



Parent Handbook

SOCIETY MEMBERSHIP

The View Royal Out of School Care Society was established in 1993 and its members are comprised of parents and/or guardians of the children enrolled in the program.

Our Annual General Meeting is held in the fall of each year. You will receive notification of the meeting at least two weeks prior to the meeting date. Your parent board meets once a month and members are encouraged to attend whenever they wish. Please see the Manager for meeting dates and times.

As this is your program, it is important that the parent board hear your comments. This could be in regards to anything-requests for changes in policies, suggestions for enhancing the program, fund raising ideas, etc. If you cannot attend a meeting but would like something tabled at the meeting, please feel free to voice your ideas in a letter or e-mail.

PHILOSOPHY OF LITTLE WONDERS PRESCHOOL

Choosing the right Preschool for your child is a big decision. At Little Wonders Preschool our goal is to provide a safe, supportive and stimulating environment that will help prepare your child for a lifetime of learning. We recognize each child as a unique individual. With this in mind, our program is designed to meet the social, emotional, physical and intellectual needs of all children. We believe in the value of play, through open-ended activities that encourage creativity, exploration as well as personal growth through the development of good communication skills and cooperation with peers and adults. A balance of quiet and active periods, individual and group focus, free play and adult-initiated curriculum. Most importantly we learn to share and have fun!

OUR RULES

LOOK

- Always be aware of your surroundings. Are you safe? Are those around you safe?

LISTEN

- Always be respectful. Listen to your friends, parents and leaders.

BE KIND

- Always practice kindness in your words and actions.

HOURS OF OPERATION

The morning program is from 9:00 am to 12:00 noon. There is no afternoon program as of yet. Please allow enough time for your child to make the transition out of the Preschool (collecting personal affects, getting coats on, teacher communication, etc.). Parents are asked to wait until 9:00 am before entering the preschool. This allows staff time to set up the program for the children. (In inclement weather you are welcome to wait in the foyer.)

We recognize that childhood is a time of development and learning. The needs of children develop and change over time as does a child's ability to adapt to social situations and meet standards of accepted behavior. We strive to provide an inclusive and integrated environment which supports children as they develop and learn.



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REGISTRATION FOR LITTLE WONDERS PRESCHOOL

Registration for Little Wonders Preschool will be available on an ongoing basis. We will keep a waitlist (if required) for the current session only (September through June). Registration to secure a spot in the new session (September) is by June 1st.

UPDATING OF REGISTRATION INFORMATION

It is **IMPERATIVE** for your child's safety that the Program be notified of any changes to your home or work number, address, allergies, custodial arrangements, designated pick-up persons and emergency contacts, as well as any other information changes that may affect your child. It would also be beneficial if you would notify the Program of any situation that may affect your child (i.e., separation/divorce, death, etc). The utmost confidentiality will be maintained.

We are a facility that would like to adapt our program for children with special needs (including physical, mental, emotional, behavioral, developmental, or health needs). When children with special needs wish to enrol in our programs or wish to continue to be enrolled in our program, View Royal Out of School Care Society needs to carefully consider whether or not View Royal Out of School Care Society can safely care for that individual as well as the other children in the program and our staff at the same time.

Parents of children with known special needs must disclose and discuss their child's needs with the Program Coordinator and/or Manager prior to enrolment. Failure to do so may result in termination of services.

If a child has special needs, or subsequently develops special needs, View Royal Out of School Care Society, in consultation with the parents, will develop an Individual Care Plan ("ICP") for the child that ensures the health, safety and well-being of the child, other children, and staff. All supports must be in place before the child may attend the program or continue in the program (see following page for the process in developing a plan).

If View Royal Out of School Care Society, in consulting with the parents in making the ICP or after implementing the ICP, determines that the child's needs cannot be met at View Royal Out of School Care Society in light of the centre's obligations to all the children in the program and its staff, View Royal Out of School Care Society may decline to enrol or continue the enrolment of the child.

View Royal Out of School Care Society cannot guarantee enrolment or continued enrolment for children with special needs, including those children whose needs require Supported Child Care through the Queen Alexandra Centre for Children's Health. We strive to accommodate and include as many children as we can, however the programming needs of all children must be met. There may be situations where, due to space restrictions, staff to child ratios, Licensing requirements or restrictions, the additional cost of providing accommodation, or other reasons, View Royal Out of School Care Society cannot accommodate a child.

