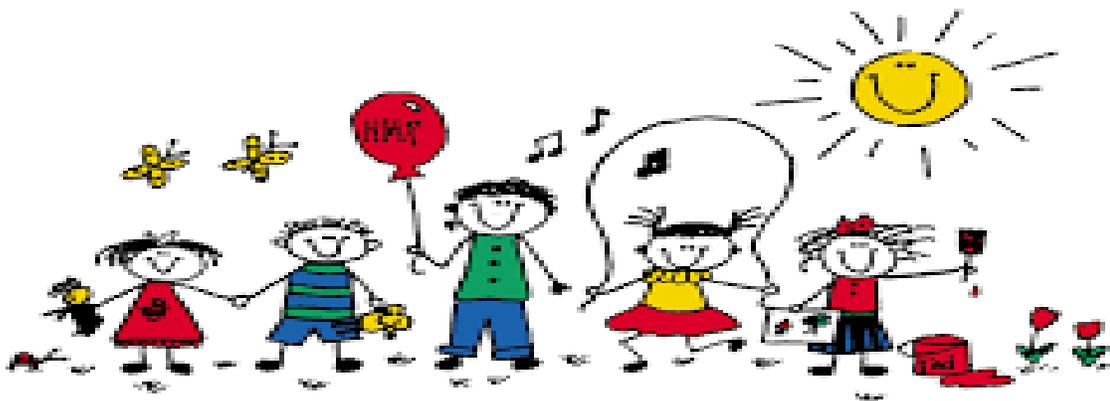




Afterschool Program



...a fun place to
play and learn!

PARENT HANDBOOK

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Welcome

Welcome to The Martial Arts Training Centre After School Program. We are excited to offer another year of safe, fun, quality after school care at our centre!

Inside this handbook you will find information about our After School Program team, important information about our program, policies and procedures and answers to frequently asked questions.

Our Staff

We have a dynamic team of skilled, qualified and passionate staff who will be providing after school programming and care. This team is carefully selected and supported by The Martial Arts Training Centre administrative and management teams. Should you have any questions or concerns during the program, please feel free to contact us. We are here to ensure that everyone has a positive experience and answers any questions.

Our After School Program

The After School Program provides

- After-school care and supervision: for children 6-12 years in a safe and welcoming environment
- Skill building and social inclusion: participant leadership, social and recreational skills

The After School Program offers a range of activities including

- ❖ Safe walk: a group walking transportation from Crosby Heights Public School to the Centre and from the Centre to Crosby Park weather permitting
- ❖ Physical activities: Brazilian Jiu Jitsu, Kickboxing and MMA, organized sports (ball hockey, basketball), outdoor play at a local parks and splash pads
- ❖ Leadership skill development: Task sign up (e.g., Line Leader, Snack Helper)
- ❖ Arts and recreation skill development: Art, crafts, music and movement projects and activities including free play – movies, board/card games
- ❖ Science: projects and activities that are science related
- ❖ Homework Help and Literacy skills development: Book club, storytelling, includes reading, comprehension, and writing activities
- ❖ Life skill development: Cooking, baking, nutrition, and kitchen safety; safe food handling
- ❖ Group development and team building activities
- ❖ Free nutritious snack

Eligibility

- Children ages 6-12 years. We will accept 4 years old provided they have a sibling enrolled/enrolling to the program.
- Students enrolled in local schools (Contact the office to find out if we do pickup at your child(ren)'s school)

Suitability

- Able to participate in scheduled program and activities
- Families must make required fee payments according to agreed fee schedule
- Ability to travel to program by agreed upon method (e.g. safe walk from Crosby Heights Public School, independent or accompanied travel from other local schools via a School Board Certified Taxis)

After School Program Operating Hours

The program hours are Monday to Friday, 2:00 pm to 6:00 pm, except during Statutory holidays and professional development days.

Late fees/late system

In the event that pick up of a child occurs beyond 6:00 pm on a recurring basis (three strikes), the parent will be issued an invoice for a late fee charge of \$1.00/minute.

Program Location

The program operates at 166 Newkirk Rd, Richmond Hill.

Weekly Schedule

Our team has worked hard to create activity plans that are interesting, age appropriate, and engage children in a variety of skill building activities.

In order to develop a healthy routine, we have developed a schedule with a variety of broad themes in addition to our main activity which is Martial Arts. Knowing the schedule in advance will mean that children can look ahead to exciting activities and prepare for new experiences.

Here is what a day will look like at The Martial Arts Training Centre After School Program

- Pick Up from your child(ren) school
- Drop off at the Centre
- Healthy snacks will be served
- 1 hour of Martial Arts
- An array of activities such as:
 - ❖ Homework Help and Literacy skills development: Book club, storytelling, includes reading, comprehension, and writing activities
 - ❖ Cooking and Baking: kitchen safety, safe food handling, cooking skills, nutrition
 - ❖ Social Studies Activities: Community mapping, family trees,
 - ❖ Art and Creativity: Sculptures, paper crafts, animation, jewelry making, clay, etc.
 - ❖ Science and Math Projects and Activities

*free play activities will always be available if children wish to opt out of participating in the planned activity.

Field Trips (For Camp Program)

During camps, we have a scheduled field trip once a week. All participants will be notified and be required to complete a field trip authorization form when enrolling for our camps.

Personal Belongings

Please send your child to the program prepared for the weather conditions and program activities. The Martial Arts Training Centre is not responsible for lost or stolen items. Participants are asked to leave valuables at home and to label personal belongings.

Snacks and outside food items

Every day we provide a healthy, nutritious snack as part of our program. The snack is prepared in accordance with student nutrition program guidelines. We ask that you limit outside food and snacks.

If you have special dietary requirements or food allergies, please ensure this is communicated at time of registration and updated as required.

- Please refer to the following Policy:
 - Nutrition
 - Food Safety

Group Guidelines

Over the years we have recognized the importance of creating and regularly reviewing group guidelines with all of our participants. As the school year progresses, children will have the opportunity to grow and develop with the program. They will meet new people and enjoy time with friends. Each child is unique and brings with them a variety of strengths and areas of growth. These guidelines are created in order to provide structure and support for all participants.

Attached is a list of the most common guidelines we use in the program. All participants, staff, and volunteers are expected to follow these guidelines. We ask that you spend some time reviewing the guidelines with your child(ren).

Walking

Line up in pairs

We listen to instructions (hold the railing etc.)

At the Centre

Indoor voices

We listen when others are speaking

Always ask staff before leaving the room

Walk

Treat each other with respect

Feet on the floor

At the park

Stay inside the park

Climb on things meant for climbing

Sticks on the ground

Conflict resolution

If a child is not following a guideline, they will be asked to follow the guideline and guideline will be clarified. If the guideline is still not followed the child will be asked to sit separately from the rest of the group for the length of their age. A staff will stay with them and discuss how to follow the guideline. The child will then be supported to rejoin the group.

Roles and Responsibilities

The Martial Arts Training Centre will:

- Provide safe, fun, quality, after school care and supervision
- Ensure effective and timely communication
- Actively engage children and families in programming that is age appropriate, skill building, and fun!
- Promote and implement healthy behaviour management practices as well as addressing issues of concern in a respectful and professional manner.

Participants (Parents/guardians and children) will:

- Support the delivery of safe, fun, quality after school care
- Follow The Martial Arts Training Centre policies & procedures and The Martial Arts Training Centre code of conduct
- Notify appropriate staff of any questions, concerns as they arise
- Respond to requests, concerns as needed
- Program Fees and Payment procedure

Program Fees and Payment Procedure

Program Fees

The Martial Arts Training Centre After School Program strives to be affordable in comparison to similar programs in the community.

Fees are reviewed on an annual basis. Please ask the office for our current fees.

Deposit

One (1) currently dated cheque or credit card, or email transfer (non-refundable), equivalent to one month's fee, representing the last month of the school year (i.e., June) is required at time of registration.

Post-dated/preauthorized payment

Postdated CHEQUES or PRE-AUTHORIZED CREDIT CARD PAYMENTS, dated the 25th day of each month, covering the academic year from September to May or starting on the 25th day of the month prior to the initial starting month up to May are required at time of registration.

NSF Cheques/Credit card failure

All NSF or credit card charges will be paid by the participating family.

Split payment

Full payment must be received by the first of the month. Families that require split payment are required to ensure full payment is received on or before the fee deadline. It is the responsibility of the family to ensure full payment.

Arrears

Full payment is required in order to participate in The Martial Arts Training Centre After School Program. If a family misses a payment they will be required to make full payment prior to returning to the program.

Voluntary Withdrawal Notification

In the event that you wish to withdraw your child from enrolment in the After School Program, two months' notification (as of the 1st day of the month) must be provided in writing. All postdated cheques beyond this two months will be returned. Deposit payments remain non-refundable.

Safe walk, pick up, participant absence notification

Safe walk: A safe walk from Crosby Heights Public School is offered once daily at dismissal time. Participants must indicate at enrollment their intention to participate in the safe walk program. Staff from The Martial Arts Training Centre will pick up and accompany children to The Martial Arts Training Centre After School Program. As part of the safe walk program, staff will regularly review travel safety guidelines and ensure the group is taking a safe and direct route to the Centre. From time to time, the group may choose or have to take a school board approved taxi for transportation.

Participant Sick/Vacation:

- Participants must notify program staff of authorized absence from the program. Whenever possible, notification should be received in writing via email prior to the scheduled absence. Notifications can be delivered to program staff in writing with a copy kept for your records.
- Where last minute absences occur participants are required to leave a detailed voicemail message before the 2pm.
- Notification shall be made by calling 905-787-2326. Please leave the following information:
 - ❖ child's first and last name
 - ❖ your name
 - ❖ contact information
 - ❖ dates of absence
 - ❖ expected date of return.

Please note: leaving notification information at main reception, or through text message is not considered sufficient notification.

- Notifications must be made prior to pick up/arrival time.

