

**The Martial Arts Training Centre Handbook:**  
**Policies and Procedures**



## **Welcome to the Martial Arts Training Centre**

Welcome to The Martial Arts Training Centre referred to as T.M.A.T.C. in Richmond Hill, Ontario. Each year we help hundreds of Men women and children reach their full potential and achieve their goals. We also pride ourselves on providing a safe and nurturing environment for children in our after school care, where they can grow and develop body, mind and spirit. T.M.A.T.C.'s mission, vision, and core values are the driving principles that guide us to create an environment that is welcoming, respectful, and provide positive experiences for all.

This Handbook outlines important information that will provide you with what you need to know while you and/or your child attends our centre. We look forward to working alongside you and your family and to embark on a partnership that supports you to be informed, consulted, and involved while you enjoy the use of our facility.

### **Table Of Contents:**

T.M.A.T.C. History.....	Pg. 3
T.M.A.T.C. Staff.....	Pg. 4
Our Families Our Partners.....	Pg. 5
T.M.A.T.C. Child Care Programs...	Pg. 6
Program Procedures.....	Pg. 7
Program Information.....	Pg. 10
Registration Information.....	Pg. 12

## **Our History**

Established at the end of 2012 with doors opening for business January 2, 2013 The Martial Arts Training Centre was born. Originally located on Edward Ave. T.M.A.T.C quickly became the provinces fastest growing martial arts school. The first year saw the addition of numerous martial arts classes for adult and children, the addition of our now massive after school program as well as camps and birthday parties. 2015 “the year of construction” saw the expansion of the facility doubling in size and in membership. With steady growth in all programs eventually T.M.A.T.C. out grew the facility and was forced to expand once more, this time it required a move to our current location located at 166 Newkirk Rd. Richmond Hill. 2018 saw the biggest changes so far with the massive new location membership doubling once more the addition of Yoga, Successful Students Learning centre, the future is sure to be bright for this little company that could. Thank you for being a part of our history!

## **Our Staff**

T.M.A.T.C. staff come with a wide background of education and experience. Our staff must go through a rigorous screening process that includes demonstration their values and skills, providing a police reference check that is renewed every 3 years, and holding a valid standard first aid and CPR certification. Once selected, new T.M.A.T.C. staff participate in orientation and training on T.M.A.T.C. policies and procedures.

## **Prohibited Practices:**

A prohibited practice is any behaviour by a staff that puts a person at risk or that can inhibit a person's growth, self-esteem or healthy development. All T.M.A.T.C. staff are aware that the following practices are unacceptable at the Martial Arts Training Centre.

- Corporal punishment
- Physical restraint of a child, such as confining to a chair or other device for the purpose of discipline in lieu of supervision, unless the physical restraint is for the purpose of preventing a child from hurting themselves or others. Is used only as last resort and only until the risk of injury is no longer imminent.
- Any form of abuse (physical, emotional, sexual or neglect)
- Depriving a person of basic needs including food, drink, toilet use, or clothing.
- Inflicting any bodily harm on a person.
- Leaving children unsupervised.

## **Our Families Our Partners**

### **Diversity and Social Inclusion**

T.M.A.T.C. is committed to creating and sustaining an environment that celebrates diversity and appreciated the dignity and worth of all members of the community. We are committed to pursuing equality and to creating an environment free from discrimination, harassment and barriers to equal opportunity.

T.M.A.T.C. programs are designed to develop people in spirit, mind and body. We believe every person is a unique individual and adds value to our programs. T.M.A.T.C. staff strive to ensure the environment and programs are adapted to meet the needs of all people.

### **Resolving Concerns and Issues**

T.M.A.T.C. staff are committed to connecting, partnering and engaging people to provide the best possible programs for everyone.

In situations where issues or concerns arise, T.M.A.T.C. staff will together with families and T.M.A.T.C. management working as a team to reach a resolution in a timely, confidential, fair and consistent manner. It is expected that concerns and issues will be resolved in a respectful manner in keeping with the T.M.A.T.C. values (caring, health, honesty, inclusiveness, respect, and responsibility).

