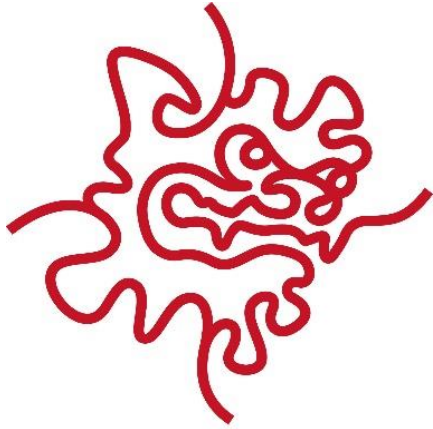




OIST

School Aged Program

Parent/Guardian Handbook

This handbook was last updated on: Apr. 1st , 2025

What to expect from this Handbook

The Parent/Guardian Handbook provides you with valuable information you need to know while your child is in the care of OIST School-Aged Program (SAP).

We look forward to getting to know you and your child and to embarking on a partnership that supports you to be informed, consulted, and involved in your child's SAP After School, Holiday Program, Transportation, and Occasional Care services.

The Parent/Guardian Handbook is updated yearly. The version you are currently reading is for the [2025-2026 fiscal year](#).

Any changes in policies, rules, or regulations made during the fiscal year will be communicated to parents/guardians through email and posted on the SAP website. These policy updates are part of the official Handbook. Please check the SAP website announcement section regularly for policy updates.

Letter from the Director

Dear School-Aged Program Families,

Welcome to the School-Aged Program (SAP) located at the [OIST Seaside House](#). The SAP provides full outside of school hours childcare for children in grades K-6. The policies and rules that we adhere to are detailed in this handbook. Our staff is committed to providing a cohesive, engaging, and supportive learning environment for our children. We provide opportunities for children to develop their communication, conflict resolution and emotional intelligence skills.

Children are physically and emotionally safe when in our care. We understand that our children come from diverse cultural, ethnic, racial, and geographic backgrounds. We embrace and celebrate this diversity by respecting and honoring the differences so that each child has a safe place to grow and blossom into their full potential. We emphasize the importance of interpersonal skills and teamwork to prepare them for adulthood. We encourage them to develop lasting relationships with other children of the OIST community.

Our experienced staff provides homework support, art and craft activities, sports activities, and occasional STEM activities. We nurture the curiosity, critical thinking and problem-solving skills of your children while allowing them to make choices to learn at their own pace.

It is our honor and privilege to provide childcare services to your family. We look forward to you and your family becoming part of the SAP community.

Sincerely,

Neil Boykas, Program Director
April 2025

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General Information

Hours of operation

After School Program: 14:30 - 18:30

Early After School Program: 13:00 - 18:30

Holiday Program: 8:30 or 10:00 - 18:30

A minimum of 5 children must be enrolled for the Holiday Program to open at 8:30am. Otherwise the program will be available from 10:00am.

Consultations and parent/guardian-teacher meetings: 10:00 - 13:00 by appointment

All services operate Monday to Friday, excluding OIST holidays and weekends. We are also closed during OIST emergency closures and early release days should they occur.

Who we serve

The School Aged Program (SAP) serves children of OIST employees, students, faculty, and guests in grades K-6.

Children are split into two different age groups, K-2nd grade and 3rd -6th grade. The K-2nd group occupy the SAP space on the 1st floor of the Seaside House, while the 3rd-6th graders occupy the lounge area on the 2nd floor.

The School Aged Program is committed to the inclusion of all children and will provide reasonable accommodation without discrimination regarding a child's special needs (physical, developmental, dietary, medical, or cultural needs). School Aged Program acknowledges and embraces the diversity and variation that exists for our children and families; we recognize, promote, and celebrate it. We recognize the right to include all children and are committed to providing all children with equivalent services while ensuring they all feel safe and respected. Furthermore, SAP celebrates the learning opportunities that such a diverse community offers.

Prior to admission, the SAP director will meet with each family to review information contained in the School Aged Program Health Survey and ensure that staff have all the information necessary to meet the unique needs of every child entering the program. If the School Aged Program is unable to support a child in the room while maintaining an appropriate level of safety and comfort, the Program Director will communicate this to parents/guardians. If a child is admitted before any special need has been identified, we may ask the parents/guardians to request an agency or group that specializes in the area to complete a developmental evaluation.

The School Aged Program can only admit children who can handle their own toileting needs, including washing their hands without reminders. That said, we know that accidents sometimes happen. In the event of a toileting accident, children should be able to clean up by themselves. Soiled clothes will be put into a plastic bag and given to the child to take home. If the child does not have extra clothes, the SAP room has a small selection of clothes we can lend. We request that parents/guardians launder and return borrowed clothes the next day.

Families interested in learning more about the SAP are welcome to visit the room with their children, have a look around, and meet the teachers and other children. Please [make an appointment with the SAP director in advance](#).