When no notification is received: If notification of absence is not received prior to dismissal and a child is not present at our pick up location as expected, staff is directed to follow emergency procedures such as guardian emergency notification and missing child procedures.

*Please note that fees will not be refunded or waived due to student absence for any reason during the school year.

Pick up policy: Our program ends at 6:00 pm daily, after which time our room is used for other purposes. Pick up locations are listed on the weekly schedule. Pick up may occur at The Martial Arts Training Centre, or Crosby Park. A sign will be posted at the main location (166 Newkirk Rd) or we will send an email notification.

*For unexpected delays in pick up due to inclement weather or unforeseen circumstances, we extend a grace period of 15 minutes. We respectfully request that parents who are not able to pick-up their children by 6:00 pm make alternate pick up arrangements.

Authorized guardians for pick up: Staff will only release children to those people considered “authorized individuals for pick up” purposes. These individuals are authorized at the time of registration. Should you wish to change your authorization you must do so in writing prior to the date of pick up. Staff reserves the right to request identification prior to releasing a child.

Court/custody orders: Only authorized individuals may drop off and pick up participants. Authorization must be made in writing. When a custody or court order is in effect which may limit the authorization of participants, it is the responsibility of the legal guardian to provide appropriate authorization. A copy of relevant court/custody orders must be provided to program staff and Program Director at time of enrollment or initiation of order. Program staff will maintain a copy of the order in the family file and note the order in emergency contact information.

- Please refer to Arrival/Departure Policy

In order to maintain a safe environment, only guests pre-approved by the Program Director are welcomed into the After School Program.

Guest and Volunteers provide support to the program and are not to be placed in a position of sole responsibility for direct supervision of children.

Program Closures (planned and unplanned)

Planned Program closures (PA Day, March Break, Winter Break, and Statutory Holidays)

The Martial Arts Training Centre After School Program runs on an academic calendar year. Our program is closed for all statutory holidays and for the two weeks over the Christmas holidays. In addition, our regular programming is suspended during YDSB/YCDSB professional development days and the March Break week.

The Martial Arts Training Centre After School Program will not operate on the following dates and authorized breaks. Alternative fee based programs operates at the Centre. For further information please consult our web page or speak directly with our program staff.

- ❖ Professional Activity (PA) Days

- ❖ March Break
- ❖ Winter Break

Alternate all day programming will be offered at The Martial Arts Training Centre during PA days, March Break and Winter Break

Stat Holidays

Labour Day
 Thanksgiving Day
 Christmas Day
 Boxing Day
 New Year's Day
 Family Day
 Good Friday
 Easter Monday
 Victoria Day

The Martial Arts Training Centre After School Program does not operate, and The Martial Arts Training Centre is closed, during Statutory Holidays

Unplanned Closures

Inclement weather/School closures

- ❖ The Martial Arts Training Centre After School Program will not operate during YRDSB/YCDSB board-wide school closures. An email notification will go out to all families no later than 1 p.m. on the day of the closure.
- ❖ You are responsible for ensuring up to date contact information including emergency phone number and email addresses.
- ❖ Participants may contact the main reception and/or the Website to confirm operation of the program.

Emergency closures

- ❖ In the case of an emergency closure or evacuation, parents will be notified (where possible by phone and email) at first opportunity, advising of the nature of the emergency and the marshalling point for the program participants. Families are responsible for providing up to date contact information.
- ❖ Emergency closures will be determined at the discretion of the Executive Director.
- Please refer to Emergency Management Policy and Procedure and Emergency Closure Policy

Accidents and Illness

Accidents and incidents

The following outlines the measures taken by staff in the event of injury occurring at the Centre or while attending events off the Centre's premises.

In the event of minor injuries or incident:

- ❖ A qualified staff will administer first aid and make the child as comfortable as possible.
- ❖ An Accident /Incident Report Form will be written to inform parent(s) of the details.
- ❖ Upon arrival or pick up of child, parent will be asked to read and sign the form to indicate that they have been informed of the details.
- ❖ A copy of the report will be given to the parent. The signed copy will be retained in the child's file.

In the event of major injuries or incident:

- ❖ A qualified staff will administer first aid and make the child as comfortable as possible.
- ❖ An ambulance will be called (as necessary).
- ❖ Management staff onsite at The Martial Arts Training Centre will be notified by program staff.
- ❖ Parents of the child will be notified of the accident/incident and asked to pick child up from school or meet the staff at the hospital.
- ❖ A staff will accompany the child in the ambulance to the hospital and stay with the child until a parent arrives.
- ❖ An Accident / Incident Report Form will be written to inform parent(s) of the details.
- ❖ The child's parent will be asked to read and sign the form to indicate that they have been informed of the details.
- ❖ Parents will receive a copy of the Accident/Incident Report Form and a copy will be retained in the child's file for the remainder of the school year.

After School Program staff will act on behalf of the parents/guardians in case of an emergency. In order to take the best possible action on behalf of the parents/guardians, the parents/guardians agree to release and indemnify The Martial Arts Training Centre from any and all claims for damages arising as a result of any accident or injury sustained by the child while participating in any school activities. All families must complete the medical authorization form at the time of registration.

- Please refer to Medication Administration Policy

Allergies/Anaphylaxis

- All allergies (severe or mild) must be recorded on the registration application form.
- It is the responsibility of the parent to inform the Centre of any changes in this information in writing so that our records can be updated promptly.
- The Centre is not able to ensure an environment free of allergens. However we strive to minimize the risks. For example, we request that you provide nut free snacks, we document any allergies, and practice proper sanitization procedures.

Parent Responsibilities

Parents of children with a potentially life-threatening allergy (anaphylaxis) are responsible for adhering to the procedures below as part of the Anaphylaxis Emergency Plan:

- ❖ Upon registration, indicate child's medical condition on the registration form.
- ❖ Attend a meeting with administrators and staff to review child's history, symptoms and pertinent information relating to the individual child

- ❖ Parent and staff to review emergency plan to be followed should their child have an allergic reaction.
 - ❖ Complete and sign the anaphylaxis form which includes: child's name, photo, allergy, type of auto-injector and dosage, expiry date of auto-injector, emergency contact information.
 - ❖ Parent to ensure child has auto-injector on them at all times.
 - ❖ Communicate all changes in allergy, medical condition, symptoms etc. in writing to the Program Coordinator and Program Director. Changes in our records will be made and updated as required.
- The Martial Arts Training Centre is a public facility, and we are not able to ensure a nut free environment.
 - We do ask that all children's program participants refrain from providing nuts in order to minimize the risks associated with nut allergies.
- Please refer to Anaphylactic Policy

Medication

Parents/guardians must provide written documentation of all medications that are in the possession of a child participant. Staff will log the information in our records. Children will be required to administer their own medications. Staff may offer supervision during the administration of medication. All medication must be in a clearly labelled prescription bottle.

Any special circumstances must be discussed with the Program Coordinator and Program Director.

- Please refer to Medication Administration Policy

Behaviour management (practices and participant meetings)

- At The Martial Arts Training Centre, each child is respected as a unique individual.
- The Martial Arts Training Centre behaviour management goals include:
 - ❖ Providing a safe and secure environment for children to express their individuality, emotions and to develop healthy communication skills.
 - ❖ Practicing verbal and non-verbal negotiation skills
 - ❖ Creating and maintaining a consistent yet flexible system of rewards and consequences which promote healthy decision making capabilities of children
- Our disciplinary practices are based on empathy and respect for children and their parents. If a child demonstrates behaviours which are deemed unacceptable, cause for concern, endangering the safety of the other children, displaying resistance to authority, or a child is non-responsive to efforts to modify his/her behaviour, our policy is to engage in a corrective approach which is positive and aims to keep the child's best interest in mind. Our staff will nurture, comfort, and assist the child as we guide him/her toward acceptable behaviour.
- Additionally, as we are committed to the principle of inclusion, anti-racism, and anti-oppression, our policy of acceptable behaviour management practices supports a culturally appropriate, racially sensitive, and non-discriminatory environment for the children in our care.

- The program's policy on behaviour management supports the philosophy of The Martial Arts Training Centre, wherein the safety, emotional, and physical well-being of the child are the primary goals.

Behaviour Management/ Disciplinary Practices

Acceptable Disciplinary Practices

Staff will be required to follow the acceptable disciplinary practices as follows:

- ❖ All staff will be expected to treat children with respect and utilize positive methods that aim at maintaining the child's self-esteem at all times.
- ❖ Staff are expected to speak to children using a calm tone of voice at all times.
- ❖ Staff will observe the child to recognize patterns or changes in behaviour that may be cause for concern, endanger the safety of the other children, display persistent resistance to authority, or are non-responsive to efforts to modify their behaviour.
- ❖ Staff will notify the Program Coordinator/Program Director of any child whose behaviour reflects any of the above conditions.
- ❖ Parents will be notified of any behavioural concerns and a meeting will be arranged between the Program Director and parents to consult on next steps and develop a support plan which keeps the best interest of the child in mind.

Actions and next steps may include:

- ❖ Parent meeting to develop a support plan
- ❖ Requesting that parents contact the service of an independent professional
- ❖ Requesting that parents find alternative programming that is better suited to the child

Family meetings

From time to time, family meetings will be initiated to discuss any success, issues, concerns that may arise. Program staff may identify the need for formal meetings as a result of general observations, incidents or concerns. Parents/guardians may request a family meeting in order to address needs and supports required. Documentation of family meetings will be logged in family files.

Support plans

- When behaviour management and/or participant needs are identified, a support plan will be developed between the participating guardian, program staff and program director. The support plan will include identified needs, supports, actions, and resources required. The plan will contain determined timelines, follow up terms, and will be agreed upon by all parties involved. It will include the roles and responsibilities of all parties and include the potential next steps/consequences.
- When a need for a support plan is identified, the program staff will notify the Program Director, parent/guardian, and schedule a meeting to develop and review the plan. Support plans will be developed in a timely manner and be consistent with behaviour management and age appropriate guidelines.
- All support plans must be designed with the wellbeing, growth and safety of participants in mind.

