

Municipality of the District of St. Mary's

Before and After Program Communications Plan



We, at the Municipality of the District of St. Mary's believe that good communication between families and the staff is essential for a successful Before and After Program. To foster this communication and openness, we have developed this communication plan, which outlines formal and informal types of communication.

Formal

The following are formal communication methods for the Before and After Program:

1. Registration process:
This process will include a paper registration form as well as a parent orientation on site with Before and After Care staff. Staff will outline the parent bulletin board and its use.
2. Phone:
Staff will utilize phone numbers included on registration forms for contact if necessary. A phone call could be used during an emergency situation or to inform a parent of an incident at the program as well as other minor conversations that need to be had between staff and parent/guardians. This will be the most used form of communication.
3. Email:
Program staff will utilize parent/guardian email addresses to send out important information regarding the program. Emails could inform parents of a storm cancellation and upcoming school professional development day or special events.
4. Text:
There is a cell phone designated to the Before and After Care Program. If parents choose, text messages can be used to inform staff of last minute changes to scheduling or pick up.

Informal

The following are informal communication methods for the Before and After Program:

1. Social Media:
Cancellations will always be posted on the Municipality of the District of St. Mary's Facebook page. This is a secondary form of communication and parents will always be notified of a program cancellation through a formal method first.
2. Bulletin Board:
Program information will be posted on the program bulletin board. This will serve as a reminder as important program information will always be given to parent/guardians through a formal communication method.

3. Pickups/drop offs:

Communication will be quick and face-to-face during pickups and drop-offs at the program.

Communication from Parent/Guardians

The Before and After Program requires parents to pre-book and pre-pay for children's use on a bi-monthly basis. A schedule of deadlines for use and payments will be provided to parents to minimize confusion. Understanding that family schedules can be hard to manage and situations always arise without notice, staff will accept children at the program with one days' notice. The following is the requirements for parent/guardian communication to program staff.

1. Children Absence:

Parent/Guardians are expected to contact the program if the child will not be attending (ex. Illness, vacation). 24 hours' notice is required (exemptions made for emergency situations or illnesses)

2. Children Pick-up:

Parent/guardian must notify program staff to identify who is permitted to pick up the child. Children will not be released to individuals who are not on the pick-up list. A list of approved individuals is required and included on the program registration form. Parent/guardians can add individuals to that list at any time by contacting program staff. Parents/Guardians or other approved individuals must enter the facility to sign-in and sign-out participants.

3. Children Scheduling/payments:

Parent/guardians can book spots and make payments through several means.

- a) Program site – Program staff can accept payment for the program on site at the program. Methods of payment accepted on site are cash and cheque.
- b) Municipal Office – Municipal staff can accept payments for the program at the Municipal Building at 8296 Hwy. 7. Methods of payment accepted at the municipal office are cash, cheque and debit.
- c) Pay at the Bank/Telephone or Online. Using 999999999 (nine, 9's) as the Municipal Account Number and the following payee names:
 - Royal Bank of Canada: Municipality of St Mary's – Taxes
 - Credit Union: St. Mary's, Municipality – Property Tax
 - Scotia Bank: Mun District St Mary's Taxes
 - TD Canada Trust: St. Mary's (Nova Scotia) Taxes
 - Bank of Montreal (BMO): Municipality of St. Mary's – Tax
 - CIBC: St. Mary's (Nova Scotia) Tax (please note the i of Scotia is left out on purpose)

4. Program concerns/questions:

If parents/guardians have a question or concern, they can speak directly to program staff by phone or in person. Parent/Guardians can also contact the Department of Community Development and Recreation who oversees the program.

Please note: the Before and After Program is a program of the Municipality of the District of St. Mary's. No communication regarding this program should be made to St. Mary's Education Centre/Academy.

Important Contact Information

Before and After Care Program Staff			
	Program Supervisor	BAP@saint-marys.ca	Cell: 902-323-4089
	Program Leader		
Community Development and Recreation Department/Program Manager			
Kerri Penney	Director of Community Development and Recreation	recreation@saint-marys.ca	902-522-2598 or 902-870-9882