### **Members Protection**

Everyone, including members of the public and professionals who work closely with people share a responsibility to protect children and vulnerable persons from harm. T.M.A.T.C. recognizes its responsibility to promote safe environments and practices to protect children and vulnerable persons.

T.M.A.T.C. staff are trained to recognize the indicators of neglect and abuse and are required to report any suspicions that a child or person may require protection. It is important that T.M.A.T.C. staff ensure all reports are kept confidential, including only discussing with the family that the report has been made if the child protection agency authorizes them to do so.

## **Our Program**

### **Hours of Operation**

At T.M.A.T.C. our standard hours of operation for our After-School Program are between school dismissal and 6:00 pm. Our program operates for the school year, September to June. P.A. Days and School Holidays we do not provide after school care, instead, we offer a full day, 7:30 am – 6 pm camp at an additional charge, you may sign your child up for on a 'as needed' basis.

Evening classes and participants, the schedule is posted on our website, which is subject to change. If you plan to drop off and pick up your child for their scheduled class, please ensure you are on time for the start of class and are back promptly for dismissal.

### **What Will You Need at T.M.A.T.C.**

#### **Kickboxing:**

- Comfortable clothing, i.e., shorts and t-shirt
- Boxing gloves
- Shin guards
- Wrist bands

#### **B.J.J.**

- Comfortable clothing, i.e., shorts and t-shirt
- G.i.

#### **No Gi B.J.J.:**

- Comfortable clothing, i.e., shorts and t-shirt

#### **After School Program:**

- Comfortable clothing, i.e., shorts and t-shirt
- Indoor shoes
- Appropriate outdoor clothing
- G.i.

#### **Camps**

- Comfortable clothing, i.e., shorts and t-shirt
- Indoor and outdoor shoes
- Appropriate outdoor clothing

## **Program Procedures**

### **Nutrition**

We provide one healthy snack for any child who attends our After School Program. Additional snacks can be brought with a child, but it is required to be nut and peanut free due to allergies.

### **Life-Threatening Allergies (Anaphylaxis)**

T.M.A.T.C. strives to protect the people in our centre who have life-threatening allergies by reducing as much as possible exposure to their known allergens.

Any parent/guardian of a child with a life-threatening injury is responsible for providing T.M.A.T.C. with detailed information about their child's known allergens, signs and symptoms of an allergic response and the steps to take in an emergency prior to their child starting care. It is also very important that parent's/guardians inform T.M.A.T.C. staff anytime there is a change to a child's allergies.

### **Health and Illness**

Young children do not have a fully developed immune system, therefore your child experiencing some illness while in child care should be expected.

You can help prevent the spread of illness by keeping you or your child in our care home from the centre anytime you/they have the following signs and symptoms of communicable illness until symptoms have stopped for at least 24 hours or a doctor has determined that it is not a communicable illness.

- A temperature above 38 degrees Celsius (100 degrees Fahrenheit)
- Difficult or rapid breathing or a severe cough
- Vomiting more than twice in the last 24 hours
- Unexplained (i.e. not due to diet, or medication) diarrhea more than twice in the last 24 hours
- Sore throat especially if accompanied by a fever
- Undiagnosed skin rash
- Persistent scratching of body or head
- Eyes are red

If your child experiences any of the signs and symptoms of communicable illness listed above while attending our program, the T.M.A.T.C. staff will contact you or whom is authorized pick-up to take your child home. While your child waits for you or your designate to arrive, they will be separated from the other children until it is determined they do not have a communicable illness.

## **Medication**

Whenever possible, parents/guardians should administer drug and medication to their children at home, if this can be done without affecting the treatment schedule. When a child is ill, it is in their best interest to remain at home where they are comfortable and able to rest and get better.

