Oak Bay
Parks, Recreation & Culture

2020/2021

Parent Handbook

Preschool Playhouse

Preschool Room
Windsor Pavilion
2451 Windsor Road

Welcome to Preschool Playhouse

This Parent Handbook contains important information regarding Recreation Oak Bay's Preschool Playhouse. Please keep this handbook readily available to reference while your child is attending the program.

Welcome to Recreation Oak Bay's Preschool Playhouse! Preschool Playhouse is licensed by the Vancouver Island Health Authority and has offered positive early learning experiences to children for over 20 years.

To ensure the needs of your child, yourself, and our program are met, we appreciate you taking the time to familiarize yourself with our program guidelines and policies.

Philosophy:

Preschool Playhouse adheres to a play based philosophy. The educators facilitate safe and enjoyable play activities that encourage the children's physical, emotional, intellectual, and social development. The individuality of each child is respected and supported with the goal of fostering their creativity, confidence and a lifelong love of learning.

Through the children's manipulation of toys and equipment, as well as the educators directed songs, story-telling and other activities, the children will be provided with numerous experiences that further their academic skills, social skills, and independence. Furthermore, the children will be assisted in understanding the body language of their peers, learning how to share, and value the company and well-being of everyone present at the preschool.

Learning Through Play:

The following are some examples of how play based learning experiences help children to learn literacy, math, science and social studies concepts.

Literacy: Children learn the intellectual and fine motor skills involved in reading and writing by:

- Being read to everyday.
- Having access to a variety of books during free play time.
- Dictating their stories and other journal-type entries to the educators who write the down.
- Being encouraged to write their name and other words independently or with hand-over-hand help.
- Singing songs and playing games at circle-time that involve identifying words, letters, and the sounds they make.

Math: Children learn numeracy and other math concepts by:

- Engaging in counting, adding and subtracting games at circle-time.
- Helping identify numbers on number charts and calendars.
- Measuring items (e.g. ingredients for baking, plant growth and the height of their classmates).
- Manipulating a variety of blocks and other building shapes.
- Using and recognizing patterns in games and construction based play.
- Fitting puzzle pieces together.

Science: Children learn biology, physics and chemistry by:

- Participating in science experiments.
- Growing plants.
- Building block structures.
- Constructing and playing with wheeled toys.
- Using the outside slide.
- Cooking and baking.
- Learning about a variety of flora and fauna through circle-time discussions.

Social Studies: Children learn about geography and other cultures by:

- Being given opportunities and guidance to use maps and the globe.
- Being read stories on the basis of other cultural traditions and experiences.
- Through free play and circle-time activities that involve the foods, traditions, clothing and beliefs of a variety of different cultures.

Educational Celebrations: Preschool Playhouse does not follow the dictates of any religion. However, spirituality is explored through the celebrations of a variety of religious groups. (e.g., Diwali, Hanukah, Kwanza, Christmas, Easter, Chinese New Year etc.)

Preschool Playhouse Hours and Closures

Hours:

Preschool Playhouse operates mornings a week, Monday through Friday, 9:00am-12:00pm

Open house:

Friday, September 11th, 9:00am-10:30am will be an open house for the children and families of Preschool Playhouse. The open house will allow the children to become comfortable in the space and for families to meet the teachers and ask questions. More information we be available in August 2020.

First day of Preschool:

Monday September 14th, 2020 – Wednesday, June 23rd, 2021.

Holidays:

Preschool Playhouse does **not** run on statutory holidays or during Winter Break – Monday December 21st – Friday January 1st, 2021 (Reopening Monday, January 4th, 2021).

Pro-D-Days & Spring Break:

Preschool Playhouse is open during all public and private school professional days as well as Spring Break.

Unexpected Closures:

In the event of a Preschool closures due to weather, or other imposed causes outside the control of Recreation Oak Bay, a reimbursement of fees will apply if the program does not operate.

Please note, Preschool Playhouse may follow the weather related closures of School District 61.
For updates regarding weather related closures please check https://www.oakbay.ca/parks-recreation

What to Bring to Preschool

Please send your child with the following each day:

- Nutritious ready-to-eat snacks. No nuts please!
- Indoor shoes for your child to wear inside of the centre.
- Adequate clothing for indoor and outdoor play (rain gear, boots, etc. for winter months).
    - Please label all items with your child's name.
- Comfort Kit (please see below for more information).