Professional Practice

Staff must always display a professional attitude while at The Martial Arts Training Centre. Staff will keep the following points in mind at all times:

- ❖ Respect confidentiality. Never discuss a child when another child is present
- ❖ Do not discuss one parent's handling of a situation with another parent

Unacceptable Practices

This provision forbids violence and aggression as a method of discipline and sets out other prohibited disciplinary practices in order to protect the emotional and physical well-being of children in the care of the After School Program. Our behaviour management practices reinforce goals related to safety, quality, and wellbeing by setting out clear prohibited behaviour management practices and acceptable behaviour management practices.

The following practices are not permitted:

- ❖ Physical discipline/violence (e.g., pinching, squeezing, hitting, spanking)
 - ❖ Deprivation of basic needs
 - ❖ Degrading or humiliating measures (physical or verbal), including sarcasm
 - ❖ Confinement or isolation
 - ❖ Harsh, loud, or angry voices
 - ❖ Racist and/or oppressive, intolerant treatment
 - ❖ Food must not be used as a punishment or threat at snack time as a disciplinary measure for any reason
- Please refer to our Code of Conduct

Discharge policy

The After School Program reserves the right to exclude any child from attendance, temporarily or permanently, who is deemed to be interfering with the health, safety, and educational development of themselves or any other child in the program. A child may be discharged from enrolment after the following measures have been implemented:

- ❖ Initially, parents will be advised via conversation or in written form of the circumstance which is deemed by the Program Director to be interfering with the health, safety, and educational development of themselves or any other child in the program. In this meeting or conversation, parents are made aware of the child's readiness for and/or suitability to the program, and/or the perceived risk to others. Parents are made aware of any modifications or improvements required in order to continue the child's enrolment. A deadline will be established to provide child with the opportunity to adapt, improve or make modifications acceptable to the Program Director.
- ❖ A final meeting will take place between Program Director and parent(s) to determine a) continuation in the program, b) discharge, or c) next steps.
- ❖ All timelines are established dependent upon severity of the circumstance leading up to consideration of discharge and are determined according to the impact that the child's behavior has on the health, safety, and educational development of him/herself or any other child in the school. In the event that your child is asked to withdraw, the initial deposit will be retained by the Centre. The final decision of discharge is made by the Program Director and Executive Director.

Privacy and Confidentiality

- The Martial Arts Training Centre is committed to protecting the privacy of the personal information of its employees, volunteers, program participants, partners, and donors.
 - The Martial Arts Training Centre is a Town of Richmond Hill agency and complies with the Municipal Freedom of Information and Protection of Privacy Act and other relevant laws.
 - The Martial Arts Training Centre will ensure that all personal information is properly collected, stored, used, disclosed if needed, and destroyed as appropriate.
 - Personal information is collected only to assist The Martial Arts Training Centre to plan and deliver the best possible programs and services, to meet its obligations as an employer, to communicate with members, participants, partners or donors, and to comply with lawful requests.
 - Personal information is always considered confidential and will only be shared with relevant staff members, other than where required by law (for example, in a case of suspected child abuse) or in circumstances related to an individual's health or safety.
 - Personal information will be stored securely and destroyed at minimum seven years after it is no longer needed.
 - People are entitled to see any personal information collected about them, and may do so by making an appointment with The Martial Arts Training Centre. All complaints about the unauthorized collection or release of personal information will be investigated and resolved.
 - Our After School Program staff maintain participant files, which include:
 - ❖ Registration packages,
 - ❖ Authorization forms (trip, medical, media release),
 - ❖ Daily logs and occasional observations, parent communications.
 - This information is kept in a locked and secure location consistent with our privacy policy. In situations which require RTCC staff to communicate with a third party, program staff will request you sign a release of information form.
- Please refer to Privacy Policy

Complaints procedure

The Martial Arts Training Centre is committed to providing the best possible programming and experience for all of our users. In the event that parents have concerns that are not effectively addressed or resolved directly with the individuals responsible, please contact the Program Director who will work with you to understand and address your concerns. If they cannot be resolved at this level, they can be brought to the Executive Director.

As we strive to continuously improve our service to the community, we very much appreciate suggestions as to ways in which we can operate a better program, and view the constructive sharing of concerns as a key aspect of how we grow.

THE MARTIAL ARTS TRAINING CENTRE

Code of Conduct

Policy Purpose

The purpose of this code is to clarify the high standard of conduct that is associated with ethical business and employee practices and to identify areas and situations where standards might be compromised and to describe guidelines governing such situations. In addition, caring for children and young people brings additional responsibilities for employees and volunteers of this organization.

Policy Guidelines

This code of conduct describes the basic standards of behavior to guide management, and employees, all of whom must conduct themselves in accordance with these principles and standards. All employees and volunteers of this organization are responsible for promoting the safety and well-being of children and young people by:

- Adhering to The Martial Arts Training Centre's child safe policy at all times and taking all reasonable steps to ensure the safety and protection of children and young people
- Treating everyone with respect and honesty (this includes staff, volunteers, students, children, young people and parents)
- Remembering to be a positive role model to children and young people in all your conduct with them
- Setting clear boundaries about appropriate behaviour between yourself and the children and young people in our organization
- Listening and responding appropriately to the views and concerns of children and young people
- Ensuring another adult is always present or in sight when conducting one to one coaching, instruction or other activities
- Reporting suspected child abuse and neglect to the Local Children's Aid Society as soon as practicable
- Responding quickly, fairly and transparently to any serious complaints made by a child, young person or their parent/guardian
- Encouraging children and young people to 'have a say' on issues that are important to them
- Providing feedback to both children and parents or guardians

Futhermore, The Martial Arts Training Centre will promote and require ethical conduct that includes but is not limited to, the following:

- Maintain a safe and healthy work environment.
- Ensure quality projects, products and excellent customer service.
- Maintain honesty and integrity, avoiding actual or apparent conflicts of interest in personal and professional relationships.
- Provide customers with information that is accurate, complete, objective, relevant, timely, and understandable.
- Comply with all applicable rules and regulations of federal, provincial, and local governments, and other regulatory agencies.
- Act in good faith, responsibly, with due care, competence and diligence.
- Respect the confidentiality of information acquired in the course of one's work except when authorized or otherwise legally obligated to disclose. Confidential information acquired in the

course of one's work will not be used for personal advantage.

- Responsible use of and control over all company tools, material assets and resources employed or entrusted.

Employees and volunteers must not:

- Engage in rough physical games
- Develop any 'special' relationships with children, young people, parents/guardians, and all customers that could be seen as favouritism such as the offering of gifts or special treatment
- Do things of a personal nature that a child or young person can do for themselves, such as toileting or changing clothes
- Discriminate against any child or young person because of age, gender, cultural background, religion, vulnerability or sexuality

The Martial Arts Training Centre is judged on the collective and individual actions of its owners and employees. Each individual must manage their personal and business affairs so as to avoid situations that might lead to a conflict or suspicion of a conflict between them and their duties. An individual's position must never be used, directly or indirectly, for private gain, to advance personal interest, or to obtain favours or benefits for themselves or others.

Accountability and Responsibility

- It is the employees' responsibility to be accountable for adhering to this code of conduct.
- The Martial Arts Training Centre is committed to a safe and healthy workplace and ensuring that all reasonable safeguards and precautions are taken in the workplace including compliance with procedures and guidelines, promoting safe work practices, and the use of personal protective equipment.
- Employees must be aware of The Martial Arts Training Centre health and safety requirements and all of the applicable health and safety laws and guidelines and follow all applicable procedures.
- Employees must disclose all potential conflicts of interest, including those in which they have been inadvertently placed due to either company or personal relationships. This includes family members, customers, suppliers, company associates or competitors of The Martial Arts Training Centre
- Employees must not, accept gifts, trips, entertainment, or favors from a customer, potential customer, supplier, or potential supplier of goods or services to The Martial Arts Training Centre unless what is given is of nominal value and refusal to accept it would be discourteous or otherwise harmful to The Martial Arts Training Centre. Nominal value is considered to be anything below \$100
- Employees must not participate in outside activities that could reasonably be expected to interfere with work time commitments, compete with, or negatively impact the reputation of The Martial Arts Training Centre
- Employees and management shall not discriminate in the selection, hiring, retention, promotion or transfer of qualified individuals on the basis of race, colour, ancestry, place of origin, political belief, religion, marital status, family status, physical or mental disability, sex, sexual orientation or age or other grounds protected by the Human Rights Code unless the limitation, specification or preference is based on a bona fide occupational requirement.

Procedures

- All new employees will acknowledge an understanding and acceptance of The Martial Arts Training Centre Code of Conduct Policy in writing.
- Failure to comply with the guidelines herein described may result in disciplinary action up to and including termination of employment. The action taken will be commensurate with the seriousness of the conduct and an evaluation of the situation.
- Employees who have a legal or ethical question about activities they conduct, should check with the Manager who will take appropriate action.



POLICIES AND PROCEDURES

ARRIVAL / DEPARTURE POLICY

Reason this policy is important

Children must be accounted for at all times. It is important that children are safely brought into the program and released only to authorized persons to ensure their safety when leaving the program.