Our services

After-School Program

In the After-School Program, children engage in a wide range of structured and free activities, receive homework support, and enjoy indoor and outdoor play (weather permitting). After School services are available from 14:30 on days when the School Aged Program is operational.

Early After-School Program

For children whose school day ends earlier than local Japanese public schools, Early After-School services are available from 13:00 to help provide additional time to socialize and interact with their peers. Children in the Early After-School Program engage in both indoor and outdoor play (weather permitting) and a variety of structured and unstructured activities.

Holiday Program

On days when local elementary schools are closed but OIST is open, we offer Holiday Program services from 08:30 or 10:00 to 18:30. Please note that a minimum of 5 children must be enrolled for the Holiday Program to open at 8:30am. Otherwise the program will be available from 10:00am.

During the day, your child can socialize with friends in structured and unstructured activities, play indoors and outdoors (weather-permitting), and receive homework support. The Holiday Program is also offered during spring, summer, fall, and winter school vacations.

If Holiday Program services are needed for school age children due to 1.) a sudden/unexpected school closure or 2.) due to your child being excluded from attending school, please email the SAP Director @CDC School Age Program Team and the SAP staff @OIST School Age Program, directly.

Attendance in the Holiday Program is limited due to staffing and space availability. If the Holiday Program is not open at the time of the request, the SAP Director will consider the request for childcare based on the available staff. **Please note that there is no hourly rate for the Sap program, and that the full fee will be applied.**

Transportation Services

OIST shuttle buses provide transportation services between local schools, Seaside House, and OIST's main campus depending on availability of vehicles as determined by the Buildings and Facilities Management Division. Families requiring bus transportation for their child may register for transportation services by submitting a [School Transport Request](#).

Registration, Enrollment, Service Changes, Withdrawal of Service

To access The School-Aged Program services all families must first register each child, families need to:

- **Apply for individual services**
- **Fill out a contract to complete enrollment for individual services**
- **Update personal information as necessary**
- **Sign the Handbook Acknowledgement Form yearly**

Registration and Enrollment

Application period for After School

The School Aged Program is happy to accept applications throughout the year. Children can start receiving services one business day after all necessary forms have been completed, turned in, and reviewed and the family has participated in an orientation session. Registration can be started by filling out the [registration webform](#).

Application period for Holiday Program

SAP accepts applications for Holiday Program services up to the 20th of the month preceding the requested services; by 18:00 P.M.–Application for this service is done through a Holiday Program webform that will be sent out monthly to families.

Orientation

Prior to acceptance of application for services, parents/guardians and children have the option to attend an orientation to the program. During orientation, parents/guardians meet with the SAP director to receive essential information about the program as well as to share information about the individual needs of each child. If an orientation is requested, a date will be set by the SAP Director during the application process.

Waitlist

In the event that the School Aged Program reaches its maximum capacity (70) for children attending the regular After School or Holiday Programs, a waitlist will be opened. Children from the waitlist will be admitted as space becomes available on a first come first served basis. Parents/Guardians on the waitlist who plan to use the service full time will receive priority over waitlisted part-time users.

Service changes

We realize that the needs of families at OIST change, sometimes in the middle of the year. We ask that families do their best to anticipate their service needs at the time of registering children for services and to let us know what type of services will be necessary. If services do need to be changed, such as moving from full-time After School services to part-time After School services, you will need to complete a new contract and turn it in by the 20th of the month preceding the requested services change/s. Links to all School Aged Program contracts can be found in the [‘Additional Downloadable Contract Forms’ at the bottom of the registration page on our website.](#)

Withdrawal

Parents/Guardians who wish to withdraw their children from SAP services need to complete and submit [a contract withdrawal form](#) by the 20th of the month preceding the requested withdrawal. Please see our fee policies for more information. [SAP Fee Policies | OIST Groups](#)

If services are full, children will be added to the wait list.

Reporting absences

Please notify School Aged Program staff of absences from the room or bus by email. Email SAP.Team@oist.jp by 10:00 on the day of the absence. Service fees cannot be refunded for absences. Knowing how many children will be riding the bus and will be in the School-Aged Program room receiving services helps us to assign staff so that children can receive the best care possible.

Check-in, check-out and late pick up

It is important for the School Aged Program and the families who use our services to know who is responsible for children at all times. SAP staff's responsibility for each child begins the moment you have checked your child in and have left the room or your child has boarded a bus supervised by SAP staff. Responsibility ends when you arrive at the School Aged Program room to check your child out. When you are in the SAP room or in the outdoor play area, your child is your responsibility.

Please make sure to write the time your child was checked in and checked out on the Check-in/Check-out form at the door of the SAP room every day your child uses SAP services.