Comfort Kits:

In the event of an earthquake or other emergency situation, Preschool Playhouse wishes to ensure that your child feels comforted and has the necessary supplies to help them during this challenging time. This specially designed kit will contain items to help soothe your child in the event of an emergency. These kits will be stored in the classroom and returned to you at the end of the school year. Please bring your child's comfort kit on the first day of preschool.

"Comfort Kit" - Please pack the following items in a large, labelled, bag:	
Book	Small snack (protein)
Warm hat	Bottled water
Small blanket	Kleenex
Picture of your family	A comforting letter to your child
Bandages	Small toy or stuffed animal

Personal Items:

Please keep personal toys at home. Children who bring personal toys from home will be asked to keep them in their cubbies until the end of the day. Personal toys have proven to prompt arguments, have a tendency to get lost and/or broken, and promote exclusive play.

Daily Procedures

Parent Communication:

A newsletter will be distributed by email at the beginning of each month to keep you up to date with the activities and themes at Preschool Playhouse.

Please keep the educators informed of any events at home that may affect your child's behaviour.

Please feel free to make an appointment with either the educators or the Community Recreation Licensed Care Programmer to discuss any questions or concerns you may have regarding your child's development or the program.

Attendance:

If your child is unable to attend the program on a specific day, please contact Preschool Playhouse. The educators may be reached at 250-883-6053 during Preschool hours.

Arrival Procedures:

The morning routine is incredibly important as it sets the stage for your child's day. Please take the time to inform the teachers of any pertinent information regarding your child's previous night and/or morning that may aid in the success of their day.

Please ensure your child is dropped off no later than 9:15am. This limits disruptions to the program and ensures that, especially on field trip days, the scheduled activities can get underway as planned.

Parents must sign their children into the program on the clipboard provided.

Children may not be dropped off before the program start time of 9:00am.

Departure Procedures:

Your child must be picked up no later than 12:00pm. Please ensure you check in with one of the educators before you take your child home as they may have information to pass on to you about your child's day.

Providing a Healthy, Safe, and Supportive Environment

Preschool Staff:

Preschool Playhouse Educators are certified as Early Childhood Educators and/or Early Childhood Assistants. As child care professionals, the teachers have the necessary training to provide high quality programs and care for all children involved in the Preschool.

All Preschool educators must have the following certifications in addition to their Early Childhood Education certification:

- First Aid and CPR – C
- Police or RCMP Criminal Record Check, including the vulnerable sector
- Attorney General Criminal Record Check
- A minimum 40 Hours of Relevant Training (recertified every 5 years)

Vancouver Island Health Authority (VIHA) Licensing Information:

1. Recreation Oak Bay staff are committed to providing quality leadership and care for all children involved in licensed care programs.
2. All sites are licensed by the Vancouver Island Health Authority and are regularly inspected by licensing officers.
3. The Oak Bay Fire Marshall has inspected and approved all sites and there are monthly fire drills at all locations.
4. Childcare staff have current CPR-C, First Aid certification, Criminal Record checks and a minimum of 40 hours of relevant training.
5. The lead educator has a verified Early Childhood Education Certificate (ECE).
6. The support educator has either their verified Early Childhood Education Certificate (ECE) or a verified Early Childhood Education Assistant Certificate (ECEA).

Air Quality:

Air quality has a direct impact on the health of humans and the environment. As per Vancouver Island Health Authorities recommendation, Recreation Oak Bay programs will monitor the Province of British Columbia's current Air Quality Advisories and adjust the programing as necessary. Please see below

Main Information Source:
Air Quality Health Index
http://www.env.gov.bc.ca/epd/bcairquality/readings/aqhi-table.xml

Index levels:

Air Quality Health Index Categories and Health Messages			
Health	**AQHI**	**Health Messages**	
Risk	**Index**	**At Risk Population**	**General Population**
Low	range 1 - 3	**Enjoy** your usual outdoor activities.	**Ideal** air quality for outdoor activities.
Moderate (MOD)	range 4 - 6	**Consider reducing** or rescheduling strenuous activities outdoors if you are experiencing symptoms.	**No need to modify** your usual outdoor activities unless you experience symptoms such as coughing and throat irritation.
High	range 7 - 10	**Reduce** or reschedule strenuous activities outdoors. Children and the elderly should also take it easy.	**Consider reducing** or rescheduling strenuous activities outdoors if you experience symptoms such as coughing and throat irritation.
Very High	above 10	**Avoid** strenuous activities outdoors. Children and the elderly should also avoid outdoor physical exertion.	**Reduce** or reschedule strenuous activities outdoors, especially if you experience symptoms such as coughing and throat irritation.
At Risk Population: People with heart or breathing problems are at greater risk. Follow your doctor's usual advice about exercising and managing your condition.			
* If the AQHI index has increased to 7 (high health risk), it is usually because of high concentrations of smoke particles (PM2.5) in this community.			
			Source: Environment Canada

Recreation Oak Bay's Response:

Low risk:	No change
Moderate Risk:	Monitor forecasts
High Risk:	Where possible limit outdoor programs activities. Long lasting high exertion activities should be limited, with regular indoor "fresh" air breaks. Participants and Staff with heart or breathing issues, should use caution.
Very High Risk:	Reroute camps indoors, where possible to utilize our facilities across the District. Any camps that remain outdoors will focus on low exertion activities.

Please note: Parents will be notified of any major changes in programming via email or in person as soon as alternate plans have been made.

Food and Drink Policy:

We promote healthy eating and nutritional habits at all Recreation Oak Bay sites. Safe drinking water is available for all children at all times and we encourage them to drink as much as they would like. If a child has specific nutritional requirements, we will ensure that all staff at the site in question knows, understands and complies with these requirements. All centers are nut-aware zones to help with any potential allergies your children may have. Please be aware what you are sending with your child and at all times possible please send food that has a reduced amount of nut products.

Active Play Policy:

All children will engage in a minimum of **30** minutes of daily active play broken out throughout their program routine. Active play will consist of un-facilitated play and facilitated games and activities both indoors and outdoors.

Staff will incorporate Fundamental Movement Skills (run, jump, hop, skip, throw etc.) and injury prevention into all active play activities guided by the concepts of Physical Literacy. Physical literacy can be described as the motivation, confidence, physical competence, knowledge and understanding to value and take responsibility for engagement in physical activities (Whitehead, 2016).

Children who are physically literate move with competence and confidence in a wide variety of physical activities in multiple environments that benefit the healthy development of the whole person (PHE Canada, 2010)

Screen time policy:

Children will not receive any screen time in their daily scheduled routines.

Inclusion:

Preschool Playhouse is an inclusive program. No child or adult will be discriminated against based on gender, race, religion, culture, ethnicity, sexual orientation, marital status, and/or physical and mental special needs.

We recognize that each child is an individual and we strive to develop a partnership between the family and the Preschool to ensure we are doing our best to support each child in our program.

Additional Support:

If your child has extra support needs that we should be aware of, please set up a meeting with the educators and/or Licensed Care Programmer to ensure your child's needs are met.

Illness, Medications, and Epi-Pens

Illness:

Recreation Oak Bay is committed to providing a safe and healthy environment. As children are growing and developing, so are their bodies and immune systems. A child's ability to combat common illnesses can be impeded due to the immaturity of their immune systems. For the health and consideration of all, and to avoid the potential spread of illness, if your child displays any of the symptoms outlined below, we ask that you please make alternate care arrangements.

Please remember to call Preschool before 9:00am to inform them that your child will be absent.

Your child must be free of the following symptoms before returning to the program:

- **Acute cold:** Obvious discharge of green mucus.
    - Your child may return when the discharge has subsided.
- **Cough:** If the cough occurs 3-5 times per hour and/or if choking or vomiting accompanies the cough.
    - Your child may return once the coughing has subsided.
- **Sore throat:** Child complains of trouble swallowing or pain in throat.
- **Fever:** a persistent fever of 38.8 degrees Celsius (100.4 degrees Fahrenheit) or over.
    - Your child may return when their fever has remained at 37 degrees Celsius (98.6 degrees Fahrenheit) for 24 hours* without the aid of medication.
- **Vomiting:** Your child can return 24 hours* after the last bout of sickness.
- **Diarrhea:** Your child can return after they have been symptom free for 24 hours* and have had one solid bowel movement.
- **Infected skin:** Your child may return to the program after a doctor has examined any undiagnosed skin irritations and has provided written medical clearance.
- **Conjunctivitis (Pink Eye):** If your child shows symptoms of Conjunctivitis, it must be treated and the child's eyes must be clear before they can return to the program.
- **Communicable Diseases:** If your child shows symptoms of a Communicable Disease such as chicken pox or measles it must be reported to staff as soon as they are diagnosed. The duration of the child's treatment and time away from the program will depend on VIHA's Communicable Disease recommendations – which can be found on VIHA's website.