Procedure and Practices, including responsible person(s)

- Upon arrival and departure, a parent/guardian must bring the child to/from the building. This ensures a safe transition since several families may be coming and going at the same time.
- Children will be signed-in and signed-out by their parent/guardian on the Sign-In/Sign-Out form and direct contact with staff will be made to acknowledge release of child.
- The Martial Arts Training Centre will maintain in the child's files written authorization by the child's parent or legal guardian the names, addresses, and telephone numbers of individuals whom the parent/legal guardian have approved to care for and pick up the child. (Agreement Form/Contract)
- At least two individuals in addition to the parent(s) must be listed on the Contract. The Martial Arts Training Centre will verify that the authorized individuals can be reached at the number provided and are willing/able to pick up the child if needed.
- Persons picking up the child will be asked to show a photo ID until staff has become familiar with individual.
- If no one picks the child up within 15 minutes after closing, staff will begin calling parents and other authorized individuals for pick up.
- Both parents will be permitted to pick up their child unless a court order is on file prohibiting contact by one parent.
- Parents will be required to notify The Martial Arts Training Centre in writing the name and phone number if someone other than a person listed as an authorized contact will be picking the child up. Upon arrival The Martial Arts Training staff will ask for a photo ID to identify the person. The person picking up the child must sign the child out.
- If someone comes to pick up a child who is not authorized, they will be denied access to the child and the child's parent will be immediately contacted. The Martial Arts Training Centre will notify the police if an unauthorized person tries to get custody of the child.

When the policy applies

Daily upon arrival and before leaving the after school program and will be strictly enforced.

Communication plan for staff and parents

- The Martial Arts Training Centre will cover policies, plans, and procedures with all new staff (paid and volunteer) during orientation training. They will sign that they have read, understand, and agree to abide by the content of the policies.
- During enrollment this policy will be reviewed by The Martial Arts Training Centre with the parents. Parents will sign that they have read, understand, and agree to abide by the content of the policies.
- A copy of all policies will be available during all hours of operation to staff and parents in the Policy Handbook located in the office.
- Parents may receive a copy of the policy at anytime upon request. A summary of this policy will be included in the Parent Handbook.
- Parents and staff will receive written notification of any updates.

Risk Management Protocols/Plans

Goals of the Risk Management Plan

Managing risk in our program hinges on the reduction of the degree of real risk to a level considered acceptable to everyday exposure. Safety is a paramount consideration. Although there are many factors we cannot control, we will do everything possible to minimize risk to our students. Risk management planning is an attempt to identify particular hazards of an activity and devise strategies to neutralise or minimize their potential to cause injury to participants.

The goals of this plan are to reduce the likelihood of harm or loss resulting from the operations of The Martial Arts Training Centre After School Program/Camps. These include physical, mental and financial losses that could be incurred by students, their families, staff, volunteers, and other guest leaders. This document seeks to systematically identify areas of risk and consider what controls may be implemented to reduce the likelihood of harm or loss taking place. Furthermore, the protocols contained within this document hope to mitigate the impact that a loss might have on all parties and the community.

This document will evolve and change to reflect the practices of our program and recognized best practices.

The Martial Arts Training Centre After School Program/Camps Risk Management Plan will be reviewed a minimum of three times each year: at the beginning of school in September prior to any off campus outings, mid-year in late winter, and again at the end of the school year. As well a review will take place in the event of a significant incident.

The Martial Arts Training Centre in Nature Risk Philosophy

Risk exists in almost every activity humans engage in. Risks are involved in activities at home, in the community, getting to and from places, at a friend's house, and in the outdoors. There are inherent risks involved in activities in nature. Inherent risks are those that are integral to the activity and removing them would destroy the unique character of the activity. Desirable inherent risks would be rocks and logs and stumps to hike through or over and explore around. Undesirable inherent risks could be sudden and severe changes in the weather, slippery logs after a heavy rain, or days of fog. At The Martial Arts Training Centre After School Program, we believe that risks are reasonably offset by the potential learning value of the experience. The Martial Arts Training Centre After School Program/Camps Risk Management Plan is intended to assist with minimizing the risks involved with learning in the natural environment, and in the response should an emergency occur.

Risk Reduction

The aim of risk reduction is to implement a range of strategies that will minimize risks to an acceptable level in an attempt to prevent incidents occurring. A range of strategies for reducing risks will include: participant safety guidelines, risk disclosure, staff training and knowing our participants.

Possible Inherent Risks

The list below identifies possible inherent risks that may be encountered by staff, students and volunteers on outings into the natural environment, en route to the outdoor learning areas, and while in the

outdoor learning areas. This list to provide examples for staff and families and is not to be considered exhaustive of all inherent risks.

- Injuries related to en route transportation to and from the location (vehicle traffic);
- Becoming lost or separated from the group or the group becoming split up;
- Injuries related to trips, slips and falls; foot injuries/sore feet (e.g. blisters, sprains or leg/knee/ankle injuries);
- If carrying a bag – injuries related to lifting, carrying or putting down the bag;
- Injuries related to collisions with other students and/or immovable objects (e.g. trees);
- Allergic reactions to natural toxins in the environment;
- Changing body temperatures (discomfort);
- Changing weather conditions/tides, river flow;
- Animal encounters (wildlife + domestic);
- Strangers

How can parents help manage risk?

- Review the gear list and ensure your child has ALL the gear necessary to participate dry and warm, and sun safe – screen hats, clothes that cover, appropriate footwear;
- Ensure your child has a change of clothes at the centre;
- Ensure your child has water, nutritious snacks and lunch;
- Ensure your contact information is up to date;
- Attend the school's information session on risk management as part of the parent orientation meetings; and ensure you, as a participant, also have all the gear necessary to participate;
- Complete the student's medical form in consideration of all the inherent risks;
- Supply the school with any medications necessary – complete the necessary consent forms for the administration of medications;
- Ask questions and be informed – sign the consent forms (consent forms will be used when the classroom location is beyond the walking area of our centre);
- Recognize and support, that while in the outdoors, the needs of the group generally take precedence over the needs of the individual;
- Reinforce at home: listening skills, listening to be safe; making safe choices;
- Gaining independence at home (primary)– practical living skills that will help them thrive outside of home: putting on mittens, coat, hat, hanging things up to dry, toileting.

The Martial Arts Training Centre Ethics in Operation

General

a) The Martial Arts Training Centre After School Program/Camps staff will conduct learning experiences with an appropriate level of competence, integrity, and responsibility; respecting the rights and dignity of the learners and volunteers.

b) The Martial Arts Training Centre After School Program/Camps staff will maintain a concern for the well-being of the learners and volunteers, fellow staff, and themselves.

Environmental Understanding

a) The Martial Arts Training Centre After School Program/Camps will not conduct activities that cause permanent damage to the environment.

- b) The Martial Arts Training Centre After School Program/Camps conducts activities that leave “no trace” on the environment, or when appropriate, only minimal impact on the environment.
- c) The Martial Arts Training Centre After School Program/Camps respects the wildlife in the area of the outdoor learning environment.
- d) The Martial Arts Training Centre After School Program/Camps will select a route where impact to the environment is minimal. In the forest, routes are on trails.
- e) The Martial Arts Training Centre After School Program/Camps respects the wildlife in the outdoor learning area.
- f) Human waste will be disposed in the natural environment in a minimally invasive manner should disposal be necessary. If this cannot be accomplished it will be carried out.
- g) All paper, packaging and human garbage will be carried out.
- h) The Martial Arts Training Centre After School Program/Camps will limit its impact both physical and visual, returning the area to the way it was found should this be necessary in the specific location.
- i) Tents and tarps will be used in place of constructing large shelters from surrounding materials. Tents and tarps will be set up in an environmentally appropriate manner; in public areas, will be taken down and carried out each day.

Human Understanding

- a) The Martial Arts Training Centre After School Program/Camps respects the local culture, both aboriginal and non-aboriginal including both social and physical and will endeavor to include such learning in its activities in an integrated and ongoing basis.

Operational Standards

- a) The Martial Arts Training Centre After School Program/Camps staff will select outdoor classrooms and activities complementary to our program Inquiry Based Learning; Experiential Learning; Place-Based Learning; Curiosity and Creativity; Service Learning and Environmental Literacy.
- b) When possible, staff will inform parents via email of their intended off-site trips prior to the date of trip.
- c) The Martial Arts Training Centre After School Program/Camps staff will be familiar with all outdoor classroom setting including natural hazards such as plant and wildlife, as well with how to prevent contact and respond to medical emergencies that arise from inadvertent contact.
- d) The Martial Arts Training Centre After School Program/Camps staff will complete a Hazard Assessment for each outdoor classroom location to be updated biannually and as needed given observed changes.
- e) The Martial Arts Training Centre After School Program/Camps staff will conduct a pre-outing safety talk prior to departure each day that an outing away from the centre occurs.
- f) The Martial Arts Training Centre After School Program/Camps staff will complete a Site Specific Safety Checklist upon the arrival to an outdoor classroom, including noting any hazards en route. Current weather conditions will be assessed to determine the level of risk presented and outing plans adjusted accordingly.
- g) The Martial Arts Training Centre After School Program/Camps staff will carry a cell phone at all times when away from the centre.
- h) The Martial Arts Training Centre After School Program/Camps staff will carry a first aid kit, including contact list, and emergency response plan reference, at all times when away from the centre.
- i) The Martial Arts Training Centre After School Program/Camps staff will log the date, duration, route, location, and adults attending with the office prior to departure from the centre.
- j) The Martial Arts Training Centre After School Program/Camps staff will carry a list of students with contact information.

- k) The Martial Arts Training Centre After School Program/Camps staff absences: in the event of a staff absence outdoor classroom locations will be limited in terms of distance from the school and inherent risks.
- l) Off centre site staff student ratio (locations in close proximity to school): Primary: (minimum: 2 staff to 24 students), Intermediate: dependent upon location, student needs and risk/hazards of activity
- m) The Martial Arts Training Centre After School Program/Camps staff will be familiar with the students' health needs, skill level, and psychological readiness as determined by past experience and pre-outing check-in.
- n) The Martial Arts Training Centre After School Program/Camps staff will be familiar with, maintain, and carry out The Martial Arts Training Centre After School Program/Camps risk management protocols and emergency response plan.
- o) Staff will carry safety whistles and / or an air horn.
- p) Staff will bring any medications needing to be administered at centre (updated Epi-pens, Benadryl....).

Emergency Response Protocols

The following guidelines are designed to assist The Martial Arts Training Centre After School Program/Camps staff with decision-making while in an outdoor learning location, as well as traveling to and from the location.