T.M.A.T.C. is required to administer only drugs and medications either prescribed by a doctor, nurse practitioner or other licensed health provider, with a prescription label on the original container on the medication or accompanied by a doctor's note that outlines the following:

- Date note was written
- Time to be administered or detailed reason for administering including signs and symptoms (e.g. fever above 38 degrees Celsius, wheezing or coughing, itchy and watery eyes, sneezing, etc.)
- Expiry date of the note (i.e. is it for a specific time period? Or on going until further notice?)
- Child's legal first and last name
- Name of drug or medication
- Dosage to be administered

Anytime you bring prescription drugs or medications to be administered to your child at the centre the T.M.A.T.C. staff will provide you with a Medication Administration Authorization form to complete that details the dosage, times of administration and permission for the staff to give your child the drug or medication.

## **Advil, Tylenol, Motrin (Pain Relievers, Fever Reducers, and Anti-inflammatory Medications)**

It is not T.M.A.T.C.'s practice to administer medications such as Advil, Tylenol, or Motrin to control cold or flu symptoms. It is in the best interest of the child experiencing these symptoms to remain home, to rest, and get better. If the child has a chronic illness (e.g. headache, migraine, seizures) T.M.A.T.C. may administer medications like Advil or Tylenol with a doctor's note. The doctor's note must be updated annually or as the child's age, weight, or medical condition changes.

## **Incident/Accident Reporting**

Children are active and curious and in T.M.A.T.C.'s type of business, it is not uncommon for children, as well as adults, to experience cuts, scrapes, and bruises while running, jumping, playing, and practicing martial arts. All T.M.A.T.C. staff hold valid certification in standard first aid and CPR and have been trained in emergency procedures.

Anytime your child has an accident, T.M.A.T.C. staff will record the details of the incident and provide you with a copy.

In the event a more serious incident involving someone occurs, T.M.A.T.C. staff have been trained to respond based on the severity of the injury. Staff will either call emergency support services (911), parent/guardian or your designated emergency contacts to take your child for medical evaluation.

## **Emergency Response**

T.M.A.T.C. is committed to being prepared and to keep all staff and families safe in the event of an emergency or natural disaster. We understand that T.M.A.T.C. families, rely on our ability to deliver uninterrupted programs and services in safe environments. T.M.A.T.C. trains all staff on emergency procedures including how to respond to personal injuries and medical emergencies, building emergencies (power failure, flood), fires, fires, and evacuation, inclement weather, threats from criminal activity (lockdown) and natural disasters.

In the event your child is involved in an emergency you will be contacted directly by T.M.A.T.C. If T.M.A.T.C. is unable to reach you directly they will call the emergency contacts, you have identified in your child's contract. T.M.A.T.C. will also endeavor to post information on our website, and on Twitter and Facebook and other social media accounts. Depending on the nature of the emergency, T.M.A.T.C. staff and children may have to re-locate to an evacuation site until you can pick up your child. Our predetermined alternate location is located at the 161 Newkirk Rd, Richmond Hill, ON L4C 3G6 at the Sentential pool.

## **Smoke Free**

T.M.A.T.C. is a smoke free environment. Smoking or handling a cigarette or tobacco on the premises, including all in-door and outdoor areas is prohibited.

## **Extreme Weather**

During extreme weather conditions, advisories or alerts, (heat, smog or wind chill) T.M.A.T.C. follows the guidelines of the local health department. Our first priority is to keep children safe from serious adverse health effects such as frostbite and sunburn. T.M.A.T.C. staff will adjust the amount of time spent outdoors or provide an alternative indoor plan. Under certain conditions the centre may close if transportation becomes unsafe. You will be notified by email and social media as well as our App and website. After school transportation is directly linked to the York Region district school board and is canceled whenever the yellow school buses are.

## **Program Information:**

### **Arrival and Departure**

The safety and well-being of all children participating at T.M.A.T.C. programs is of utmost importance to us. Parents/guardians or their designate are required to personally escort their child into the centre and to pick up their child at the end of the day from inside the facility. Please ensure T.M.A.T.C. staff is aware you have arrived by signing in and out prior to departing with your child.