***24 hours – For example, if your child leaves the program at 11:00am on Tuesday morning, the earliest your child can return (free of all symptoms stated above), is Thursday morning.**

Immunizations:

VIHA recommends that your child's immunizations are current before your child enters the program. A written record of each child's immunizations must be kept attached to their file and be up to date.

- If a child is not immunized, a letter stating this must be provided to the preschool for the child's file.
    - If an outbreak of a communicable disease occurs, any non-immunized children will be asked to remain home until the outbreak has passed and it is safe for the child to return to the program.

Head Lice:

Head lice are common in BC communities. Although they are a bother, head lice are not a health risk. As per Island Health Authority's recommendation, if your child has a confirmed case of head lice they are still welcome in Recreation Oak Bay's programs, as long as treatment has occurred.

All families in Preschool Playhouse will be notified that there has been a case of head lice and families will be given an information sheet on how to treat head lice and preventative measures for the future. If head lice is found on a child, the child will be sent home to receive treatment.

For more information please contact the educators or visit the Island Health website.

Antibiotics:

If your child requires antibiotics they may return to the program 24 hours after the antibiotics have been administered, as long as all of the above criteria is also met.

Please note: Children must be well enough to participate in all programmed activities.

Medication:

Please give any medications that your child requires **directly** to one of our educators. Staff are able to administer **prescription medication only.**

Please write explicit instructions regarding the medication on an *Authorization to Administer Medication* Form.

Staff **will not** administer any medication that is not in the original container or that is not accompanied by a signed *Authorization to Administer Medical Form*.

Vitamins and cough candies must stay at home and should not be given to children in their lunch kits or snacks.

During the program, if your child becomes ill, our staff will follow these procedures:

1) Contact the parent(s) or guardian listed on the registration form.
2) If the parent(s) or guardian listed on the registration form cannot be located, arrangements will be made to contact the alternate person listed.
3) If your child has a contagious condition, upon returning to the preschool, you may be asked to provide a doctor's note stating that your child is no longer contagious.

Epi-Pens:

A completed epi-pen information form must be submitted prior to the child's first day attending the program. The child's epi-pen must be on site at Preschool Playhouse on the days the child is attending Preschool.

Children will not be accepted into the program with expired epi-pens.

Medical Cards:

Licensing requires a current medical card be on file for every child registered in the care programs. As this information is extremely important, please keep us informed regarding any updates throughout the school year.

Guidance and Children's Expectations

Expectations and Guidelines:

At Preschool Playhouse there are several ways we keep each other safe. There are three basic expectations:

1. Be safe and kind to yourself,
2. Be safe and kind to others,
3. Be safe and kind to the toys, materials and equipment.

Outside expectations and boundaries include:

- Children stay within the confines of the equipment site.
- Children require the company of an adult (the ECE/ECEA) or any other adult responsible for their care when using the washroom or exiting the play space.
- Children must be supervised at all times on the swings.
- Children may not climb above 5ft.

Discipline Policy:

- Discipline is based on safety rules.
- A child is not allowed to hurt them self or others.
- Children are given clear, simple, consistent limits regarding appropriate behavior.
- Choices are offered whenever possible.
- Verbal direction and re-direction are the main means of guidance and discipline.

At all times children will be treated with respect, their feelings will be acknowledged and accepted, and they will be encouraged to talk about their problems in a non-threatening supportive environment.

If it is necessary to use a 'time out' or break, children will not be removed to an unsupervised area. Children are supervised at all times.

If a child is in physical danger to themselves or others they will be removed from the situation to protect the child until self-control is regained.

Under no circumstances is physical punishment used.