- Provide the best possible care for the victim.
- Evacuate the individual as quickly as deemed possible without unduly jeopardizing others.
- Authorize whatever responses are deemed necessary by The Martial Arts Training Centre After School Program/Camps staff.
- Maximize the safety of the other students, staff and volunteers.

Emergency Response Plan

- Take time to ensure you are calm and plan your response
- The steps below should be conducted in the listed order.
- Determine the priority of the response
- Determine the type of response required
- Using these factors, make a decision about the most appropriate evacuation method

First Aid

Provide first aid as per training. Steps usually include:

1. Take charge and remain calm
2. Assess the scene
3. Assess and treat the victim: Airway, Breathing, Circulation, Bleeding
4. Provide initial shock care
5. Complete head-to-toe assessment
6. Determine a treatment plan
7. Provide treatment as necessary

Evacuation

Determine if an evacuation is required. An evacuation will be based upon the following priorities:

Non-urgent: timing is not critical but the patient cannot continue with the group activities. Evacuation will occur as soon as "convenient" with regard to the safety and organization of the whole group and

most often will involve a “self-propelled” evacuation from the area at which point further medical treatment will be sought with arranged support persons.

Semi-urgent: injuries are not immediately life-threatening; the patient can wait for other medical or support personnel to assist with the evacuation.

Urgent: injuries are immediately life-threatening. Every effort should be made to evacuate the patient to medical care as soon as possible.

Type of Response

Determine the type of response necessary as related to an evacuation plan.

Contained within the setting:

This is the majority of minor accidents/incidents. A staff member will be able to provide the necessary medical care and the student/volunteer/staff will be able to continue with the class. An incident form shall be filled out the same day for incidents beyond standard blisters, slivers, small cuts, minor dehydration, bumps and bangs etc... The Director, Parents/Guardians will be notified.

Self –Contained Evacuation:

Most injury related evacuations will be of this type. The Martial Arts Training Centre After School Program/Camps staff will be able to administer first aid and use the resources at hand to evacuate the student/volunteer/staff. If necessary the individual will be transported to a clinic or hospital for further treatment. The Director will be notified of the evacuation: reason, route, and further support needed if necessary. An incident form will be filled out and parents notified.

External Agency Supported evacuation

This is an accident or injury that requires the assistance of additional medical personnel: an ambulance will be called. The Director will be contacted. Parent/Guardians notified of the situation and evacuation plan. An incident form will be filled out. A staff debrief will be conducted. The Martial Arts Training Centre families will be notified by the Director indicating general information regarding the status of the individual and the circumstance. The purpose is to ensure a level of communication regarding safety for all students, while protecting the privacy of the individual and family.

Hazard Assessment

A hazard assessment is completed for each of the outdoor classroom learning locations used by The Martial Arts Training Centre After School Program/Camps. The specific locations will vary. Crosby Park is our established outdoor learning locations.

The hazard assessment is completed to ensure that hazards inherent and non-inherent to a given location are identified and a mitigating response established. The hazard assessment will be used to inform the Pre-outing safety talk. Hazard assessments will be updated upon the discovering of additional hazards due to changing environments, season and land use as necessary.

The following risk rating will be contained within the Hazard assessment to inform The Martial Arts Training Centre After School Program/Camps staff:

Probability: Low, Medium, High

Severity: Low, Medium, High
Overall Rating: Low, Medium, High

Safety Talk Outline:

1. Introduction

- a) Introduce new staff or volunteers
- b) Explain the need to listen and think – safety is a shared responsibility

2. Trip Specifics:

- a) Introduce the outing and destination – where, geography, weather etc..
- b) Describe the inherent risks (location Hazard Assessment)
- c) Explain/review what to do in an emergency
- d) Review “calls” and specific taught safety measures

3. Participant’s Responsibilities:

- a) Review/explain physical demands
- b) Complete a general gear check (student and volunteer Go Kits)
- c) Check in and identify any physical or emotional needs
- d) Remind students and volunteers to notify The Martial Arts Training Centre After School Program/Camps staff if they observe any incidents/accidents or new hazards

4. Closing

- a) Address any questions from students or volunteers

The Martial Arts Training Centre Gear List

- ___ Any medications needing to be administered at the centre (updated Epi-pens, Benadryl....)
- ___ Indoor shoes
- ___ Running shoes
- ___ Sunscreen
- ___ Sun hat
- ___ Winter Toque
- ___ Water bottle
- ___ Clothes bag/Change of clothes
- ___ Mittens (not gloves)
- ___ Extra gloves (dollar store’ish)
- ___ Extra socks (non-cotton socks best)

Emergency Management Policy and Procedures

Purpose

The purpose of this policy is to provide clear direction for staff and licensees to follow to deal with emergency situations. The procedures set out steps for staff to follow to support the safety and well-being of everyone involved.

Clear policies and procedures will support all individuals to manage responses and responsibilities during an emergency, resulting in the safest outcomes possible.

Definitions

All-Clear: A notification from an authority that a threat and/or disaster no longer pose a danger and it is deemed safe to return to the child care premises and/or resume normal operations.

Authority: A person or entity responsible for providing direction during an emergency situation (e.g. emergency services personnel, the licensee).

Emergency: An urgent or pressing situation where immediate action is required to ensure the safety of children and adults in attendance. These include situations that may not affect the whole child care centre (e.g. child-specific incidents) and where 911 is called.

Emergency Services Personnel: persons responsible for ensuring public safety and mitigating activities in an emergency (e.g. law enforcement, fire departments, emergency medical services, rescue services).

Evacuation Site: the designated off-site location where shelter is obtained during an emergency. The evacuation site is used when it is deemed unsafe to be at or return to the child care centre.

Licensee: The individual or agency licensed by the Ministry of Education responsible for the operation and management of each child care centre it operates (i.e. the operator).

Meeting Place: the designated safe place near the centre where everyone is to initially gather before proceeding to the evacuation site, or returning to the centre if evacuation is not necessary.

Staff: Individual employed by the licensee (e.g. program staff, manager).

Unsafe to Return: A notification from an authority that a threat and/or disaster continue to pose a danger and it is unsafe to return to the premises.

Policy

Staff will follow the emergency response procedures outlined in this document by following these three phases:

1. Immediate Emergency Response;
2. Next Steps during an Emergency; and
3. Recovery.

Staff will ensure that children are kept safe, are accounted for and are supervised at all times during an emergency situation.

For situations that require evacuation of the child care centre, the meeting place to gather immediately will be located at: south side of parking, at the open lot

If it is deemed 'unsafe to return' to the child care centre, the evacuation site to proceed to is located at: Crosby Park

Note: all directions given by emergency services personnel will be followed under all circumstances, including directions to evacuate to locations different than those listed above.

For any emergency situations involving a child with an individualized plan in place, the procedures in the child's individualized plan will be followed.

If any emergency situations happen that are not described in this document, the manager will provide direction to staff for the immediate response and next steps. Staff will follow the direction given.

If any emergency situations result in a serious occurrence, the serious occurrence policy and procedures will also be followed.

All emergency situations will be documented in detail by the manager in the daily written record.

Procedures

Phase 1: Immediate Emergency Response

Emergency Situation	Roles and Responsibilities
<p>Lockdown When a threat is on, very near, or inside the centre. E.g. a suspicious individual in the building who is posing a threat.</p>	<ol style="list-style-type: none"> 1) The staff member who becomes aware of the threat must inform all other staff of the threat as quickly and safely as possible. 2) Staff members who are outdoors must ensure everyone who is outdoors proceeds to a safe location. 3) Staff inside the centre must: <ul style="list-style-type: none"> • remain calm; • gather all children and move them away from doors and windows; • take children’s attendance to confirm all children are accounted for; • take shelter in closets and/or under furniture with the children, if appropriate; • keep children calm; • ensure children remain in the sheltered space; • turn off/mute all cellular phones; and • wait for further instructions. 4) If possible, staff inside the program room(s) should also: <ul style="list-style-type: none"> • close all window coverings and doors; • barricade the room door; • gather emergency medication; and • join the rest of the group for shelter. 5) The manager will immediately: <ul style="list-style-type: none"> • close and lock all centre entrance/exit doors, if possible; and • take shelter. <p>Note: only emergency service personnel are allowed to enter or exit the child care centre during a lockdown.</p>
<p>Hold & Secure When a threat is in the general vicinity of the centre, but not on or inside the premises. E.g. a shooting at a nearby building.</p>	<ol style="list-style-type: none"> 1) The staff member who becomes aware of the external threat must inform all other staff of the threat as quickly and safely as possible. 2) Staff members who are outdoors must ensure everyone returns to their program room(s) immediately. 3) Staff in the program room must immediately: <ul style="list-style-type: none"> • remain calm; • take children’s attendance to confirm all children are accounted for; • close all window coverings and windows in the program room; • continue normal operations of the program; and • wait for further instructions. 4) The manager must immediately: <ul style="list-style-type: none"> • close and lock all entrances/exits of the child care centre; • close all blinds and windows outside of the program rooms; and • place a note on the external doors with instructions that no one may enter or exit the child care centre. <p>Note: only emergency services personnel are allowed to enter or exit the centre during a hold and secure.</p>