The School-Aged Program room closes at 18:30. SAP recognizes that you are doing your best to pick up your children on time. **If you are late, a fine of 1,000JPY will be charged from 18:31 to 18:45. An additional 1,000JPY will be added for every 15 minutes your child remains in the room.**

Alternative pick up

SAP does not allow children to leave the premises without a parent/guardian or an adult who has been authorized by the parent/guardian to pick them up. Parents/Guardians are responsible for making sure that authorized persons are included on the Alternative Pick-Up Authorization part of the child's emergency contact form. SAP staff may ask for ID from anyone they do not know.

School Aged Program only releases children to parents/guardians or other adults listed on the emergency contact form. Please make sure any relative of your child who might pick them up is listed on their emergency contact form as a co-parent/guardian or alternative pick-up

Programming and Curriculum

The School Aged Program maintains a minimum staff-to-child ratio of 1:20. A first aid-trained staff member will always be present in the room.

Age-appropriate activities

The School Aged Program provides age-appropriate activities that encourage independence, responsibility, and self-esteem. We are especially mindful of the varying needs of children of different ages. We also believe that free play is essential to children's social development. As such there will always be unstructured play time within our After School and Holiday Program schedules. Play is supervised and dangers are minimized, however staff do not discourage children from expanding their skills by climbing, balancing, and other activities which include acceptable levels of risk.

Homework support

SAP provides a quiet, well-lit environment for children who wish to do their homework. Homework is the responsibility of you and your child and is always considered to be an optional activity in the School Aged Program. At your request, SAP staff will encourage, but not force, children to do their homework. Homework support includes encouragement, help understanding instructions, and positive feedback. SAP staff do not check or correct students' homework. The amount of homework assigned to children can change over the course of a school year and we encourage you to keep us updated on your child's current homework support needs. SAP staff will be happy to meet with you and your child to discuss homework and to make sure that we are all working together to provide the highest level of support possible.

Tablets and other electronic devices may be used for the purpose of studying or taking on-line classes only. If your child needs to use an electronic device for educational purposes including free reading, please let us know what devices they will be using in advance. And make sure your child is aware that electronic devices may only be used in the Homework Room and the Ocean View room. Finally, electronic devices may not be shared or loaned to other children in the SAP. If an SAP staff finds your child using an electronic device inappropriately, the device will be taken for safekeeping and returned to you when you arrive to pick up your child at the end of the day.

Parent/Guardian engagement

The School Aged Program is an open-visit, collaborative environment which seeks to welcome and engage parents/guardians in our programs. We hope you will feel free to participate in activities with your child, to study with your child or assist your child with their homework, and even to take a book off the bookshelf in our library and read to your child. Please be mindful of policies regarding interaction with children not in your direct care.

Volunteering

The OIST community is composed of highly creative and knowledgeable individuals. The School Aged Program does our best to make sure OIST community members can share their skills and talents with children receiving our services. Activities facilitated by volunteers are

supervised and supported by an SAP staff member who is responsible for all classroom and behavior management needs. Volunteers have been vetted by the SAP director and have agreed to abide by all SAP policies.

If you would like to facilitate activities and share your knowledge and expertise with SAP children, please [contact the Program director](#) to set up an appointment.

Movie days

The SAP will sometimes plan to show movies as part of a program's schedule. Movies can be a wonderful way for children to learn a new language, explore diverse cultures, and take a break from higher energy activities. All the movies we show have been screened in advance by SAP staff. Whenever possible, movies are shown in both English with Japanese subtitles and in Japanese with English subtitles. If SAP is planning to show a movie, we will inform you of potential titles to be shown by email at least one day in advance. You always have the option to opt out of your child watching any movie. If your child chooses not to watch a movie, they will be able to do other activities in another location within the SAP room.

Food and snack policy

The School Aged Program has children from all over the world, many with their own rich food cultures and dietary rules. We also know that many children may have food allergies which have not expressed themselves yet. To ensure the health of your child and to respect the various cultures of all SAP families, children are not allowed to share any food from home with other children during their time in the School Aged Program room.

Because of the high risk of severe reactions and even death, the SAP has a strict NO NUTS policy. Please read labels of prepackaged food carefully to make sure that children in the room are not put at risk.

Pre-ordered meals

For all-day services such as the Holiday Program you can pre-order meals through the online enrollment form. These meals are provided by an outside vendor. The cost of lunch is 350 yen per meal. Once the order is placed, refunds are not available. Orders must be placed by 18:00 PM on the 20th of the month prior to the month your child will attend the program.

Snacks

SAP provides an optional snack service for a fee. Snacks are provided once a day in the After School Program and twice a day in the Holiday and Vacation Programs. Children may bring their own snacks from home to supplement or replace snacks provided. Please see the [following link](#) for more details on snacks that are allowed at the School Aged Program.

Heating up and refrigerating lunches and snacks

Due to the large number of students who access services regularly, we are unable to provide access to a microwave or refrigerator. Please do not provide your child with meals or snacks that need to be heated up or kept in a refrigerator. We also recommend that you avoid sending your child with yogurt or other dairy products as they might be in a backpack all day and not be fresh when it is time to eat lunch or snacks.