If a child is unable to co-operate in a program, staff will meet with parents to seek a resolution to the situation. At that time, a letter may be sent to the parent/guardian as follow up to the discussion. If there is no satisfactory improvement in the child's behavior, the child may be removed from the program with notification to the parents/guardians. In cases of more severe incidents and behavior concerns where the safety of the other children may be at risk, parents/guardians may be contacted to remove the child from the program immediately. Recreation Oak Bay reserves the right to refuse participation in a program where safety of others is at risk. A pro-rated refund will be given if the child is asked to withdraw from the program.

Toileting:

Children attending Preschool Playhouse must be toilet trained and able to use the bathroom independently. Children are allowed to go to the washroom at any time and are encouraged to do so after snack time and before heading outside to play. Children are encouraged to wash their hands after using the toilet.

Children are encouraged to wipe themselves and change their own clothes.

Children who have "accidents" will be changed (with the assistance of the Educators). Soiled clothing will be bagged and sent home for laundering. Please ensure your child always has a change of clothing ie) pants, shirts, underwear, and socks at the centre.

Please Note: Children in Preschool Playhouse must be toilet trained. If they are not toilet trained after the child's start date, Recreation Oak Bay may ask the child to leave the program.

Pick-Up, Unexpected Circumstances, and Emergency Situations

Persons Authorized to pick up: Staff will not dismiss your child to anyone but a parent or guardian that is designated on your registration form. The parent or guardian is required to notify staff **in writing** if someone other than the designated parent or guardian will be picking up the child. If arrangements have been made for an alternate person to pick up your child, ID must be presented upon pick up.

Emergency contacts: Emergency contacts must be kept current and should consist of family members, or friends, who are available to pick up your child in the event that you are unable to be contacted. In the event of an emergency, we must be able to contact someone to whom we may release your child. Please do not include out of town relatives as emergency contacts.

Late Pick Up Procedure:

Preschool Playhouse closes at 12:00pm. Parents/guardians are asked to allow for sufficient time to collect their child's belongings, connect with a staff member, and leave the centre by 12:00pm. If a parent/guardian is aware that they are going to be late, we ask that they please phone the Preschool as soon as possible.

If a parent/guardian has not picked up a child and/or called the program by 12:00pm, the staff will initiate the following procedures:

- Attempt to contact the family and then the alternative person(s) from the authorized pick up list.
- If that person is unavailable and the parent has not contacted the caregiver 20 minutes after the site has closed the staff is required to notify the Ministry of Children and Families.
- When a child is not picked up by 12:00pm, two staff members will remain at the childcare until the situation is resolved.

Due to the operational and staffing costs incurred when a parent/guardian is late, a late fee will be charged – Please see "Late pick up fee" below for more information.

<u>If late pick up becomes an ongoing problem, and reasonable effort has not been made to solve it, Recreation Oak Bay may choose to terminate care.</u>

Late Pick Up Fee:

<u>Pick up time for program participants is 12:00pm</u>. Please note that a late fee charge applies to parents/guardians who pick up their child after 12:05pm.

The late fee is $5.00 per child, for every 5 minutes (or portion thereof) beginning at 12:05pm. For example, if a child is picked up at 12:20pm, the charge will be $15.00.

<u>Please note, the program clock will be used to determine late fee charges.</u>

Late fee payment will be processed using the payment method indicated on the Pre-Authorized Debit Plan portion of your registration form.

Pick up situations requiring assessment:

If a person is authorized to pick up a child, and is <u>incapable of safe care,</u> staff will:

a) Assess the situation.
b) Contact the other parent as an alternative.
c) Contact the emergency contact person as an alternative.

If a person authorized to pick up a child is <u>incapable of safe care and insists on taking the child</u>, staff will call the police.

If <u>no one arrives to pick up a child by 12:15pm</u> staff will:

a) Contact the parent or emergency contact/s.
b) If no answer per (a), staff will contact the Ministry of Children and Families.

If an <u>unauthorized person requests the release of a child</u>, staff will:

a) Not release the child; the child will remain under the supervision of staff. Staff will explain to the unauthorized individual that the child will not be released without written authorization by the parent or guardian.
b) Contact the parent or legal guardian for written confirmation that this person present is able to take the child. The parent can email in a request **(mroberts@oakbay.ca).**

c) Make all reasonable efforts to ensure the safety of the child and other children.
d) If necessary, the police will be called for assistance.

