

The Office of Youth Affairs
THE PROGRAMME
2024 - 2025
PARENT PARTICIPATION AGREEMENT

PROGRAMME PURPOSE STATEMENT

To provide structured programs for their clients, which include fun sport and recreational activities.

To expose our clients to new and innovative activities.

To encourage an appreciation for new experiences and lifetime skills in a protective, healthy and safe environment.

INTRODUCTION

The Programme serves as a vital resource for working parents with children in providing structured programming during the hours immediately following school dismissal and during school breaks. Research shows that children are most vulnerable during after-school hours, typically between 3:30 p.m. and 6:00 p.m. and when unsupervised for lengthy periods. The Programme has been providing *out-of-school care* to Bermuda's families for over 30 years. We look forward to serving your family.

PARTICIPANT ELIGIBILITY

The Programme is designed for primary-age children (P1 – P6) 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. Support the Programme's Healthy Snack policy
5. Ensure child is collected and signed out of the Programme by 5:45 P.M. daily
6. Notify Site 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.

The Office Of Youth Affairs
THE PROGRAMME
2024 - 2025
PARENT PARTICIPATION AGREEMENT

VOUCHER POLICY

Weekly fees are \$30.00 payable by Service Voucher. Vouchers can be purchased at any Government post office. One voucher is payable for any portion of a week that the child attends (e.g., one day=\$30 / 5 days=\$30). If a child does not attend any days during a given week, the voucher will be carried forward to the next week that they attend... your voucher will not be forfeited.

Note: **Service Vouchers are due on FRIDAY of each week for the upcoming week. Failure to submit your voucher on Friday translates to being late/ outstanding.** You will be expected to submit the voucher on the following Monday to avoid penalty. Failure to pay on the Monday may result in your child being excused from the program on that Tuesday. You will then be required to submit TWO (2) vouchers to bring your account into good standing. Late vouchers can be delivered to our office: Attn: ASP Site Supervisor. You can also pay at pay.dysr.bm

The Office of Youth Affairs, 3rd Floor, Craig Appin Building, 8 Wesley Street, Hamilton.
Communicate with your Site Supervisor if an unexpected delay in payment is anticipated.

TIME OF PICK-UP

Programme hours are from 3:30pm – 5:45pm (3:00 – 5:45pm in the case of P1 and P2). Please collect your child/children in a timely matter; i.e., on or before 5:45 pm. Consistent late pick-up will jeopardize continued service. **If your child is not collected by 6:30 p.m. and we are unable to make phone contact with designated family members, the Programme will engage the Police and/or Child & Family Services.**

BEHAVIOUR

Please remind your child/children that good behaviour is expected in the Programme. Our team of Workers is trained in the 1 2 3 Magic discipline technique, which is a simple, precise, and effective way to manage – gently and firmly – the behaviour of children. 1 2 3 Magic has 3 Steps to Effective Discipline:

1. Controlling disruptive/undesirable behaviour
2. Encouraging good behaviour and constructive habits
3. Maintaining healthy relationships with your children

A 1 2 3 Magic handout is included in your Registration package so that you can learn more about this effective discipline technique and practice it at home. Your child is more likely to respond in a cooperative way when counted by both parents and Programme personnel, thus minimizing negative behaviour.

In the event of more serious behaviour matters, a Child Discipline report will be written up and presented to the parents of the child/children involved. It is expected that parents will further help the children to understand the appropriate behaviour that is expected. At the discretion of the Site Supervisor & the Senior Supervisor, a child may be asked to leave the Programme for breaches of the behaviour code of conduct.

Parents are encouraged to maintain close communication with the Site Supervisor on matters that may, on occasion, cause your child to behave unusually. *Strict confidentiality will be upheld.*

FIELD TRIPS

Field trips are a fun part of the Programme and are noted on your monthly calendars. You will receive a permission slip in advance of each field trip and a reminder leading up to the event. Most field trips are one-way, with parents requested to pick up children at the venue. Parents who opt out of an elective field trip will collect their child/children at the Programme site by the normal closing time of 5:45 p.m. There are occasions when the entire Programme participates in a field trip and no service is available at the site. At these times, parents of children not participating are required to collect their child/children from school at 3:30 p.m. Field trip transportation in these instances departs from the site promptly at 3:40 p.m. and the Programme will not be responsible for children remaining at the school after 3:30 p.m.

MAINTAIN COMMUNICATION

Parents are strongly encouraged to keep in close communication with the Site Supervisor throughout the school year. Use our 24-hour voice messaging system to notify the Site Supervisor of information relevant to your child/children's participation in the Programme.

THANK YOU FOR YOUR SUPPORT!