Health and Safety

Visitors

Parents/Guardians welcome at lunch time

During the days when the SAP provides a full day of service, you are welcome to come and enjoy lunch with your children from 12:00-13:00 if there is space in the room. You are also welcome to pick up your children for lunch off-site and drop them off back at the room again. Please be sure to sign in and out for lunchtime.

Visitors other than official volunteers and parents/guardians

For the safety of SAP children and staff, all adult visitors to the School Aged Program room who are not a parent/guardian, official volunteer, or designated pick-up person, must make an appointment ahead of time.

Friends of SAP children

When school-aged friends come to visit children during After School or Holiday Program services, they may stay and chat during outdoor free play times. For the safety of all children, visiting children may not enter SAP rooms or participate in SAP activities including outdoor games and free play. Children who are receiving services may not play with bicycles, sports equipment, electronics, or other materials brought by visiting children. SAP staff reserves the right to ask non-SAP children to leave the premises at their discretion.

Visiting animals and service animals

Pets from home are not allowed inside the SAP room or designated outdoor play areas. If you bring a pet from home when you pick up your child, please keep it on a leash/in its cage and outside of the SAP rooms or outdoor play area. If children wish to bring their beetles or other bugs from home, they must be kept outside the room and taken home at the end of each day. School Aged Program adheres to Japanese laws regarding Service Animals and makes all possible accommodations to create an environment where service animals may support the SAP children who depend on them.

Allergies and other health concerns

We require that you complete the '[SAP Health Survey](#)' form for your child before they begin receiving SAP services. Any medical issues identified will be shared with staff on a need-to-know basis to ensure the safety of all children participating in the program. If you become aware of any new health issues, please do not wait for the yearly re-enrollment process, but update the SAP Health Survey form and turn it into the SAP director as soon as possible.

In the case of serious infectious disease outbreaks

When SAP gets information about outbreaks of influenza, measles, rubella, or other infectious diseases, we will work with the Health Center to let the OIST community know about how to protect themselves and their families. If there is an effective vaccination, we will recommend it to non-vaccinated children and their parents/guardians.

If necessary, by law, the director may decide, in consultation with the Health Center, Occupational Doctor, and the President's Office to temporarily close the SAP to prevent the spread of disease.

In the case of illness, all parents/guardians need to pay attention to their child's symptoms, where their child contracted the disease, who they have been in contact with since, and how to prevent and/or treat each disease. Parents/Guardians also need to contact the SAP immediately when their child has symptoms and consult a doctor if the director requests.

Parents/Guardians must report the consultation results to the SAP and when necessary, provide written documentation that a child is medically cleared to attend SAP services.

Exclusion Policy

The SAP director has the authority to exclude any child they believe may constitute a risk to others due to signs of an infectious illness.

If your child develops a fever of over 37.5°C or vomits during their time in the SAP room, we will contact you and request that you pick up your child as soon as possible. Please make a note of OIST SAP phone numbers and be sure to answer in case of an emergency involving your child.

SAP Cell Phone: 080-2704-7440

SAP Room Phone: 098-966-1360

Please make sure to check your child's health every day before sending them to the SAP. If your child has a body temperature of over 37.5°C, please plan to make alternative childcare plans as the SAP will not be available for them.

If a child has had 3 episodes of diarrhea in 24 hours, they must visit a doctor before returning to the program.

If a child experiences both vomiting and diarrhea, we require that 48 hours (about 2 days) pass after symptoms end before they return to the room.

After your child has recovered from a diagnosed disease, these are the criteria (depending on the disease) for returning to SAP. **You will also need to provide an attendance permission form and a medical certificate from a doctor.** To determine how many days have passed, the day that the symptoms (such as fever) disappear is counted as day zero.

Disease	Number of days to wait before returning
Epidemic parotitis	5 days after swelling of the parotid, submandibular glands or sublingual gland has developed and until the general condition is good.
Influenza (except for a bird influenza, new influenza etc.)	5 days after onset of symptoms and 2 continuous days without fever.
Measles	3 continuous days without fever
Pertussis	Until a specific cough disappears or until the treatment with the proper antimicrobial substance preparation for 5 days is completed.
Pharyngeal conjunctivitis	Until 2 days after the main symptoms disappear
Rubella	Until the rash disappears
Tuberculosis (invasive meningococcal infection and others)	Until the doctor says there is no risk of infection.
Varicella (Chicken Pox)	Until the rash disappears

Influenza and other infectious diseases: Local school and class closings

When a child's school or classroom is asked by the school to remain home to try to control the spread of influenza or other highly infectious diseases, the SAP will follow the school's decision, and children from that school or class will be asked not to attend After School. In addition, Holiday Program services will not be open for those children on those days.

***Please see the SAP [Health and Safety Policies](#) for more detailed information on illness procedures. (Including Covid-19 procedures) ***

Staff training and first aid

SAP staff are licensed to provide CPR, AED, and First Aid for Children, Infants, and Adults. Training is updated every two years. During After School and Holiday programs, a First Aid-licensed staff member is always present.

