Programmer and then to the EXCEL Manager or Coordinator.

We are committed to ensuring that EXCEL staff will deal with your concerns professionally, courteously and diligently.

## **SNACKS**

Active growing children need small, nutritious snacks to keep them going throughout the day. Parents/guardians are responsible to provide a snack each day for their child(ren)'s consumption during our scheduled daily Nutrition Break. See Eating Well with Canada's Food Guide ([myfoodguide.com](http://myfoodguide.com)) for recommended amounts and types of foods and beverages for your child(ren).

Healthy snacks are "tooth- friendly" - that is, they don't leave sticky sugar on children's teeth. Sweet sticky foods increase the risk of cavities and shouldn't be eaten as snacks at school. Save them for special occasions at home where children can brush their teeth after eating them.

Snacks should be good for the environment as well as good for children. You can pack snacks in reusable plastic containers, wrap them in waxed paper that can go in the compost bin, or send snacks that don't need to be wrapped at all, like fresh fruit.

We also encourage students to have a water bottle for hydration throughout the afternoon program.

## **Allergies**

Some children have life-threatening allergies to peanuts or other foods. Please check with your school to determine what foods are not appropriate to send.

## **Foods for Healthy Snacking at School**

### **Vegetables and Fruit**

Raw fruit: fruit is naturally sweet, so most children love it. Fruit can be served whole, sliced, cut in half, cubed, or in wedges. Try apples, apricots, bananas, blackberries, cantaloupe, cherries, grapefruit, grapes (red, green or purple), honeydew melon, kiwi (cut in half and give child a spoon to eat it), mandarin oranges, mangoes, nectarines, oranges, peaches, pears, pineapple, raspberries, strawberries, tangerines, watermelon and more!  
Frozen and canned fruit (canned in water), applesauce (unsweetened)

Raw vegetables: serve them raw or with dip, salad dressing or hummus. Try broccoli, carrot sticks or baby carrots, cauliflower, celery sticks, cucumber, peppers (green, red or yellow), snap peas, snow peas, string beans, tomato slices or grape or cherry tomatoes, zucchini slices and more!

### **Grain Products**

- Whole grain bread, pita, tortilla, bagel, rolls or English muffin
- Whole grain crackers
- Unsweetened, whole grain cereal
- Whole grain muffin
- Air popped popcorn

**Milk and Alternatives**

- White milk (2% MF or less)
- Fortified soy beverages
- Yogurt or yogurt dip (2% MF or less)
- Hard cheese (20% MF or less)

**Meat and Alternatives**

- Lean meat slices
- Hard-boiled eggs
- Nut free spreads/butters
- Hummus

**Try a Great Snack Combination**

- Whole grain crackers and cheese
- Nut free spreads/butters on a whole grain bagel
- Half of a sandwich
- Plain yogurt with fresh or frozen fruit added
- Vegetables and hummus
- Trail mix (mix of whole grain cereals) and milk
- Smoothies (mix fruit, vegetables, milk and/or yogurt)
- Mini pitas with tzatziki dip

**CODE OF CONDUCT MATRIX  
EXCEL PROGRAM BEHAVIOUR EXPECTATIONS**

<p><b>Respect for SELF</b></p>	<ul style="list-style-type: none"> <li>• Give your best effort each day</li> <li>• Dress, speak, act appropriately</li> <li>• Follow the school's and EXCEL program behaviour expectations</li> <li>• Use quiet "indoor" voice</li> <li>• Work quietly</li> <li>• Chair legs are to remain on the floor at all times</li> <li>• Be prompt and use your "listening ears" at all times</li> <li>• Report problems or concerns to EXCEL or school staff</li> </ul>
<p><b>Respect for OTHERS</b></p>	<ul style="list-style-type: none"> <li>• Be considerate of others</li> <li>• Use respectful tone of voice and appropriate language when addressing others</li> <li>• Keep your hands and feet to yourself</li> <li>• Use good manners always</li> <li>• Walk, not run, in hallways, classrooms and stairwells</li> <li>• Respect personal space of others</li> <li>• Practice fair play (i.e. wait your turn)</li> <li>• Items that can be thrown are to remain on the ground (i.e. rocks, snowballs)</li> <li>• Return things to where you found them when finished</li> <li>• Follow safe and proper procedures for use of equipment</li> <li>• Encourage others to do their best</li> <li>• Follow safety rules</li> <li>• Demonstrate courteous behaviour &amp; respect choices of others</li> <li>• Ask for permission to leave the classroom etc.</li> <li>• Abide by your school's policy on foods that are not to be brought to school (i.e. nuts, shellfish etc.)</li> <li>• Remain seated while eating</li> <li>• Always show respect for others</li> </ul>
<p><b>Respect for LEARNING</b></p>	<ul style="list-style-type: none"> <li>• Be a good listener</li> <li>• Follow instructions and rules</li> <li>• Respect the efforts and contributions of others</li> <li>• Be positive with others</li> <li>• Share materials and equipment as needed</li> <li>• Follow the HRCE technology policy</li> <li>• Follow assigned seating</li> <li>• Demonstrate listening skills</li> <li>• Follow fair play principles</li> <li>• Use "indoor voices" in halls &amp; stairwells</li> </ul>
<p><b>Respect for ENVIRONMENT</b></p>	<ul style="list-style-type: none"> <li>• Recycle, using appropriate recycling containers</li> <li>• Help keep the school clear of debris/litter</li> </ul>