View Royal Out of School Care Society welcomes your involvement and participation to ensure that your child's needs are met in our program. Please do not hesitate to contact either our Manager or Program Coordinator.

In conjunction with the Child Care Act, our Society is required to have on hand a care plan for children attending our Programs. Refer to the Act (as printed below) for more detailed information as to who may be required to have a Care Plan in place. While we adhere to the Act as closely as possible, there may be situations outside of the parameters of the Act that we feel that may also require a Care Plan.

Care plans

- 58 (1) A licensee must keep, for each child requiring extra support, a current care plan showing the following information:

- (a) the diagnoses relevant to the child's requirement for extra support, as made by health care professionals;
- (b) the courses of action recommended by health care professionals to address the needs of the child requiring extra support;
- (c) the resources to be made available to the child requiring extra support by the licensee, including
 - (i) any adaptation of the community care facility necessary to ensure the child's safety or comfort, and
 - (ii) any modification to the program of activities necessary to enable the child to participate in or benefit from the program.
- (2) The licensee must
 - (a) develop the care plan in consultation, and
 - (b) review the care plan at least once each year with a parent of the child requiring extra support and any person requested by the parent.
- (3) The licensee must record compliance with the care plan of a child requiring extra support in respect of each of the following that are applicable to the child:
 - (a) any therapeutic diet given to the child by the licensee;
 - (b) any medication administered to the child by the licensee, including the amount and the time at which the medication was administered;
 - (c) any modification to the program of activities for the child's benefit;
 - (d) any behavioural guidance provided to the child, and its effect;
 - (e) any other matter for which the licensee has agreed with the parent of the child to record compliance.

STEPS IN DEVELOPING AND IMPLEMENTING AN INDIVIDUAL CARE PLAN ("ICP")

1. GATHER INFORMATION ABOUT THE CHILD'S NEEDS AND ABILITIES.

This step includes a meeting with parents to learn about the child and, where the child has been enrolled in the program, to discuss the Centre's staff's observations or changes that have occurred in the child's needs or abilities. Consultation may also occur with the Centre's staff, and outside agencies or professionals providing care for the child.

2. CONSIDER THE PROPOSED WAYS OF MEETING THE NEEDS OF THE CHILD.

Parents are encouraged to offer suggestions. The Centre will consider behavior strategies, adapting centre procedures, extra staffing, extra staff training, Supported Child Care workers, and other appropriate accommodations.

3. CENTRE DECISION

The Centre will consider the effect the child will have on the program, other children and staff and decide whether or not the Centre can provide safe care to meet the needs of the child through the ICP. Its decision will be communicated to the parents.

4. IF THE CENTRE ACCEPTS THE ENROLMENT OR CONTINUING ENROLMENT OF THE CHILD, THE CENTRE WILL PREPARE AN ICP.

An ICP will set out the needs of the child, the proposed strategies to accommodate the child, and a date after which the ICP may be evaluated. The ICP will be signed by both the parents and the program manager. In appropriate cases, such as those where behaviour (such as biting) must change to ensure continuing enrolment, the ICP will state consequences if behaviours do not change within a specified period of time.

5. IMPLEMENT THE INDIVIDUAL CARE PLAN.

If the Individual Care Plan includes the requirement of a Supported Child Care worker, it is the sole responsibility of the parents to arrange the contract with Supported Child Development through the Queen Alexandra Centre for Children's Health. This arrangement must be made a minimum of 1 month prior to the child's enrolment in the program. A child will not be able to be enrolled in View Royal Out of School Care Society until a worker has been hired.

6. EVALUATION OF THE ICP'S BENEFIT TO THE CHILD.

The Centre and the parents will meet to discuss the ICP and to evaluate if the strategies and accommodations are meeting the needs of the child. The Centre will also comment on the impact on the Centre's ability to meet the needs of other children and staff. Changes to the ICP may be made. If the Centre determines that it cannot meet the needs of the child in a safe and effective manner in light of its obligations to all children and its staff, the Centre will advise the parent.

