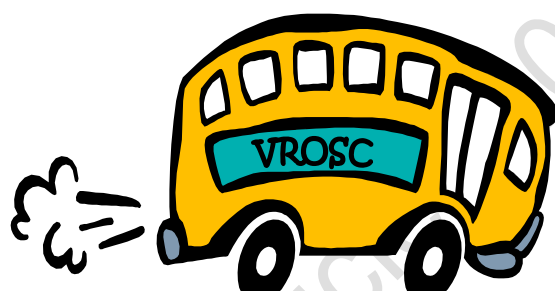


View Royal Out of School Care Society's



Parent Policies
2011 / 2012 School Year



View Royal Out of School Care Society
Parent Policies and Procedures
2011/2012 School Year



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WHO WE ARE

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. Membership is mandatory.

The Annual General Meeting is held yearly, notification will be forwarded to families via email and our Parent Info Board at least two weeks prior to the meeting date.

The Parent Board of Directors comprised of parents whose children are attending, or have attended, the Program and meets each month. All members are encouraged to attend.

It is important that the Parent Board hear your comments. They could be in regards to requests for changes in policies, suggestions on how to enhance the Program, new fund raising ideas, comments on how our staff are performing, etc. If you cannot attend a Parent Board meeting, please voice your comments/concerns in a letter or email. Please see the Manager for meeting dates and times.

OUR PHILOSOPHY

Safe Fun

OUR MISSION STATEMENT

We believe in providing a safe and fun environment where children may develop positive social skills such as responsibility, respect and cooperation through communication. (This environment should stimulate growth and provide opportunities for children to make choices that satisfy their individual needs.) We believe working as a team, with parents and teachers, is essential, in order to provide consistent care and guidance to each child. We welcome your involvement, suggestions and support.

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.



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REGISTRATION

Each year there will be a notice posted along with emails to remind you of when our Registration date for the new school year is.

We give families that are currently enrolled in our Program an opportunity to register prior to new families. It is the your responsibility, as parents to register your child by this date. It is *NOT* the responsibility of the Society or its employees to remind you.

In the event that all spaces are filled, those wishing to register will be placed on a wait list. In order to be considered properly registered for the upcoming school year you must complete and submit the following:

1. Registration, Agreement and Consents, Emergency Contact list (and supported documents mentioned in these documents.)
2. Registration fee
3. Monthly payment method (and associated forms)
4. Subsidy authorization (if applicable)

At View Royal Out of School Care Society our goal is to provide a safe and caring environment for all children who enrol in our program. We also seek to provide a safe and healthy working environment for our staff.

Part-time and drop-in care will only be available if space permits. If you need either, please talk to the Manager for more information.

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/ren (i.e., separation/divorce, death, difficulties in school, etc). The utmost confidentiality will be maintained.

INDIVIDUAL CARE PLANS AND SUPPORT NEEDS

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 behaviour. We strive to provide an inclusive and integrated environment which supports children as they develop and learn.

We are a facility that strives to adapt our program to include children with special needs (including physical, mental, emotional, behavioural, 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.



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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.

For further information about how Individual Care Plans are developed, speak to either our Program Coordinator or the Manager.

MONTHLY FEES

Monthly fees are due on the first day of each month.

We offer two options for your convenience for monthly payments.

Pre-Authorized Debit (PAD), with your authorization, we will debit your account automatically each month on the 1st of the month for your monthly fees. Should you wish to

make a change regarding your PAD, we require notification prior to the 20th of the month. As we are required to process our PAD information on a certain date each month, any requests received after this date will not be updated until the next month.

Interac (Debit card), payments are due on or before the first business day of each month and may be made weekly, biweekly or monthly, as long as your monthly fees are paid prior to the first business day of the month. If we have not received your payment by the 2nd business day you will be contacted and advised that if your payment has not been made by the end of that business day, your space is frozen as of the next day and your child may not attend until payment in full has been received.

If the funds have not been received by the 15th of the month, the Society will advise you in writing (either by letter or email) as to the status of your space in the program (this could include losing your space altogether).