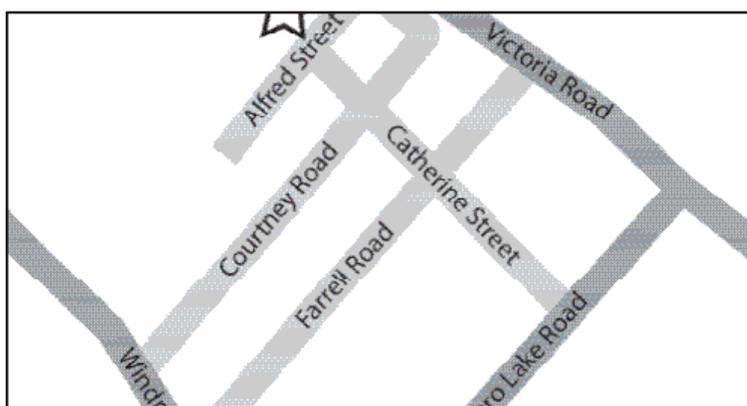
	<ul style="list-style-type: none"> <li>• Respect equipment &amp; property of others</li> <li>• Take care with school property &amp; equipment</li> <li>• Flush toilet &amp; wash hands when using the bathroom</li> <li>• Keep areas tidy</li> <li>• Clear eating space when finished &amp; push or stack chair at end of EXCEL program times</li> </ul>
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### EXCEL ADMINISTRATION CONTACTS

JOB TITLE	NAME	PHONE NUMBER	E-MAILS
Registrar	Kimberly Lozon	902-464-2000 ext. 2787	<a href="mailto:excelregistrar@hrce.ca">excelregistrar@hrce.ca</a>
Assistant Registrar	Gail Hartling	902-464-2000 ext. 2236	<a href="mailto:excel@hrce.ca">excel@hrce.ca</a>
Assistant Registrar, Client Service	Wendy Terry	902-464-2000 ext. 2491	<a href="mailto:wterry@hrce.ca">wterry@hrce.ca</a>
Recreation Programmer- Inclusion	Christie Longmire	902-464-2000 ext. 2494	<a href="mailto:clongmire@hrce.ca">clongmire@hrce.ca</a>
Recreation Programmer - Unit 1	Kate MacDonald	902-464-2000 ext. 2496	<a href="mailto:macdonald.kate@hrce.ca">macdonald.kate@hrce.ca</a>
Administrator - Unit 1	Lori Fougere	902-464-2000 ext. 2492	<a href="mailto:lfougere@hrce.ca">lfougere@hrce.ca</a>
Recreation Programmer - Unit 2	Jocelyn MacDonald	902-464-2000 ext. 2493	<a href="mailto:jocelyn.macdonald@hrce.ca">jocelyn.macdonald@hrce.ca</a>
Administrator - Unit 2	Amy Leeper	902-464-2000 ext. 2013	<a href="mailto:amy.leeper@hrce.ca">amy.leeper@hrce.ca</a>
Recreation Programmer - Unit 3	Heather Hanlon	902-464-2000 ext. 2497	<a href="mailto:hhanlon@hrce.ca">hhanlon@hrce.ca</a>
Administrator - Unit 3	Tracey Penney	902-464-2000 ext. 5596	<a href="mailto:tracey.penney@hrce.ca">tracey.penney@hrce.ca</a>
Manager- EXCEL	Jeff Turple	902-464-2000 ext. 8498	<a href="mailto:jturple@hrce.ca">jturple@hrce.ca</a>
Coordinator - EXCEL	Roxanne Manning	902-464-2000 ext. 2495	<a href="mailto:manningr@hrce.ca">manningr@hrce.ca</a>

**EXCEL Administration Office**  
25 Alfred Street Dartmouth, Nova Scotia B3A 4E8

We are located within Harbour View Elementary which is conveniently located between the two bridges. You can access our offices off of either Victoria or Windmill Road.



**EXCEL PROGRAM MONTHLY FEES  
2021-2022 SCHOOL YEAR**

<b>Program</b>	<i>1 Child</i>	<i>2 Children</i>	<i>3 Children</i>
Before (5 days/week)	\$99.00	\$188.10	\$272.25
After (5 days/week)	\$248.00	\$471.20	\$682.00
Before and After (5 days/week)	\$347.00	\$659.30	\$954.25

*\*Sibling discounts of 10% for the second child and 15% for the third and subsequent children in a family will apply.*

**Payment Methods:**

- Choose from Visa, MasterCard, Visa Debit, MasterCard Debit, Post-Dated Cheques, Cash or Money Order.
- Enrolment in the program will not be completed without payment of the \$37.00 registration fee.

**PLEASE NOTE:**

The EXCEL Program does not operate on holidays, December/March break, Professional Development Days, Assessment and Evaluation Days, or Report Card Day in June.