PRESCHOOL PROGRAM & SCHEDULE

(Times are approximate)

9am Free Choice Time

Children arrive and are welcomed to preschool. A variety of options are provided (some of which are listed below):

*Play and pretend in the dress-up area

*Build on the block carpet

*Play in the sand/water/rice table

*Look at and share a story with a teacher or friend in the circle time area

*Explore at the science table

*Create in the art area

*Master a puzzle or game in the learning centre

10:15 am Clean-up time

We all work together to tidy up the preschool.

10:30 am Circle Time

After clean-up, the group will meet together on the carpet for stories, songs, music, show & tell and discussions. This can be as short as 15 minutes to as long as 45 minutes, depending on the groups' attention span, mood and interests. Circle time generally gets longer as the children get older!

11:00 am Transition to Snack Time

Children take turns using the toilet and washing their hands.

11:10 Snack Time

IMPORTANT If your child has a food allergy, please note it on the registration forms and bring it to the attention of the preschool staff immediately!

Please see "Snack" section for more information.

11:30 Outside Time

Children get a chance to burn off some energy and get some fresh air in our fenced play area. If the weather is poor, we may extend the play indoors, however, please plan on your child having outside time and dress them accordingly. A pair of rain pants (thin nylon pants) will help in keeping your child's clothes clean and dry.

12:00 Noon Home Time

Please ensure that you leave enough time to collect belongings, say good-byes and communicate with staff.



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The Program is designed to provide a sense of structure, but it will always remain flexible enough to meet the needs of the group to encourage a sense of spontaneity and fun.

DAYS IN SESSION

We will not be in session on Statutory and school holidays or Professional days. A notice will be sent home (or emailed) to all families advising them of the days when this program will not be operating.

OUTSIDE PLAY

Children will spend part of each Pre K class playing outdoors. If the weather is poor, we may expand our indoor activities, however always plan on your child having outside time and dress them accordingly. Outdoor play will usually take place in our Out of School playground (fenced area).

FIELD TRIPS

If the Supervisor takes the group on a short walk, there will be a minimum of two adults present and they will carry the cell phone and first aid kit with them at all times.

WHAT TO BRING TO CLASS

- Inside shoes (which must remain at the Centre). These should be runners with non-skid soles, no slippers or sandals please.
- Extra set of pants, underwear, socks, shirts, please leave at the Centre.
- A healthy snack
- Appropriate shoes/boots and coat for outside play. If it is sunny, please apply sunscreen before class begins and please send a hat.
- Your child's backpack, snack bag, shoes coat, etc. should be labeled with his/her name.
- Each child in the class will have a turn to bring something for "show and tell". When it is your child's turn, they will bring home a reminder notice.
- Except for "show and tell" day, children should not bring their personal toys to class.

SNACK

*** **IMPORTANT** ***

If your child has a food allergy, note it on the registration forms and bring it to the attention of the Supervisor immediately. Thank you.

Snack should be simple and healthy, please consider the following when deciding what to send for your child:

- Good food choices are: fruit, veggies, yogurt, half sandwiches, etc.
- Children should not bring pop, gum, candy, or other high sugar snacks.
- Avoid foods such as popcorn, hot dogs, whole grapes, marshmallows, etc., as they can be a choking hazard.
- Foods should be ready to eat without preparation or reheating, please cut up apples and oranges.
- While our Centre has a fridge, it is not in the same room as the children, therefore we would ask that you not pack anything that requires refrigeration so that the Supervisor must leave the children unattended.
- If are specific class allergies, a note will be sent home. The room should remain allergy-aware; therefore we ask that you do not send foods with peanuts or other nuts.
- Juice boxes often go to waste; try sending juice in a non-spill sipping container that can be resealed. We have a water filtration system on site and the children are welcome to use that water.
- Send your child's snack in a lunchbox or brown paper bag if possible. A small lunch bag is far more manageable at the table than a backpack.
- Children will only share snacks on special occasions such as Birthdays. Please talk to the Supervisor before hand about bringing in snacks to share.
- Encourage your child to eat a healthy breakfast before attending class.



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HEALTH AND SAFETY

If your child will be absent from class, please notify staff. Call our Centre at 250-744-2718 and if no one is available to take your call, please leave a voicemail message or if easier for you, email us at vrosocs@viewroyalosc.com.

Be considerate of the other children and their families by keeping your child at home if they are not well enough to attend. Remember if your child is not well enough to play outside or participate fully in the Program, they are not well enough to be in class.