Medical emergencies

All parents/guardians must fill out a [Medical Emergency Authorization](#) form which grants permission for SAP staff to seek medical care for the child if necessary. This includes using the OIST nurse and/or other emergency services when needed.

Emergency drills

School Aged Program participates in regularly scheduled emergency drills to practice fire, earthquake, and tsunami safety in accordance with Bosai Center policies. All staff are aware of evacuation routes and their assigned responsibilities in case of an emergency.

In the case of a tsunami, the children and staff will remain inside of the Seaside House, which is 23 meters above sea level. If there is a tsunami alert after an earthquake and it is not safe to return to the Seaside House, the children will be escorted to the Japanese Self Defense Force directly across the street from the Seaside House.

The main emergency evacuation meeting point for the SAP is the small grass triangle in front of the turnaround at the Seaside House.

Water safety

During the summer months when it is hot outside, SAP staff may supervise water play with children who have brought a change of clothes. A First Aid-licensed staff member is always present at these times.

Outdoor play/Sun safety

SAP tries to provide opportunities for children to play outside whenever possible, weather permitting. Please send your children in comfortable clothing that they can get dirty. We recognize that some children prefer to play without shoes. We will require all children to wear shoes during outdoor play unless parents/guardians tell us they do not need to.

When the weather is hot, **all children must bring water bottles with them to play outside.** We will change the length of time children can play outside to be sure children do not get overheated and to prevent heat stroke. **Children also must wear a hat to play in the sun.**

The School Aged Program follows the Wet Bulb Globe Temperature (**WBGT**) It is a heat index that comprehensively considers heat factors that cause heat related disorders: temperature, humidity, solar radiation, and airflow.

The website is as follows <https://www.wbgt.env.go.jp/en/>. You can also find this information under the School Aged Program Policy Updates on our webpage [Sun Safety | OIST Groups](#).

Medication authorization

If your child needs to take medicine, we can give it to him or her as requested. Please fill out a [medication administration consent form](#). The form needs to clearly specify the days and times medicine is to be given. SAP staff are not allowed to measure dosage of prescription medicine. Please pre-measure a dose of all prescription medicine before giving it to SAP staff each day. Also indicate if medicine needs to be refrigerated.

Aside from the medication administration consent form, parents will also be required to submit a drug information form (provided at pharmacies) with the medication. Without this, SAP will not be able to administer medication to your child.

SAP staff will never force children to take medicine, even when a medication authorization form has been submitted. SAP children are old enough to understand the importance of taking medicine and to follow instructions as given by parents/guardians. Any concerns regarding medication authorization should be discussed with the director.

Parent/Guardian interactions with children other than those in their own care

We ask that parents/guardians display respect for and communicate positively with children who are not in their direct care.

In no event may parents/guardians use raised voices or threatening language or by any other means intimidate or humiliate staff, children, or other visitors.

In the event that a parent/guardian witnesses troubling behavior, please bring it to the attention of the staff or discuss the matter directly with the parent or guardian of the other child.

Internet policy

Children are allowed to use room computers for staff-supervised research purposes. All internet searches are conducted via Google Search with protocols set to the highest level of safety standards and age-appropriateness.

Extracurricular activities

If your child takes private or group lessons from a teacher or instructor who is not SAP staff, the teacher's name must be on the child's **Emergency Contact Form** under the **Alternative Pick-Up Authorization** part of the child's emergency contact form. The teacher, upon entering the room or meeting children on the bus, is considered to be a child's guardian and is responsible for taking your child from the SAP room or bus stop and ensuring their safety from the time they leave. If your child comes back to the SAP room after their lesson, your child becomes SAP's responsibility once the check-in sheet is filled in and the teacher/instructor leaves the premises.

Potential instances of neglect or abuse

While children and parents/guardians enrolled in SAP are protected by Japanese privacy laws and OIST privacy policies, SAP follows the legal guidelines set by the Japanese government for reporting suspected neglect and abuse. If SAP staff suspects a case of potential neglect or abuse, as stipulated by law, the SAP director will follow mandatory reporting guidelines and consult with the prefectural child welfare center.

Smoking, alcohol, and drugs

The SAP area, both inside and outside, is a strict non-smoking environment.

Due to the variety of cultures represented among the families of the School Aged Program, we also thank you for not drinking or openly carrying alcoholic beverages when children are present.

Drug possession and use is illegal in Japan, and SAP as part of OIST expects all community members to respect Japanese law. Children in the care of SAP will not be released to any adult who is suspected of being intoxicated or under the influence of illegal drugs.

Personal Belongings and Responsibilities

What should your child bring every day:

- Water Bottle
- Hat
- Homework
- Extra change of clothes

Please make sure every item that your child brings to the SAP room is labelled with their name.