Emergencies:

Staff have been trained to follow Recreation Oak Bay Emergency Procedures during emergency situations such as fire and earthquakes. Emergency Evacuation Procedures are posted in each facility. Fire drills are conducted monthly. Please note that programs are equipped with cellular phones and staff will attempt to contact parents/guardians during/after an emergency situation.

In case of a medical emergency, staff will follow these procedures:

1) Contact the parent/guardian listed on the registration form.
2) If the parent(s) or guardian listed on the registration form cannot be located, arrangements will be made to contact the alternate person listed.
3) Take the child to a hospital (which will by ambulance). Depending on circumstances, there is a possibility that staff may decide to take the child to hospital and then call the parent(s).

Accidents:

Recreation Oak Bay's first priority is the safe care and treatment of the children. In the case of an emergency, accident or illness, Recreation Oak Bay will phone an ambulance and contact the parent/guardian. A Recreation Oak Bay staff person will accompany the child to the hospital until a parent/guardian can meet the staff and the child at the hospital.

Custody and Court Orders:

If a custody or court order exists, a copy of the order needs to be placed in the child's file. The guardian is responsible for providing accurate up to date information concerning the legal guardianship of the child. Without a custody or court order on file, the caregiver cannot deny access to the non-enrolling parent. If the non-enrolling parent is not listed on the authorized pick up list, the policy on unauthorized persons will be implemented. The legal guardian must provide all consents.

Withdrawal Policy, Payments, & Unexpected Fees

Registration for Preschool Playhouse is limited to children between the ages of 30 months to school age as outlined by our license to operate as a preschool facility.

Your child must be 30 months old upon entrance to the program.

Your child must be able to use the bathroom independently to be eligible for this program.

Registration is on a first come, first served basis and your child must be currently eligible to attend the program. If the program is full, we welcome you to submit a completed application form to be kept on a waitlist. The waitlist is also maintained on a first come, first serve basis and you will be contacted as space becomes available.

Full medical information, including immunization records, and a clear, recent photo of your child are required.

Withdrawal:

Registration is for the full year (September to June). Withdrawals require one month's (30 days) written notice and will be in effect for the first of the following month. If one month's notice is not given, a one month fee charge will apply. Notice of withdrawal must be given by the last day of the month. For example, notice given by November 30th will take effect on January 1st. Withdrawals or refunds are not given for a partial month. Notice of withdrawal may be given to the Licensed Care Programmer at mroberts@oakbay.ca

No refunds or credits are given for days absent due to illness, appointments, extracurricular activities, visiting friends, vacation, etc. In the case of extended illness, a medical note must be provided and refunds or credits will be considered on an individual basis.

Fees:

The 2020/2021 monthly rate is $451.00.

Payments:

Registration forms must have the Pre-Authorized Debit Plan (PAD) section completed upon application. PAD payments are processed on the 1st business day of each month and may be made using Visa, MasterCard, American Express or automatic withdrawal from your bank account by attaching a VOID cheque or stamped documentation from your bank. Please note that depending on the financial institution, payments may take 5-10 business days to be processed.

Please immediately inform the Henderson Recreation Centre Head of Reception by phone (250-370-7202) or email (childcare@oakbay.ca) of any changes to your credit card information. All changes to PAD plan information require four days' notice to take effect. Failure to provide adequate notice may result in additional fees. There will be a $20.00 administration fee charged for all dishonored payments. Payment is due immediately following notification. Accounts which remain in arrears may result in disruption of childcare.

Receipts:

Monthly registrations confirmations will be emailed to the email address indicated on the registration form. Confirmations may only be emailed to one address. **Please keep these receipts for income tax purposes.**

Subsidy:

Families eligible for subsidy from the Ministry of Social Services need to contact the Accounts Office at Oak Bay Recreation Centre at 250-370-7125.

Contact Information

For registration inquires, withdrawals, or account information please contact:

Head of Reception Henderson Recreation Centre – Danielle Turner

Phone: 250-370-7202 or email: childcare@oakbay.ca

Hours 8:30am-4:30pm Monday-Friday.

For further registration information, program information, or concerns, please contact:

Community Recreation Licensed Care Programmer, Meghan Roberts

Phone: 250-370-7902 or email mroberts@oakbay.ca

Hours 9:30am-5:30pm Monday-Friday (hours may vary based on program needs).

If your child will be away from the program, please contact the Preschool Playhouse phone line: 250- 883-6053 (Only answered during program hours).