### **Authorized Drop off/Pick up and Emergency Contacts**

At the time of enrollment, you will be asked to provide the names and contact information including telephone numbers of any adults 16 years of age or older that you authorize to drop off/pick up your child or come to the centre in the event that you cannot be contacted when your child is ill or has been involved in an emergency. T.M.A.T.C. does not permit children 15 years of age or younger to escort younger children home. If you require an alternate person to pick up your child who is not on the list, please provide this information in writing (email). Any new visitors to T.M.A.T.C. who come to pick up a child will be asked to provide photo identification.

### **Late Pick Up**

T.M.A.T.C. staff are counting on you to be on time to pick up your child at the end of the day or at the end of a class so they can meet their personal and family obligations. We do understand that the weather and traffic accidents happen, however we appreciate you calling the program to let us know you will be late or making arrangements for an alternate adult to pick up your child. As our after school program ends at 6pm, we will extend the care to 6:15pm if unforeseen circumstances arise, after that a charge of \$1 per minute will take effect. Child care arrangements may be withdrawn by T.M.A.T.C. for parents/guardians who frequently pick up their child late.

## **Program Closures**

T.M.A.T.C. programs are closed on all statutory holidays during the year.

New Year's Day

Family Day

Good Friday

Easter Monday

Victoria Day

Canada Day

Civic Holiday

Labour Day

Thanksgiving Day

Christmas Day

Boxing Day

## **Inclement Weather Program Closures**

Severe weather conditions can result in school boards closing schools and buses being cancelled. In these cases, T.M.A.T.C. After school programs are also to be closed. Please listen to local radio/television stations or check local school board websites for information. T.M.A.T.C. will make sure to inform all families of the centre closures due to inclement weather through an email that will be sent out by 7:30am, through social media and our app. Refunds will not be offered for these closures.

## **Registration Information:**

### **Payments**

After school program payments are processed on a monthly basis by pre-authorized credit card or by cheques. The withdrawal date is on the 25<sup>th</sup> of each month which is payment for the upcoming month of care. If families require payment arrangements outside of our current terms and conditions, please speak to one of the management staff.

Evening class payments are discussed at time of purchase and arrangements will be made for payments at the time.

### **Absence from Care**

Refunds for child care fees will not be processed for the following; missed days, vacation, sick days or inclement weather closures. Operating costs are based on the number of children enrolled.

If your child will be absent from our after school program, please inform T.M.A.T.C. staff in writing (email) by 1:30pm the day of absence. If you only find out your child does not require pick up from school after 1:30pm and up until half an hour before your child's dismissal time at school, please call T.M.A.T.C. as well as sending an email. If you do not notify T.M.A.T.C. of your child's absence by the times stated above, a charge of \$20 plus tax will be added to your account automatically.

### **Withdrawal Notification**

Should you want to withdraw your child from T.M.A.T.C. After School Program you will be required to submit one month notice in writing by email. Payments will be adjusted upon receipt of the withdrawal notification. Notifications received with less than one-month notice, will be charged for the one-month period. If you are on contract for the school year, you will also be charged a one time fee of \$50 per month remaining on the contract to a maximum of \$300 for leaving the contract before the end of the term.

## **Withdrawal of T.M.A.T.C. Services**

T.M.A.T.C. strives to meet the individual needs of all children and families enrolled in our programs. However, situations do arise from time to time where it may be necessary for T.M.A.T.C. to withdraw services for a child and/or their family.

T.M.A.T.C. does not take these decisions lightly and takes reasonable care to ensure a thorough assessment of the child's needs, community supports available, and T.M.A.T.C. programs ability to support the child have been undertaken before withdrawing services.

Examples leading to withdrawal of services may include:

- Non-payment of program fees
- Frequent late pick up
- Parents/guardians or children who exhibit violent or harassing behaviour towards staff, volunteers, or other children or families

## **Privacy of Information**

All T.M.A.T.C. staff understand the importance of keeping all personal information in the strictest of confidence. T.M.A.T.C. will not share any personal information with outside agencies including school boards, and resource consultants for children with special needs without written parental consent.

The facility is under 24 hour video surveillance within the building for safety purposes. It is possible the Martial Arts Training Centre may publish and use photographs of members participating in the program for promotional purpose. All members have signed a photo release as a part of their contact. Any photo of an individual not in a group setting will require a separate release.