Subsidy parents should talk to the Manager to find out what their parent portion (if applicable) is and make arrangements for your monthly payments with the Manager along with ensuring that their Subsidy Authorization is received prior to your child attending. If we do not have the Authorization prior to their start date you will be responsible for payment of the fees in full for that month and will be credited once we have received the Authorizations and the funds from the Ministry.

Monthly Statements will be issued prior to the first of each month and are sent to you via email.

Fees for extra hours of care on Professional days or for early dismissal will be billed to you at the end of each month and are due and payable by the 1st of the month.

The Parent Board will monitor all accounts monthly. Failure to keep your account current could result in the loss of your space at the Program.

Please note that we will only accept Pre-Authorized Debit or Interac payments. **We do not accept personal cheques or cash payments.**

PROFESSIONAL DAYS, SPRING AND WINTER BREAKS

Professional Day, Spring and Winter Break sign-ups will be posted on the Parent Board and we will also email you the pertinent information. Once we have closed the sign-up, we will determine whether we have enough children to open on that date. You will be advised either by way of email, printed note or verbally by one of our staff as to whether or not we are offering care for that day.

Once you have been notified that your child is registered for this Professional day you will be billed accordingly.



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Should you wish to cancel your space, you will still be billed unless another child registers and takes your child's space.

Fees Outstanding (from the 1st of the month)	\$2.00 per day
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CALCULATION OF FEES

Monthly fees are based on an average number of school days per month. Regardless of the number of school days in a month, the monthly fee remains the same. Discounts and/or pro-rated fee are not applied during December or March when the number of school days are less.

Please note that Professional days and Spring and/or Winter Break days are not included in your monthly fee calculation.

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.

GOVERNMENT SUBSIDIZED FEES

For any families that are eligible for this funding it is your responsibility to ensure that your forms have been forwarded to our office by the by the 20th of the month prior to date that they are authorized to start. For example, if your authorization starts on January 1, our office must receive the documentation by the 20th of December. We are DO NOT send reminders, renewals are completely the parents' responsibility.

All families are responsible for payment of the first month of fees, unless you can supply us with your Subsidy Authorization which shows View Royal Out of School Care Society as the Caregiver. Once we receive your Authorization, we will send our claim in and your account will show a credit on your account which will be used as your Parent Portion. If at the end of the school year your account still has a credit balance, you have the option of using the credit towards Summer Camp (if you chose to have your child attend), credit for the next school year if you are registered or you may request a refund cheque.

FINES AND PENALTIES

DESCRIPTION	FINE OR PENTALTY
NSF Cheques	\$25.00 Admin fee
Late Pick Up	\$15.00 for each 15 min
Failure to give 1 month's notice to withdraw from Program	1 month's fees

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 5:45 pm. You will be billed accordingly on your account.

Please note that 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.

In the event of an unexpected delay (i.e. Flat tire) please call centre to notify staff as soon as possible

If we have not been able to contact someone to pick up your child within 30 minutes of closing 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.

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.

PROGRAM CALENDAR

We operate Monday to Friday throughout the school year including most Non-instructional days, with the following exceptions:

- | | |
|-----------------|---------------|
| New Years day | Good Friday |
| Easter Monday | Victoria Day |
| Canada day | BC Day |
| Labour day | Thanksgiving |
| Remembrance day | Christmas Day |
| Boxing day | |

In accordance with our lease agreement with the School Board we will be closed the last week of Summer holidays. Programs may be closed on other days if necessary (repairs, cleaning, staff development, etc.).

PARENT INFORMATION BOARD

We primarily use email to keep our families informed as to what is happening at the Centre; however we are aware that not everyone may have email. Therefore, we will post notices on the Parent Notice Board. It is your responsibility to ensure that you read this information as it is posted.



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Should you have any questions or concerns we invite to you to either speak to the staff or forward the same to us via fax, email or by letter.

registration, if the Program is full and another family requests the space, you will be reimbursed. If we are not full, you will not be reimbursed your deposit.