Hand washing is an important role in staying healthy during the cold and flu season. Please model good hand washing habits at home. Thank you!

All children must be toilet trained and capable of using the toilet on their own.

GUIDANCE AND DISCIPLINE

Our aim is to help each child develop self-confidence and self-discipline in a warm and supportive atmosphere. Every child and staff member in the call will be encourage to show respect for themselves, others and for their surroundings.

To help meet this aim, our staff at Little Wonders will provide the following:

- An environment that welcomes and values each child.
- Fosters self-help skills and builds self-confidence as well as self responsibility and acknowledgement of one's own behavior.
- Recognition that each child is an individual and therefore their behavior is influenced by many factors including his or her developmental abilities.

In order to build a safe and positive environment, our staff at Little Wonders will provide:

- Daily routines with clear and consistent limits.
- Reinforce appropriate behavior.
- Acknowledge feelings, and treat each child with respect.
- Model respect and open communication promoting self-esteem

When conflicts arise, the children will be reminded of group guidelines and limits. Our staff will model problem solving skills and encourage children to contribute suggestions of their own. Our staff may also offer appropriate choices or state the natural and logical consequences of the behavior. If necessary, they will redirect a child to other activities. The emphasis will always be to provide children with positive strategies that foster self-control and the ability to interact thoughtfully and successfully with others.

Every child of Little Wonders Preschool should always feel safe and comfortable in class. If a child is hurting himself/herself or others, the staff will work with the parents, however we may have to ask the parents/guardians to withdraw that child from the program.

If your child is experiencing any difficulties that might affect his/her behavior in class, please mention it to the supervisor. Changes at home (such as a new baby, a move, an illness, a parent that needs to be away for an extended period of time, etc.) can all affect the way your child interacts with others.



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MONTHLY FEES

Monthly fees are due on the first day of each month. Payments may be made by either of the following:

1. Pre-Authorized Debit

One voided cheque along with the Pre-Authorized debit agreement. Payments will automatically be debited from your account on the 1st of each month.

Interac

- Interac payment due and payable on the first business day of the month. You must also supply one undated cheque for the amount of the monthly fees so that in the event that payment has not been paid on the first business day of the month, the cheque will be cashed on the next business day. September's payment must be made by August 28, 2009 or your space will be given to another family.

There are no exceptions to this rule. Subsidy parents should talk to the Manager to find out what your parent portion (if applicable) is, and remit your Pre-Authorized Debit form in that amount.

Monthly Statements will be issued on the first or second working day of the month by way of email. The Parent Board will monitor accounts monthly. Failure to keep your account current could result in the loss of your space at the Program.

Under no circumstances will any of our staff accept cash payments for your monthly fees.

GOVERNMENT SUBSIDIZED FEES

For families that are eligible for funding it is your responsibility to ensure that your forms have been forwarded to our office by the 1st of the month for your renewal period. The Manager is NOT required to send notices out – renewals are completely the parent's responsibility.

Should we not receive your renewal by the 1st of the month, you will be billed and you will be required to make payment directly to the Program. When your subsidy has been approved, the Program will claim for that month and show a credit on your account. Any fines incurred on your account would remain your responsibility.

REFUNDS

Refunds do not apply should your child be away due to illness, holidays, withdrawal without a month's notice, etc. Should we discharge your child from the program without notice, you will be reimbursed any balance of fees paid for that month, based on the date your child was discharged.

LATE PICK UP FEES

Without exception you will be charged \$15.00 per child for every 15 minutes or portion thereof that your child remains at the Program after 12:00 noon. You will be billed accordingly on your account.

The Program monitors these instances and repetitive late pick-ups will be reported to the Parent Board and could result in the loss of your spot in the Program. If payment has not been received in 10 business days your account will be billed \$25 (per child) every 30 days thereafter.

If we have not been able to contact someone to pick up your child within 30 minutes we will call Emergency Day-care Services. Social Services will take the child into their custody until the parent is located. A note will be left at the centre stating where the child may be picked up. In the event of an unexpected delay (i.e. Flat tire) please call centre to notify staff as soon as possible.