We do recommend that children bring sunscreen during the summer months. [For further information see the chart in the sun safety section](#)

We strongly encourage all children to keep a change of clothes and towel in the School Aged Program room. Please place your child's clothes and towel in a plastic bag with his/her name clearly written on it in both English and Japanese. Please give the bag to a staff member for safe keeping. Children without a change of clothes and towel will not be allowed to engage in water play or outdoor play on rainy days.

During the Summer Holiday Program, all children who might engage in water play are required to bring a fresh change of clothes and towel every day they attend the program. Changes of clothes and towel can be stored in the room during summer programs.

Personal toys, puzzles, and games

We know that children in the SAP only have a limited amount of time to play with other children. For many of the children in the SAP, the hour or two that they spend in the SAP room might be the only time they get to see some of their best friends. It is natural that children will want to bring their own toys to share with children they like. Even though the SAP staff understands the children's feelings, we do not allow your child to bring personal items such as toys, jewelry, dolls, or puzzles and games to the SAP room.

Tablets, cell phones, other electronic devices

School Aged Program prohibits the use of all electronic devices including iPads and mobile phones in the room and on the bus except for approved educational purposes. Any electronic device not currently being used for educational purposes must remain in the child's backpack. SAP bears no responsibility for the loss or damage of electronic devices. If SAP staff finds your child using an electronic device inappropriately, the device will be taken for safe keeping and returned to you when you arrive to pick up your child at the end of the day.

Lost items

The School Aged Program will place items left in the room in an easy-to-access lost item container. Please make sure to check the containers regularly. Lost item containers will be emptied every Friday. We will notify you by email a minimum of one week before we empty the lost item containers.

Discipline and Behavior Management

Standards of Behavior

The priority of the School Aged Program is to provide a safe and comfortable environment for all the children in our care. SAP staff will ask children to change their behavior if we believe they are putting themselves or other people in the room at risk.

Bullying and harassment

SAP does not tolerate bullying of any kind. Incidents of bullying will be recorded in an Aggressive Behavior Report and shared with parents/guardians. Ongoing bullying may lead to expulsion from the School Aged Program at the discretion of the director.

Staff interactions with children

Teachers and staff will model and teach basic principles such as sharing personal space, following directions, and respect for others. Our goal is to reinforce your child's positive behavior. SAP staff never use any type of physical punishment or humiliation. SAP staff will physically restrain a child only when it is necessary to protect the safety and health of the child or others.

Repeated or ongoing disruptive behavior

Ongoing behavior that makes the room less safe and/or less comfortable for other children will result in a meeting with staff, parents/guardians, and the director of the School Aged Program.

This will be an opportunity to discuss any issues surrounding the child's behavior and develop a plan for appropriate parent/guardian and staff support that will help the child manage his/her own behavior.

Parent/Guardian refusal to meet with SAP staff and create a plan or continued behavioral issues may lead to expulsion from the School Aged Program at the discretion of the director.

Conflict resolution

In the event that SAP staff need to intervene in a disagreement between children (e.g., because the conflict has become aggressive or emotional), a staff member will give the children time to calm down and then help them build the conflict resolution skills to communicate with each other and solve their problems. SAP works with Ganjuu to create a process for facilitating peaceful interactions between children and maintaining all children's emotional well-being.

Family Communication and Feedback

Communication from the SAP to you

The School-Aged Program wants parents/guardians to know what is happening in the room. We will send parents/guardians an email at least once a month with our updates and news.

Parent/Guardian-Staff-Child conferences

The School Aged Program strongly believes that providing the highest quality of care requires regular communication with parents and guardians. We encourage you to make appointments during non-care hours to receive updates on your child's progress as well as to inform staff of small and big changes in your child's life and behavior. Time will also be set aside twice per year for scheduled staff-parent/guardian conferences.

Parent/Guardian-Staff-Child interactions and privacy

To ensure that all parent/guardian-staff interactions adhere to Japanese privacy laws, staff will not discuss children's behavior outside of the SAP room unless a formal appointment has been made, and an alternative location has been approved by the director.

To protect all children's right to privacy both under Japanese law and also in an effort to adhere to international standards, staff will not discuss with parents/guardians the behavior of other people's children participating in School Aged Program services in such a manner as will allow for the identification of specific children.

Yearly Survey

Parents users will be given the opportunity to participate in an annual survey. Results of this survey will be reported to the Secretary General of the University, who is responsible for ensuring the sustainable provision of high quality and international preschool and afterschool/holiday programs.

Feedback, concerns, and suggestions regarding the program

School Aged Program welcomes ongoing feedback from parents/guardians/children regarding the program. Feedback can be provided at any time directly to staff or the director or [through an online form](#). Feedback about specific people (staff, children, or parents/guardians), should be discussed with a teacher, assistant director, or director, or if appropriate, with the UCS management. All feedback will be treated seriously and can be made in either Japanese or English. Responses, when necessary, will be provided within 5 working days. Feedback collected through the online form will be collated and summarized twice a year and made available to the Board of Governors to disseminate through the CDC BoG website.

