



Glebe Neighbourhood Activities Group  
175 Third Avenue, Ottawa ON K1S 2K2  
GNAG.ca info@gnag.ca 613-233-8713

## Quest-4-Fun: Policies

If, after reading the following document, you have any questions or concerns regarding the Quest-4-Fun program, please feel free to come talk to myself or any of our colleagues in the GNAG office anytime. GNAG is a busy place so contacting us ahead of time is a good idea.

Sincerely,  
Ali O'Connor  
Department Manager, Children & Family  
ali@gnag.ca 613-233-8713 ext. 105  
GNAG office: 613-233-8713 / or email: info@gnag.ca

### **Staff:**

All our staff are fully trained and certified in Standard First Aid, CPR, & AODA, with a completed police record check. They come from a variety of backgrounds and bring with them a wealth of childcare experience.

### **Independent Walkover:**

If you would like to give permission to your child to walk home alone, please let us know in **writing by emailing info@gnag.ca**. We will assume they do not have permission until a parent informs us otherwise.

### **Absences:**

If your child will be absent from Q4, you must notify GNAG in advance of 2:00 pm of that day by **emailing info@gnag.ca (email is preferred)** or calling **613-233-8713**.

When your child is missing from walkover or fails to check in to the program from independent walkover we activate our emergency search procedure. This means that one staff pulls themselves out of ratio to liaise with GNAG office to locate your child. The GNAG office staff will spend upwards of 10 minutes trying to contact parents. This delays the transfer of all the children while we search for your child.

Let's work together to keep our participants safe.

Telling the school/teacher and/or Q4 walkover staff of your child's absence is not sufficient, you must contact the GNAG office. Even if you plan to pick up our child at the school please notify GNAG ahead of time to let us know. Telling the staff about future absences as you pick up at the Glebe CC is not sufficient; please notify us by email or phone.

Please let us know of any special schedules or programs for your child. If they will be away one consistent day all year, or for any extended period of time please email us at info@gnag.ca. (Remember this includes school activities such as Journalism Club, Theatre, Sports, etc.)

**Satellite Locations:**

We are lucky to have the use of additional satellite facilities the Mutchmor/Corpus Field (located across the street) and occasional use of Mutchmor School Gym. If your child is in an activity at a satellite location then they will have their belongings with them. This will make pick-up easier. Once again, please do not forget to sign them out.

**Allergies, Medical Concerns & Special Needs:**

You must notify us if your child has any allergies, medical conditions or special needs and we will do our best to accommodate them.

**Allergies & EPIPEN:**

Parents of children with life threatening allergies must fill out our GNAG's Life Threatening Allergy Form. If your child carries an EPIPEN or similar device, they must have two devices with them at all times, one on their person (in a device they wear on their body - fanny bag) and one left on site in the GNAG office for the duration of the school year. EPIPENS may not be kept in a participant's backpack. Any EPIPEN which expires during the course of the year will be returned to the parent for disposal and will need to be replaced.

**Medication:**

Parents of children who require medication during the after-school timeframe (3:30pm - 6:00pm, daily) must fill out a Medication Administration Request Form. All prescription and non-prescription medication should be given to the Program Coordinator in it's original packaging and clearly labeled with the following information: child's name, the name of the drug, the dosage, the date of purchase and instructions for storage and administration of the drug.

All medication will be stored in the GNAG office. GNAG keeps a written record of all medication administered by staff, including time of day and the staff who dispensed the medication.

If a child is receiving medication at home only, it is the parent's responsibility to inform the staff, and ensure that GNAG staff are fully informed of any side effects or special instructions that may be associated with the medication

**Medical Condition:**

If your child has a medical condition that is life threatening or requires particular care, you will also need to complete a form at the front desk. It also downloadable on our website under Child Care.

**PD Days & Holiday Break Camps**

Please remember that on PD days and Breaks (December and March), childcare is not included in your BC/Q4 registration. You must register and pay separately for these programs. Pre-care (before 9am) and post care (4:00-6:00pm) are included at no additional cost to Q4 and BC registrants.

**Shoes and Lost items:**

When there is rain or snow, all BC/Q4 participants **MUST** have indoor shoes. Please provide shoes starting in late October and November until late April/May. Please ensure that they fit, they can be outdoor shoes from summer (old running shoes are fine with us!

Children should not try to bring shoes back and forth from Q4 to school.

Each age group has their own place to store their shoes, so the kids don't have to lug them around in their bags.

### **Label**

All shoes **MUST** be labeled with your child's first and last name. We also recommend labeling your child's winter clothing. With all the extra winter garments, it is very easy for items to be lost or misplaced. Everyone has black snow pants!

We thank you in advance for helping us keep our centre safe;  
wet boots = slippery floor = falling children

If items are lost or misplaced, our staff will do their best to help you and your child locate them however, GNAG is not responsible for lost or stolen items.

### **Pick up & Sign Out: by 6 pm**

You are welcome to pick up your child at any time but please remember to sign your child out each day. **Please pick up your children before 6:00 pm.** Staff are only scheduled until 6:00 pm.

During programmed time, please refer to the "Where Are We" whiteboard located in the atrium to determine the location of your children. While children are transitioning from free time (around 4:30pm) to programmed time, their exact location will not be recorded.

In the event you are running late, phone us immediately to let us know when we can expect you. The GNAG office closes around 5:30 pm. You can call the front desk at 613-564-1058.

### **See Late Policy**

Please plan to give yourself 5-10 minutes to pick up your child. This is to ensure you have enough time to park properly, come inside and sign your child out. It is possible your child might have decided to join the activity at Corpus Gym or in the field and therefore you will need to go there to pick them up. Please allow time for this.

If someone else is picking up your child please e-mail [info@gnag.ca](mailto:info@gnag.ca) and notify us. Please ensure that they sign your child out.

Sign out is with the After-school coordinator, Vets coordinator or another senior staff member.

### **Late Pick-up Policy**

A parent is considered late if they arrive anytime after 6:00 pm. In the event your child has not

been picked up by 6:00 pm, Q4 staff will attempt to contact the parent(s) to determine when the child will be picked up. If the staff is unable to contact the parent(s), they will then attempt to get in touch with the listed emergency contact. If the emergency contact has been contacted, it is expected they will pick up the child(ren) in a timely manner.

**The first time** a parent arrives late, they will be reminded by the staff present of the late policy and asked to sign the late pick-up log book.

**The second time** a parent arrives late, they will be asked to sign the logbook, and will be reminded that a third late will result in a financial penalty.

**The third time** a parent arrives late, they will be asked to sign in the logbook and will receive a fee for the amount of \$50.00. If possible, the fee will be paid immediately, however, if the parent is unable to do so, the fee will be added to the parent's profile to be paid as soon as possible. The program coordinator will notify the parent that another incident of lateness will result in a meeting with the program coordinator to discuss the infractions.

**The fourth time** a parent arrives late will result in a meeting being set between the family, program coordinator, and a GNAG manager to discuss the continued lateness. In order for the child(ren) to continue to attend the after-school program, the family must demonstrate a plan as to how they are going to manage to arrive on time moving forward. The family and program coordinator will also establish, in writing and signed off by both parties, what the consequences will be should there be any more incidences of lateness.

We understand that, on occasion, extenuating circumstances may arise which can cause a parent to be late for pick-up (i.e; extreme inclement weather, family emergencies, etc.). In these circumstances, and at the discretion of the program coordinator or staff present, families will not be penalized for lateness.