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Hours of Operation		
3 year olds	Tuesday & Thursday	9:00 am to 12:00 noon
4 year olds	Monday, Wednesday and Friday	9:00 am to 12:00 noon

Fines and Penalties	
NSF Cheques	\$ 25.00
Late Pick Ups	\$ 15.00 / every 15 minutes or portion of
Improper Withdrawal Notice	1 Months Fees
Outstanding Fees	\$ 2.00 per day from the 1 st of the month
Fees Outstanding as of the 15 th of the Month	Your Child may not attend until the fees are paid, if you have not paid by the end of the month you may lose your space entirely.

(The Parent Board reserves the right to discharge your child from the Program after three of any of the above violations.)

WITHDRAWING THE PROGRAM

THIRTY (30) DAYS WRITTEN NOTICE FROM THE FIRST OF THE MONTH IS REQUIRED NO EXCEPTIONS.

Failure to provide written notification will result in payment of one month's fees.

TAX RECEIPTS

Receipts will be prepared no later than February 28 of each year. There is a \$25.00 charge for preparation of any duplicate receipt.

PARENT INFORMATION BOARD

From time to time, there will be notices posted on the Parent Notice Board. It is your responsibility to ensure that you read this information as it is posted. Should you have any questions or concerns we invite to you to either speak to the staff or contact us via fax, email or by letter.

TERMINATION OF SERVICES

The Parent Board may withdraw services for you and your child due to:

- ✓ 3 or more late payments, late pick-ups and/or NSF cheques.
- ✓ Non-payment of fees.
- ✓ Inability of the child or family to follow policies, procedures and rules of the program.
- ✓ Inability of the program to meet the needs of the child or family.

It takes a Community to raise a child



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The Parent Board will give the family one month's notice in writing when terminating services. If termination of services is due to non-payment of fees or for safety reasons (children or staff) no notice is required.

If a child or family is facing the possibility of termination due to the inability of the child or family to follow policies, procedures or rules of the Program, or the Program is unable to meet the needs of the child or family, the Manager may (but not always) notify the family of the possibility of termination at the time the concern arises. The Centre retains the right to terminate services immediately and without notice should the safety of the child, other children or staff be compromised.

CLOSURES

Weather Conditions – In the event of extreme weather conditions the School District will advise us as to if/when the school will be closed. In the event of school closures, the Centre will also be closed. (Should schools be open in the morning, but during the course of the day, the weather conditions should deteriorate, the Centre shall reserve the right to close.) Every attempt shall be made to give parents as much warning as possible. Please be aware that should the decision to close the Centre be made, due to weather conditions, it is solely for the safety of the children and staff.

MEDICATION

Medications (prescription and over the counter non-prescribed) may be administered by staff. It must be in the original container with the child's name on it and accompanied by a completed and signed Permission to Administer Medication (PAM) form (available at the Centre). All medications (prescription and over the counter non-prescribed) must be kept in our locked medication box. Staff may refuse to accept the responsibility of administering medication if they do not feel capable of doing so safely. Staff are not permitted to give medications in dosages that exceed those on the physician's prescription or those on the manufacturer's label (if it is a non-prescription medication), even if the parent indicates such on the PAM form.

ILLNESS

Parents/Guardians will be contacted should their child(ren) arrive, or become, ill at the Program. (cold, fever {100 degrees F or higher}, vomiting, suspicious rash, diarrhea, etc.). You will be required to pick up your child immediately. VIHA (Vancouver Island Health Authority – Licensing) regulations require that the child be removed from the Program when they are ill to ensure the health of all the children and staff at the facility.

Children returning to the program after having a communicable disease must have met the criteria for treatment as prescribed in the VIHA booklet 'Communicable Diseases'. A copy of this booklet is on file at the Centre. In some cases a note from the child's doctor may be required before returning to the program. Parents are required to inform the Centre if their child has contracted a communicable disease. (Chicken pox, impetigo, scarlet fever, head lice, etc.)

ACCIDENTS OR INJURIES

Pre K Supervisor, Program Coordinator, and/or Manager will decide whether or not to summon an ambulance or seek medical attention (i.e. hospital or clinic) in the event of an injury. Parent/Guardian or authorized emergency contact will be notified immediately.

Any injury that we believe requires emergency medical care will be documented and reported to the parent, Manager and VIHA within 24 hours. Minor injuries such as bumps, bruises and small scrapes or surface cuts, etc., can/will be tended to by the staff and brought to the parent's attention at pick-up time.