Complaint Procedures [\(as outlined in Chapter 24.4.3 of the OIST Policy, Rules, and Procedures\)](#)

If a parent has a complaint about SAP matters, the following process should be followed to resolve the situation:

Initial Complaint

- (1) The issue should be discussed with the SAP Classroom Staff and if not resolved or involves a complaint against the Classroom Staff, with the Program Director.

- (2) If the SAP Program Director is unable to resolve the issue, to the parent's satisfaction, the Program Director will report the incident and all steps that have been taken to resolve the matter to the VPUCS for final arbitration.

- (3) If an incident involves the SAP Director, or there is a likely conflict of interest, the complaint should be made directly to the VPUCS. The VPUCS will review the full incident report, all steps taken to resolve the matter and meet with the parents to develop a plan to resolve the situation in a manner that aligns with standard protocols, processes and ensures the parent concerns are addressed appropriately.

Appeal

A parent who is unsatisfied with the decision of the VPUCS is permitted to appeal the decision to the Chair of the CDC Liaison Committee, the OIST Secretary General. The Secretary General will review the matter thoroughly and meet with both the parents and VPUCS to determine an appropriate resolution to address the parent's concern. The Secretary General will consult with the Office of the General Counsel and the HR Division to review the situation prior to finalizing their decision.

Transportation

Bus safety

To ensure their safety, all children riding OIST buses must respect bus rules:

- Stay in the seat, facing forward, and always wearing a seatbelt.
- Keep noise to an acceptable level so as not to interfere with the driver's concentration.
- Do not eat or drink on the bus.
- Keep electronic devices in your bag.
- Follow all the instructions given by adults.

If children are unable to follow bus rules, parents/guardians will be contacted to come and pick up their children.

Registration for transportation services

If you need bus transportation for your child, please register for transportation services by submitting a [School Transport Request form on the School Aged Program website](#)..

The availability of a bus service is not guaranteed.

For monthly bus fees, please see the fee chart.

Buses from schools to the program

Buses are scheduled to arrive at schools based on dismissal times provided by the school-to-School Aged Program. Children are expected to be waiting for the bus before it arrives at the designated pick-up location. Buses will depart as soon as the children have boarded. If your child is scheduled to ride the bus and is not present when the bus departs, staff will contact you using your emergency contact information. SAP staff is NOT responsible for children who do not board the bus at the departure time. You will then be responsible for arranging transportation for your own child. Please make a note of OIST SAP phone numbers and be sure to answer in case of an emergency involving your child.

SAP Cell Phone: 080-2704-7440

SAP Room Phone: 098-966-1360

Onna Bus: 080-6495-7193

OCSI/Kina Bus: 080-6495-7195

The School-Aged Program staff cannot enter the school building or otherwise search for children. All children must go directly to the bus stop upon dismissal.

If the bus makes two trips to and from the school, younger children have priority for seats on the bus.

Note: teachers in Japanese schools occasionally make students stay after dismissal time without contacting parents/guardians. School Aged Program cannot be responsible for these situations.

Kindergarten bus riders

Children in kindergarten will be collected directly from a designated and monitored collection point at school by a School Aged Program staff member. They will walk with the staff members to the bus and be reminded of bus safety. Parents/Guardians must provide safety car-seats for children who are legally required to use them.

Vehicle Breakdown Contingency Plan

In the event of a vehicle breakdown or accident, staff will remain with the children to ensure their safety while the transportation team finds an alternative mode of transportation.

Bus Rules and Consequences Agreement

OIST bus rules and procedures were established for the safety of all students riding on the buses. SAP Bus Monitors are responsible for ensuring child safety while they are on the OIST bus travelling between schools and OIST Campus and the OIST Seaside House (location of the SAP).

All OIST SAP bus riders are required to have [this document](#) signed by a parent/guardian and indicating that the parent/guardian has reviewed these guidelines with their children.

Field Trips

SAP will inform parents/guardians of upcoming field trips in advance.

Parents/Guardians will be informed of what children need to bring with them in advance of field trip days, but the basics are a water bottle, sunscreen, and a hat.

Privacy and Records

Use of photos and media release

At OIST, photographs of children at The School-Aged Program may be used for the university's publicity purposes. This can include a photo of children appearing in an OIST Web article reporting about an SAP event, OIST's Facebook page, SAP brochures, and other kinds of media. Sometimes, journalists who are interested in OIST's effort to provide a School Aged Program for OIST parents/guardians may take pictures of the facility and the kids for their own reporting purposes. Additionally, the SAP takes pictures of the children throughout the day to share with parents/guardians, and for special events, activities or lessons. In order to avoid the time-consuming process of getting in touch with each parent/guardian to sign a release form every time such needs occur, SAP asks parents/guardians to sign the media release form in advance.