<p>Bomb Threat A threat to detonate an explosive device to cause property damage, death, or injuries E.g. phone call bomb threat, receipt of a suspicious package.</p>	<p>1) The staff member who becomes aware of the threat must:</p> <ul style="list-style-type: none"> • remain calm; • call 911 if emergency services is not yet aware of the situation; • follow the directions of emergency services personnel; and • take children’s attendance to confirm all children are accounted for. <p>A. Where the threat is received by telephone, the person on the phone should try to keep the suspect on the line as long as possible while another individual calls 911 and communicates with emergency services personnel.</p> <p>B. Where the threat is received in the form of a suspicious package, staff must ensure that no one approaches or touches the package at any time.</p>
<p>Disaster Requiring Evacuation A serious incident that affects the physical building and requires everyone to leave the premises. E.g. fire, flood, power failure.</p>	<p>1) The staff member who becomes aware of the disaster must inform all other staff of the incident and that the centre must be evacuated, as quickly and safely as possible. If the disaster is a fire, the fire alarm pull station must be used and staff must follow the centre’s fire evacuation procedures.</p> <p>2) Staff must immediately:</p> <ul style="list-style-type: none"> • remain calm; • gather all children, the attendance record, children’s emergency contact information any emergency medication; • exit the building with the children using the nearest safe exit, bringing children’s outdoor clothing (if possible) according to weather conditions; • escort children to the meeting place; and • take children’s attendance to confirm all children are accounted for; • keep children calm; and • wait for further instructions. <p>3) If possible, staff should also:</p> <ul style="list-style-type: none"> • take a first aid kit; and • gather all non-emergency medications. <p>4) Designated staff will:</p> <ul style="list-style-type: none"> • help any individuals with medical and/or special needs who need assistance to go to the meeting place (in accordance with the procedure in a child’s individualized plan, if the individual is a child); and • in doing so, follow the instructions posted on special needs equipment or assistive devices during the evacuation. • If individuals cannot be safely assisted to exit the building, the designated staff will assist them and ensure their required medication is accessible, if applicable; and • wait for further instructions. <p>5) If possible, the site designate must conduct a walk-through of the child care centre to verify that everyone has exited the building and secure any windows or doors, unless otherwise directed by emergency services personnel.</p>

<p>Disaster – External Environmental Threat An incident outside of the building that may have adverse effects on persons in the centre. E.g. gas leak, oil spill, chemical release, forest fire, nuclear emergency.</p>	<p>1) The staff member who becomes aware of the external environmental threat must inform all other staff of the threat as quickly and safely as possible and, according to directions from emergency services personnel, advise whether to remain on site or evacuate the premises.</p> <p>If remaining on site:</p> <p>1) Staff members who are outdoors with children must ensure everyone who is outdoors returns to their program room immediately.</p> <p>2) Staff must immediately:</p> <ul style="list-style-type: none"> • remain calm; • take children’s attendance to confirm all children are accounted for; • close all program room windows and all doors that lead outside (where applicable); • seal off external air entryways located in the program rooms (where applicable); • continue with normal operations of the program; and • wait for further instructions. <p>3) The manager must:</p> <ul style="list-style-type: none"> • seal off external air entryways not located in program rooms (where applicable); • place a note on all external doors with instructions that no one may enter or exit the centre until further notice; and • turn off all air handling equipment (i.e. heating, ventilation and/or air conditioning, where applicable). <p>If emergency services personnel otherwise direct the centre to evacuate, follow the procedures outlined in the “Disaster Requiring Evacuation” section of this policy.</p>
<p>Natural Disaster: Tornado / Tornado Warning</p>	<p>1) The staff member who becomes aware of the tornado or tornado warning must inform all other staff as quickly and safely as possible.</p> <p>2) Staff members who are outdoors with children must ensure everyone who is outdoors returns to their program room(s) immediately.</p> <p>3) Staff must immediately:</p> <ul style="list-style-type: none"> • remain calm; • gather all children; • go to the basement or take shelter in small interior ground floor rooms such as washrooms, closets or hallways; • take children’s attendance to confirm all children are accounted for; • remain and keep children away from windows, doors and exterior walls; • keep children calm; • conduct ongoing visual checks of the children; and • wait for further instructions.

<p>Natural Disaster: Major Earthquake</p>	<ol style="list-style-type: none"> 1) Staff in the program room must immediately: <ul style="list-style-type: none"> • remain calm; • instruct children to find shelter under a sturdy desk or table and away from unstable structures; • ensure that everyone is away from windows and outer walls; • help children who require assistance to find shelter; • for individuals in wheelchairs, lock the wheels and instruct the individual to duck as low as possible, and use a strong article (e.g. shelf, hard book, etc.) to protect their head and neck; • find safe shelter for themselves; • visually assess the safety of all children.; and • wait for the shaking to stop. 2) Staff members who are outdoors with children must immediately ensure that everyone outdoors stays away from buildings, power lines, trees, and other tall structures that may collapse, and wait for the shaking to stop. 3) Once the shaking stops, staff must: <ul style="list-style-type: none"> • gather the children, their emergency cards and emergency medication; and • exit the building through the nearest safe exit, where possible, in case of aftershock or damage to the building. 4) If possible, prior to exiting the building, staff should also: <ul style="list-style-type: none"> • take a first aid kit; and • gather all non-emergency medications. 5) Individuals who have exited the building must gather at the meeting place and wait for further instructions. 6) Designated staff will: <ul style="list-style-type: none"> • help any individuals with medical and/or special needs who need assistance to go to the meeting place (in accordance with the procedure in a child's individualized plan, if the individual is a child); and • in doing so, follow the instructions posted on special needs equipment or assistive devices during the evacuation. • If individuals cannot be safely assisted to exit the building, the designated staff will assist them and ensure their required medication is accessible, if applicable; and • wait for further instructions. 7) The site designate must conduct a walkthrough of the centre to ensure all individuals have evacuated, where possible.
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Phase 2: Next Steps During the Emergency

- 1) Where emergency services personnel are not already aware of the situation, the manager must notify emergency services personnel (911) of the emergency as soon as possible.
- 2) Where the child care centre has been evacuated, emergency services must be notified of individuals remaining inside the building, where applicable.
- 3) If the licensee is not already on site, the site designate must contact the licensee to inform them of the emergency situation and the current status, once it is possible and safe to do so.

List of Emergency Contact Persons: Jack Bateman (Licensee) 905-787-2326

Local Police Department: 911

Ambulance: 911

Local Fire Services: 911

Licensee Contact(s): 905-787-2326

- 4) Where any staff, students and/or volunteers are not on site, the manager must notify these individuals of the situation, and instruct them to proceed directly to the evacuation site if it is not safe or practical for them return to the centre.
- 5) The manager must wait for further instructions from emergency services personnel. Once instructions are received, they must communicate the instructions to staff and ensure they are followed.
- 6) Throughout the emergency, staff will:
 - help keep children calm;
 - take attendance to ensure that all children are accounted for;
 - conduct ongoing visual checks and head counts of children;
 - maintain constant supervision of the children; and
 - engage children in activities, where possible.
- 7) In situations where injuries have been sustained, staff with first aid training will assist with administering first aid. Staff must inform emergency personnel of severe injuries requiring immediate attention and assistance.

8a) Procedures to Follow When “All-Clear” Notification is Given	
Procedures	<ol style="list-style-type: none"> 1) The individual who receives the ‘all-clear’ from an authority must inform all staff that the ‘all-clear’ has been given and that it is safe to return to the child care centre. 2) Designated staff who have assisted individuals with medical and/or special needs with exiting the building will assist and accompany these individuals with returning to the child care centre. 3) Staff must: <ul style="list-style-type: none"> • take attendance to ensure all children are accounted for; • escort children back to their program room(s), where applicable; • take attendance upon returning to the program room(s) to ensure that all children are accounted for; where applicable; and • re-open closed/sealed blinds, windows and doors. 4) The Director will determine if operations will resume and communicate this decision to staff.
Communication with parents/guardians	<ol style="list-style-type: none"> 1) As soon as possible, the manager must notify parents/guardians of the emergency situation and that the all-clear has been given. 2) Where disasters have occurred that did not require evacuation of the centre, the manager must provide a notice of the incident to parents/guardians by email. 3) If normal operations do not resume the same day that an emergency situation has taken place, the manager must provide parents/guardians with information as to when and how normal operations will resume as soon as this is determined.

8b) Procedures to Follow When “Unsafe to Return” Notification is Given	
Procedures	<ol style="list-style-type: none"> 1) The individual who receives the ‘unsafe to return’ notification from an authority must inform all staff of this direction and instruct them to proceed from the meeting place to the evacuation site, or the site determined by emergency services personnel. 2) Staff must take attendance to confirm that all children are accounted for, and escort children to the evacuation site. 3) Designated staff who have assisted individuals with medical and/or special needs with exiting the building will assist and accompany these individuals to the evacuation site. 4) The manager will post a note for parents/guardians on the centre entrance with information on the evacuation site, where it is possible and safe to do so. 5) Upon arrival at the evacuation site, staff must: <ul style="list-style-type: none"> • remain calm; • take attendance to ensure all children are accounted for; • help keep children calm; • engage children in activities, where possible; • conduct ongoing visual checks and head counts of children; • maintain constant supervision of the children; • keep attendance as children are picked up by their parents, guardians or authorized pick-up persons; and • remain at the evacuation site until all children have been picked up.
Communication with parents/guardians	<ol style="list-style-type: none"> 1) Upon arrival at the emergency evacuation site, the manager will notify parents/guardians of the emergency situation, evacuation and the location to pick up their children. 2) Where possible, the Director will update the centre’s voicemail box as soon as possible to inform parents/guardians that the centre has been evacuated, and include the details of the evacuation site location and contact information in the message.

Phase 3: Recovery (After an Emergency Situation has Ended)

<p>Procedures for Resuming Normal Operations E.g. where, applicable, reopening the centre, responding to media and community inquiries, contacting the insurance company, etc.</p>	<p>The Director will reopen the centre when the emergency situation has ended, will respond to media and community inquiries and contacting the insurance company informing them of the emergency situation and that it has ended and the centre is resuming normal operations.</p>
<p>Procedures for Debriefing Staff, Children and Parents/Guardians Include, where, applicable, details about when and how the debrief(s) will take place, etc.</p>	<p>The manager must debrief staff, children and parents/guardians after the emergency.</p> <p>Click here to enter text.</p>

Emergency Closure Policy

The Martial Arts Training Centre is committed to having our programs open on all scheduled days. We recognize that emergencies beyond the Centre's control such as inclement weather days can occur. We must consider the safety of all students and staff when we make decisions regarding full day closures or early closures due to emergency conditions.