CHILD ABUSE

Any incident of suspected child abuse will be documented, reported to the Manager and to the Ministry of Children and Family Development: Child Protection immediately and without reservation.

Staff are not permitted to subject children to any form of physical punishment (shaking, shoving, spanking, hitting, etc.) or verbal or emotional abuse (belittling, degrading, humiliating comments, etc.) or deny physical necessities as a form of punishment (food, toileting, etc.). Staff may need to physically restrain a child if he/she is out of control and presenting a danger to themselves or others. This restraint will be in the form of holding and will only be used until the child has regained self-control.



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Any Staff member or volunteer suspected of abuse will be immediately removed from the facility and investigated accordingly.

DISCIPLINE POLICY

Our Staff adheres to the policy of redirections, time away periods (no longer than 1 minute per age of child), non-inclusions in some activities, and/or simple chores as appropriate methods of discipline and/or consequences. We like to involve the parents and teachers so your child has consistent expectations.

Please note that if a child displays dangerous physical behavior to other children, staff or themselves, the child may be moved to a safe area. Physical behavior towards any child or staff member is not tolerated and could result in immediate dismissal from the Program without notice. We make every attempt to work with the child and family with regards to behavioral issues. Our staff will observe the following steps.

- The parents/guardians will be notified of their child's inappropriate behavior verbally.
- The child and parent/guardian will meet with the Staff of the Program (including the Manager) to discuss the concerns and solutions.
- If after the above discussion the child is still having difficulties the parents/guardian will be notified in writing by the Manager with a copy of the letter going to the Parent Board.
- Should problems still occur the Parent Board may then exercise the Program's right to remove the child from the Program.

PERSONAL TOYS AND ITEMS

We encourage children to properly label all items brought to Little Wonders Preschool Program. Any child that brings a personal toy or piece of equipment brings it at his or her own risk. GAMEBOYS OR OTHER ELECTRONIC GAMES ARE NOT PERMITTED. We will however from time to time, select one day per week that the children may bring an electronic game. No cards of any sort will be permitted and any reading material that your child wishes to bring must be appropriate for all the children to read (ages 3 – 5).

Staff of the Program is not responsible for lost, stolen, or damaged belongings. The "Lost and Found" will be emptied at the end of each month. Equipment, school projects and other belongings being transported from school to home may be stored in a safe place by the Staff until the child leaves for home.

The Society is not responsible for lost or damaged items.

DROP OFF AND PICK UP PROCEDURES

When the children arrive in the morning, they should hang up coats and change into their inside shoes. Parents/caregivers must always sign their children in at the beginning and the ending of all classes.

Please take your child to the washroom before they begin to play. You are welcome to spend a few minutes with your child, helping him/her settle in for the day.

An authorized adult must sign the child out when they are picked up.

In the event that a child goes missing from the Centre our staff will follow the following procedures to find the child:

- Search the Centre
- Search the perimeter of the building (looking in the field and parking lot)
- Search the school, talking to the teachers as well as checking the office.
- If the child has not been found the parent(s) will be called. If we cannot contact them we then call the Emergency Contact person.
- Should either of these contacts not be able to verify the whereabouts of the child, we will then call the RCMP and a full search will be launched.



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CUSTODY AND SEPARATION AGREEMENTS

Information from the enrolling parent about custody is considered to be the advice that should be followed by childcare staff. Our Staff rely on this information to make sure that your child is released into the care of the appropriate person. Staff cannot deny a parent access to their child unless we have a copy of the court order which denies or limits the parent's access. Should you have a Court Order it is your responsibility to provide us with a copy upon registration.

RELEASE OF A CHILD

Children will only be released from the facility to a parent of the child or an authorized adult as authorized on the child information sheet.

Should you wish to add another person to the contact list you must do so in writing (letter, fax or email). No verbal requests will be accepted. Please make sure to advise anyone that is authorized to pick your child up that they will be asked for photo identification.

CONFIDENTIALITY

All staff and Parent Board members are to ensure the protection and privacy of personal information received from parents and children. We will collect only that information that is necessary for the delivery of services, and this information will be treated as confidential, and securely stored to ensure privacy. No information will be released without first receiving permission from the parent or staff, unless required by law (reporting abuse, legal investigations, etc.) during medical emergencies or when necessary to collect outstanding accounts.