When a parent/guardian signs a media release, they agree to the following:

"I grant OIST the right to use and publish my child's first name, likeness, portrait, recorded voice, general background and written or narrative material for educational purposes and media communications. Name, assessments, and test scores will not identify the student in any way."

"I understand that if my child participates, his or her portrait may be taken for media communication purposes and social networking purposes without permission. This includes off-campus events (field trips) and on campus events (Sports Day, Art Exhibitions, and Concerts) at OIST."

Childcare Management Software Products utilized by SAP

The SAP utilizes external childcare management software products. Parents and guardians with children enrolled in the SAP and their emergency contacts are asked to consent to the use of personal information in the software to be utilized by SAP upon enrollment. ([SAP User Personal Information Consent Form](#))

Below are the details of the software products utilized by SAP:

1. Class Dojo

Software product	Personal information used	Purposes of use
*Server location: USA *Survey of Foreign Legislation for the Protection of Personal Information for USA (conducted by the Personal Information Protection Commission): https://www.ppc.go.jp/files/pdf/USA_report.pdf *Class Dojo's privacy policy: https://www.classdojo.com/ja-jp/privacy/?redirect=true	*Child's information: -First and last name -Pictures and videos taken at the SAP *Parent's information: -Email Address	*Sharing classroom activities, photos and videos with parents *Alternative communication tool with parents (email is the primary communication tool at the SAP)

2. Kids Diary

Software product	Personal information used	Purposes of use
*Server location: Japan *Kids Diary privacy policy: https://www.kids-connect.jp/privacy-policy/ *Kids Diary terms of use for parents: https://www.kc-kidsdiary.com/s/guardian-terms	*Child's information: -First and last name -Date of birth -Gender -Sibling Relationship *Parent's information: -First and last name -Relationship to child -Email address -Phone number	-Digitized Sign in/out -Parent and guardian contact details -Enrollments and waitlist management

Maintenance of Records and Confidentiality

All staff and volunteers respect the confidentiality of all parents/guardians and children receiving School Aged Program services. All personal information will be treated with the strictest confidence and will only be shared when required for delivery of appropriate services.

Data Protection Policy for Photos and Videos

Please refer to the following [link](#) for detailed information on our policy.

Fees Chart

Fee Type	Description	Fee Amount (¥)	Deadline
Annual	Annual Registration Fee (After School/Extended After School + Holiday Program)	5,000	Every April or one month prior to service
Annual	Annual Materials Fee	5,000	Every April or one month prior to service
Annual	Annual Registration Fee (Holiday Program ONLY)	2,500	Every April or one month prior to service
Program	Extended After School (monthly)	18,000	One month prior to service
Program	After School (monthly)	12,000	One month prior to service
Program	Extended After School (daily 13:00 – 18:30)	900	One month prior to service
Program	After School (daily 14:30 – 18:30)	600	One month prior to service
Program	Holiday Program (08:30 – 18:30) (10:00-18:30)-less than 5 children attending.	1,200	One month prior to service
Meal	Lunch (Optional)	450	One month prior to service
Meal	Snack (Extended After School and After School, monthly)	1,200	One month prior to service
Meal	Snack (Holiday Program, daily)	120	One month prior to service
Bus	Bus Services (monthly, from Onna School Area)	4,800 one way/7,200 round trip	One month prior to service
Other	Service Change Request	1,000	The month following each change
Occasional Care	Registration	5,000	
Occasional Care	Daily Fee (Flat Rate)	1,200	
Late Pickup Fee	From 18:31	1,000	If you are late a fine of 1,00 yen will be charged from 18:31-18:45

Late pick-up fine

A late fine of 1000JPY will be charged to parents/guardians who pick up their children from 18:31 to 18:45. An additional 1000JPY will be added for every 15 minutes if their child remains in the SAP room.

Extended After School fees will be charged when children arrive at the room between 13:30 and 15:00, including days when school ends early.

Changes to paid services, including moving from part-time to full-time or changing the number of days your child will use the service, etc., must be made by the 20th of the previous month and will incur a change-of-service fee of 1000JPY to compensate for the additional paperwork and staff time involved in such requests. Withdrawal from services is not considered a change in contract and does not incur a change of services fee.

Any other changes to paid services, including ordering snacks or lunches, must also be made by the 20th of the previous month.

In the case of missed deadlines, refunds are not available. The childcare and administrative fees for bus riding will be charged based on a standard 4-week month.

Transportation service will not be provided on OIST Holidays. Refunds or adjustments will not be provided for OIST holidays or emergency closings.

Any changes in the SAP Transportation Agreement must be submitted by the 20th of the previous month before changes are to take place. Please use the Transportation Change Request Form for changes to the Riding Agreement.

FAQ

Click the link below to see our FAQ on the School Aged Program website:

[Link to FAQ on School Age Program Webpage](#)

If you have any questions regarding the SAP services or policies, please email:

SchoolAgeProgram.Director@oist.jp

Subject Line: Handbook Question

ATT: NEIL BOYKAS