In the event that The Martial Arts Training Centre will need to close due to any emergency condition, the manager will notify members by email and all information will be posted on social media as well. TMATC will make all effort to notify all members of any emergency closures but we urge all members to use their judgement with respect to travel decisions.

From time to time, TMATC hosts events such as our In-house tournaments and gradings that requires us to cancel our classes. We will make every effort to notify all members regarding these events ahead of time.

**UNLESS OTHERWISE NOTED, THE FEES WILL NOT BE
REFUNDED/CREDITED DUE TO CENTRE CLOSURES RESULTING FROM
CIRCUMSTANCES BEYOND THE CENTRE'S CONTROL.**

FOOD SAFETY POLICY

Reason this policy is important

For children, it only takes a small amount of toxins in contaminated food to cause serious illness. It is important to practice safe food handling, food preparation, and food storage to prevent the contamination of food served to children and staff.

Procedure and Practices, including responsible person(s)

_____ (staff title/name) has received training in safe food handling that is consistent with the province or local food service rules and regulations.

Food Preparation areas and staff

- No one with signs of illness or is diagnosed with an illness will be responsible for handling or preparing food.
- Hand washing sinks will be separate from food preparation sinks.
- Food preparation counters will be made of a solid surface, in good repair, and kept clean and sanitized.

Food Storage

- Food will be stored according to the Caring for Our Children guidelines: Food Storage Chart.
- Refrigerators will be maintained at 40° F or lower and freezers will be maintained below 0° F. A thermometer will be in the refrigerator/freezer at all times.
- Foods not requiring refrigeration will be stored 6 inches off the floor in easily cleanable, dry storerooms.
- Dry, bulk foods not stored in original packaging will be stored in a sealed container that is labeled and dated.
(Cardboard boxes should not be used. They attract pests.)
- Food that has been served and not eaten (leftovers) from plates, serving bowls, and pitchers (any item taken out of the kitchen and served) will be discarded.

Sanitation

- Cleaning products will be stored in original containers and away from food.
- Cutting boards will be made of a solid, nonporous surface. Wood will not be used and those with cuts or crevices.
- A dishwasher on the hot cycle will be used to wash dishes and other utensils. If washed by hand, the following process will be followed:
 - o Use a 3-compartment sink or three basins for washing, rinsing and sanitizing.
 - o 1st sink: wash dishes in hot water with dish detergent. Cloths used for washing are laundered after each use.
 - o 2nd sink: rinse dishes with hot water.
 - o 3rd sink: soak dishes for at least 1 minute in 1/2 teaspoon of bleach to 1 gallon of warm water. o Let air-dry. Use a dry rack drain board for drying.
- Food provided by a central kitchen or vendor from off-site locations will be obtained by approved sources and inspected by the local health authority.
- Settings will have provisions for holding hot food at 135° F and cold food 40° F or below until served.
- Utensils used to serve food will be properly cleaned and sanitized.

When the policy applies

When handling, preparing, vending and storing food intended for children and staff consumption.

Communication plan for staff and parents

- Food Service staff will receive Food Safety training provided by Province or local food service authorities.
- Staff and volunteers will receive a written copy of this policy in their orientation packets before beginning work at the center.
- All staff will have training on food safety.
- Written instructions are posted in food preparation areas.

NUTRITION

Introduction

Promoting children's health is an important aspect of quality childcare. The Martial Arts Training Centre provides all of our children's snacks and meals while they are in our care. We recognize the important connection between a healthy diet and a child's ability to participate and learn effectively. The Board also recognizes The Martial Arts Training Centre's role, as part of the larger community, to promote family health, and where possible, sustainable agriculture and environmental restoration. The Martial Arts Training Centre recognizes that the sharing of food is a fundamental experience for all people; a primary way to nurture and celebrate our children in all their personal and cultural diversity, and an excellent bridge for building friendships and emotional competencies.

Nutrition

The Martial Arts Training Centre follows the Canada Food Guide when planning monthly menus. Meal planning encompasses all food groups and will incorporate at least half the daily recommended serving based on age.

Vegetables and Fruit

Vegetables and fruit are a source of fibre, vitamins A and C, potassium, magnesium and some B vitamins. As such, they are served daily. Every effort is made to serve fresh vegetables, either raw or incorporated into daily cooking. Frozen vegetables are preferred to canned, and seasonal BC fruits and vegetables are preferred over imported fruits and vegetables.

Pesticides and Organic Foods

The Martial Arts Training Centre is aware of the issues of pesticides on fruits and vegetables. We minimize exposure to fruits and vegetables cited as containing the greatest amounts of residual pesticides and offer fruit and vegetable alternatives which share similar nutrient profiles

Grain Products

Grain products provide fibre, B vitamins and iron. Eighty percent of all grain products served at The Martial Arts Training Centre are made from whole grains and follow the guidelines listed below:

- Sliced Bread – Will be made of 100% whole grains (whole rye, rye meal, whole spelt, and whole grain wheat including the germ indicate whole grain flours), with at least 2 grams of fibre and no more than 200 milligrams of sodium per slice.
- Crackers – Whenever possible, crackers will be made of 100% whole grains (whole rye, rye meal, oats, whole spelt, and whole grain wheat including the germ indicate whole grain flours), with 3 grams of fibre, and no more than 240 milligrams of sodium per serving.
- Pasta – Whole wheat or high fibre pasta will be served.

Milk and Alternatives

Milk and milk alternatives provide protein, vitamins A and D, calcium, phosphorous and magnesium.

Meat and Alternatives

Meat and alternatives are a source of protein, iron, B vitamins, and zinc.

- Meat – The Martial Arts Training Centre acknowledges that up to 30 or 40% of a child’s nutrition may be coming from our food program. In the event fish is served at The Martial Arts Training Centre, we will follow the guidelines set forth by SeaChoice. (See Appendix 2 – Nutrition)
- Alternatives – The Martial Arts Training Centre is committed to serving meat alternatives in the form of tofu, eggs, and legumes.

Liquids

Water will be served at each meal. No other liquids will be served. Access to water will be constant, and older children, capable of serving themselves, will be equipped to do so with fresh water and cups provided at a height which provides accessibility. Children will be reminded often to drink.

Sugars

In an effort to avoid refined sugars, yogurt or fruit puree will replace maple flavoured syrups.

Banned and Avoided Foods

- All nuts and nut products, as well as processed foods which may contain nuts are banned from the premises of The Martial Arts Training Centre (see Food Safety Policy and Anaphylaxis Policy)
- Processed foods containing nitrates as additives, such as some sandwich meats, bacon, and hotdogs are avoided at The Martial Arts Training Centre as there is controversy over their impacts on children’s health in certain doses. These items may still be served, but only rarely. This is based on a precautionary principle and we await further study on the subject.
- No trans fats or burned food will be served.

Education

Programming

As part of a well rounded approach to food and eating, The Martial Arts Training Centre will incorporate educational opportunities related to nutrition and healthy eating habits into our routines.

We will promote a healthy outlook on food and nutrition through the following strategies:

- Supporting and encouraging children to help prepare the eating area, assist with serving the meal, and cleaning up when finished.
- Offering a variety of foods and allowing children to make some choices when appropriate.
- Promoting inclusive and respectful conversation around the meal table.
- Making a snack or meal together as a group.

Continuing Education

All cooking staff at The Martial Arts Training Centre are certified in Food Safe. We are committed to furthering the education of our Cooks and will assist in providing opportunities for continuing education. Implementation of the Food Policy

Parents will be informed via email as to any changes to the food policy. The policy will also be available on our website. Site managers will inform new staff and new families; as well as visitors as is appropriate.

Anaphylactic Policy

What is Anaphylaxis?

Anaphylaxis is a severe allergic reaction that can lead to rapid death if left untreated. Many Canadians suffer from extreme life-threatening allergies to certain foods, medications, insect stings or non-food materials such as latex. For them, exposure to even a small amount of the substance to which they are allergic can trigger an anaphylactic reaction. Although peanuts and peanut products are the most common foods to cause anaphylaxis, fish, eggs, sulphites, milk, sesame seeds or any other food can cause this dangerous condition.

Anaphylactic reactions occur when the body's sensitized immune system overreacts in response to the presence of a particular allergen. Anaphylaxis affects the respiratory, cardiovascular, gastro-intestinal and integumentary (skin) system of the body.

The recommended emergency treatment for a student suffering from an anaphylactic reaction is administration of epinephrine by an auto-injector (EpiPen or Anakit), then rushed to hospital for further medical attention.

Purpose of the Policy and Procedures

The Martial Arts Training Centre is committed to taking a pro-active position regarding the prevention of anaphylaxis. The purpose of the policy is to provide a process for dealing with anaphylaxis within the centre.

Strategy to Reduce Risk of Exposure to Anaphylactic Causative Agents

In an environment that there are children who have severe allergies to certain foods or substances the centre will put the following procedures into place:

1. Foods with "May Contain" nut warning will not be served.
2. The name of a child/children will be posted in the after school room indicating presence of allergy and which allergen they react to
3. All staff, students and volunteers will be informed upon hiring or placement at the centre of the allergies that exist within the centre.
4. The Centre Manager will consult with parents/guardian and if necessary will ban any products that may cause a child to have an anaphylactic allergic reaction, from the centre. In certain cases where certain products cannot be banned or there is no control over the presence of these products, the Centre Manager will take the necessary precautions to keep the child/children safe.
5. All staff, students and volunteers will wash hands before and after handling food.
6. Staff will read all labels prior to serving.
7. All surfaces will be cleaned with a cleaning solution prior to and after the preparation or serving of foods.

8. All cleaning supplies, medicines and any other products that may produce an allergic reaction will be stored away.

Communication Plan

1. Parents of a child with anaphylactic allergies will:

- Provide the centre with an individual plan for their child prior to enrollment.
- Inform the centre of their child's allergies and provide all pertinent information such as, what triggers an allergic reaction, signs and symptoms to look for, emergency contact information, etc.
- Provide the centre with an up-to-date EpiPen, clearly labelled with the child's name and prescription details
- Advise the centre of any changes to their child's allergies and/or individual plan

2. All parents will be informed upon registering at the centre of the allergies that exist within the school.

Individual Plan and Emergency Procedures

Prior to enrollment, the parent/guardian will meet with the Centre Manager to provide input for the child's individual plan and emergency procedures. This plan will include but is not limited to:

- Description of the child's allergy
- Monitoring and avoidance strategies
- Signs and symptoms of an anaphylactic reaction
- Staff roles and responsibilities
- Parent/Guardian consent for administering allergy medications, sharing information and posting Emergency Plan
- Emergency contact information
- Location of EpiPen
- Physicians note to carry own EpiPen

Parents are requested to advise the Centre Manager if their child develops an allergy, requires medication and/or of any changes to the child's individual plan or treatment. Individual plans will be reviewed prior to commencing care giving and annually thereafter by all staff, students and volunteers and as directed by the parent or physician.

Copies of Individual Plans are in each child's file, emergency bags and are posted in the after school room.

***Prior to employment or placement, all staff, students and volunteers will review the individual plan of the child with anaphylactic allergies and at least annually afterwards.**

Emergency Protocol

- One staff person stays with the child at all times
- One person goes for help or calls for help
- Follow emergency procedures as outlined in child's individual
- Call 911. Have the child transported to hospital even if symptoms have subsided. Symptoms may occur hours after exposure to allergen.
- Used EpiPen is to be brought with the child to hospital.
- Used EpiPen is to be given to hospital employee or child's parent for disposal.

- Once calm staff must stay with the child until the parent or guardian arrives.

Training

1. A medical Doctor or parent of a child with anaphylaxis will train the staff on how to use an EpiPen auto-injector. This will be done on an individual basis.
2. The centre manager will provide training on how to use the EpiPen auto-injector to all staff.
3. Training will include the child's emergency plan, procedures to be followed if a child is having an anaphylactic reaction, recognizing the signs and symptoms and administering medication.
4. Staff will ensure that child has their medication with them at all times.
5. The staff will be required to sign and date that they have received training.
6. A log of all training dates, trainers and staff signatures will be kept in the child's file.

This Anaphylactic policy will be reviewed with staff, volunteers and students upon employment and at least annually thereafter.

Medication Administration Policy

Statement

We realize that there may be a need to have medications (generic or prescribed) administered to the child while she/he is in the after school program in order to stabilize their health. We are only permitted to provide health care to a child if the parent has signed the medication form or the health care being provided is in the nature of first aid.

Policy

To protect the child's well-being and The Martial Arts Training Centre staff, the designated staff member must have a valid First Aid Certificate, and they will administer medication to the child only when:

- a) The written consent of a parent has been obtained.
- b) The medication is in an original container or bottle.
- c) The medication is administered according to the directions of the doctor or directions listed on the generic medication container.
- d) A generic medication will not be given for more than five days without a physician's note
- e) Medication must not be mixed with any food or drink.
- f) Prescription medication must also show the name of the physician, patient's name, date of issue, instructions and time period.

The provision of any health care that would constitute the practice of a medical profession or any extended care is prohibited.

Procedure

The primary staff that administers the medication shall complete the medication record. This includes the name of the medication that is being given, the time it was administered at, the amount administered, and the initials of the person who administered the medication -Information regarding the potential side effects of medication must be given in writing to the primary staff administering the medication. This includes medication that has been administered by the parent before the child arrives at the Centre, medication during the day, and medication administered at the Centre just prior to the child leaving the Centre. After any medication is given the primary staff member must watch the child closely to insure no side effects appear. At the end of each day the medication must be given back to the parents by the primary staff member. The first dosage of any medication may not be given by the staff due to unknown reaction to it. Staff member can refuse to give medications, herbal remedies or do a procedure for which clear instructions have not been provided or for which they are not trained. When this is completed a copy of the staff's first aid will be placed into child's folder or attached to medical sheet to show proof of training.

In case medication is not given to the child at the scheduled time, and it is passed the *one hour window*. The staff will wait until the next scheduled time, it will be recorded and signed off on by the staff and the parent must sign off on the record that they have read the missed time period.

One hour window means that the prescribed medication can be given to the child within the one hour from the scheduled time. Generic medication if not given at the scheduled time will be administered at the next scheduled time.

Storage of Medication

- Medication is stored in the office medication locked box.
- Medication that requires to be refrigerated is stored in the fridge in a locked box located in the office.
- All lock boxes are emptied at the end of each day to ensure all medication was given back to parents and not remaining at the centre.
- Emergency medication ie: Epi-pen is stored in an unlocked location, inaccessible to children but easily accessible to staff in their respective rooms.

Herbal Remedies

Any herbal remedies that are brought into the centre must be discussed with the manager first; the above procedure will be used accordingly with herbal remedies as well.

Privacy Policy

Our Commitment

The Martial Arts Training Centre (TMATC) is committed to the protection of the personal information of its clients and independent contractors. Our Privacy Policy ensures our centre's compliance with the Federal Personal Information Protection and Electronic Documents Act (PIPEDA).

Defining Personal Information

Personal information is defined as any information, recorded or not, that is about an identifiable individual. It can be objective information (e.g. your child's age or your home telephone number), or it can be subjective information (e.g. the progress of your child in day care).

We Are Accountable

The Director of The Martial Arts Training Centre is the Chief Privacy Officer (CPO) for the centre, and is responsible for ensuring compliance with this Privacy Policy by all the programs and services operated by TMATC. The CPO may, from time to time, delegate another individual in the centre to act on his behalf as Privacy Officer.

We Collect Your Personal Information to Serve You Better (and because we must!)

We collect, generate, use and disclose personal information for the following purposes only:

- To identify clients of The Martial Arts Training Centre (children and their parents/guardians)
- To communicate with our clients
- To protect and ensure the health and safety of the children entrusted to us
- To communicate daily activities of children to parents
- To provide optimal programs
- To ensure the programs provided is flexible and continues to meet the needs of each child
- To ensure that the care we provide is respectful of religious and/or cultural backgrounds
- To meet statutory, regulatory and contractual requirements of the centre
- To provide/send information to prospective clients
- To process applications/requests for enrolments
- To determine eligibility and proper placement of your child in a program
- To process payments to independent contractors
- To meet the record-keeping obligations required by the provincial Ministry of Education, the City of Richmond Hill and Canada Customs and Revenue Agency
- To assist Children's Inclusion Support Services (CISS), when applicable, in determining the level of support that may be provided to eligible children
- To collect payment for services provided
- To administer our programs and services

Disclosure of Your Personal Information other than for the purposes indicated above or unless required to do so by law, The Martial Arts Training Centre does not disclose the personal information under its control to any other parties. We do not trade, sell, barter or give away client information to anyone.

We Obtain Your Consent

We will only collect, use or disclose information for the above identified purposes and we will only do so with your consent. For the most part, your consent will be obtained expressly (either orally or in writing) particularly when the personal information in question is of a sensitive or confidential nature such as a child's medical history or a client's bank account number. The Martial Arts Training Centre will only rely on your implied consent in rare circumstances where your consent can reasonably be inferred from your actions or inactions. For example, we ask the age and birth date of a child in order to process the application for our programs. We would rely on the parent's implied consent to also use the child's birth date to celebrate the child's birthday.

You are free to withdraw specific consent at any time regarding a particular piece of personal information, but The Martial Arts Training Centre reserves the right to withdraw service from you, if having that information is critical, necessary or a legislated requirement in the provision of quality care for your child.

We are Careful to Limit the Collection of Your Personal Information

We will only collect, use and disclose your personal information in order to meet the purposes identified above. If we need to collect further information for a new purpose, rest assured we will seek your fresh consent for that specific collection (for example, if we wish to use a photograph of your child in an agency brochure, your specific written consent will be required).

Retention of Your Personal Information

We only retain your personal information for as long as we have a purpose to do so and/or as is required by all the applicable legislation that governs our operations. For example, the provincial legislation upon which our license is based, the Child Care and Early Years Act, 2014, requires that we retain child files for three years beyond the date of discharge from any of our child care programs. Once personal information is no longer required to fulfill the identified purposes or to comply with legal requirements regarding retention, it will be destroyed or rendered anonymous.

Accuracy of Your Personal Information

We will make every effort to keep your personal information accurate and up to date. We rely on you to keep us updated of any changes in a timely manner, so that the personal information we have is accurate at all times. This is particularly important with respect to the health and safety of your child. In the event of an emergency, for example, having quick access to current telephone numbers and alternate emergency contact persons is essential.

We Stand on Guard

The security of the information you provide is our number one priority. We limit access to your personal information only to those who require it to provide you with service. Information stored on our computer information system is protected by firewalls and is password protected. All hard files are kept under lock and key. The Martial Arts Training Centre employees are fully aware of their obligations to maintain the confidentiality and security of your personal information. All TMATC employees and independent contractors are subject to the centre's policies and procedures with respect to confidentiality of client information.

You Have the Right to Access Your Personal Information

Individuals have the right to access their own personal information, or the personal information about their children, which is in the possession and control of The Martial Arts Training Centre. You also have the right to know if your personal information has been disclosed to any third parties.

Requests for access to personal information must be made in writing to the Chief Privacy Officer. The Chief Privacy Officer then has 10 days in which to respond to your request. TMATC does have the right to deny your request under certain circumstances. Those circumstances include but are not limited to: information which is protected by solicitor-client privilege; information which reveals personal information about another individual; personal information which was collected for an investigation or legal proceeding that has not yet concluded; if providing access to particular personal information could jeopardize an individual's life or security; or if access to the personal information could reasonably be expected to threaten the safety or physical or mental health of another individual.

If You Have Any Concerns

Should you have any questions or concerns related to the collection, use or disclosure of your personal information at The Martial Arts Training Centre, please let us know.