Hours of Operation	
Before School Care	7:15 am to 8:45 am
After School Care	2:45 pm to 5:45 pm
Professional days, Winter and Spring Break we are open as follows:	
7:30 am to 5:30 pm	

ABSENTEEISM, LATE ARRIVALS

If your child is not attending the Program on a particular day, it is your responsibility to notify us by **1:00 PM** that day. You may advise us by any of the following methods: phone, fax, email or in person. Failure to do so will result in the following fines:

- First offence** \$50.00 fine (per family) and a letter from the Program.
- Second offence** \$50.00 fine (per family) and a letter from the Parent Board.
- Third offence** \$50.00 fine (per family) and notice of your child's discharge from the Program

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.

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 Centre Manager will 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.

WITHDRAWING YOUR CHILD(REN) FROM THE PROGRAM

Should you wish to you wish to withdraw you child from one of our Programs, you are required to submit in writing one month's written noticed which is accepted on the 1st of the month precluding the month of withdrawal.

Should insufficient notice be given you will be billed one month's fees.

Spring and Winter camps require a deposit which is announced prior to registration which is non refundable. Should you wish to cancel your space after notification of

You may appeal the fine; all appeals must be submitted in writing. The Parent Board at their next meeting will review your appeal request.

PLEASE KEEP IN MIND THAT IF YOU CALL THE SCHOOL'S SAFE ARRIVAL SYSTEM YOU ARE STILL REQUIRED TO CALL OUR CENTRE DIRECTLY. WE ARE NOT PART OF THE SCHOOL'S SAFE ARRIVAL SYSTEM.

LATE PICK UP

Should we not hear from you prior to our closing time of 5:45 pm our staff will make every effort to contact you and the listed Emergency Contacts that you have supplied to us to make arrangement for someone to attend to your child. In the event of an unexpected delay (i.e. Flat tire) please call centre to notify staff as soon as possible.

If we have not been able to contact someone to pick up your child within 30 minutes of closing 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.

Please note that 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.

BEFORE SCHOOL CARE SIGN IN AND DISMISSAL

Each child must be signed in by a parent and/or guardian. Please advise our staff if your contact number for the day will be different. This will ensure that the staff will be able to contact someone quickly in the case of an emergency.



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At approximately 8:40 am the children are dismissed so that they make their way to school on time.

If your child is attending Kindergarten or Grade 1, our staff will walk them to the school.

OUT OF SCHOOL SIGN IN

Kinders will be picked up from the school by one of our staff.

In Early spring, the Grade 1 children will be encouraged to make their way down to the Centre as a group.

Grades 2 through to 5 are responsible for arriving at the Centre on their own.

All children are asked to be down to our Centre no later than 3:00 pm for sign in.

If a child has not signed in by 3:00 pm the following occurs:

- One of our staff goes to the school looking for the child, speaking to teachers and the office administrator.
- Search the perimeter of the building (looking in the field and parking lot)
- 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 is launched

SIGN OUT PROCEDURES

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 is launched.

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 adult (we will not release your child to anyone under 16 years of age) 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.

MEDICATION

Medications (prescription and non-prescription) 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 non-prescription) 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 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.

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 Manager or Program Coordinator if their child has contracted a communicable disease. (Chicken pox, impetigo, scarlet fever, head lice, etc.)



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ACCIDENTS OR INJURIES

It will be at the discretion of the Manager, Program Coordinator as to 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.

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

DISCIPLINE POLICY

Tools such as **redirection, discussion and taking time away from the group** will be implemented to help the children be aware of the rules and expectations.

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.

Please note that if a child displays dangerous physical behaviour to other children, staff or himself, the child may be moved to a safe area. We make every attempt to work with the child and family with regards to behavioural issues. Our staff will observe the following steps.

1. The parents/guardians will be notified of their child's inappropriate behaviour verbally.
2. The child and parent/guardian will meet with the Staff of the Program (including the Manager, Program Coordinator and Team Leader) to discuss the concerns and solutions.
3. 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.
4. Should problems still occur the Parent Board may then exercise the Program's right to remove the child from the Program.

Our Staff will make every effort to follow the above steps however; should any incident occur that is deemed to be severe in nature, immediate dismissal could be required.

SMOKING

Smoking is not permitted on the grounds of View Royal OSC nor is it permitted inside the building.

FOOD AND DRINK POLICY

Our staff promotes healthy eating and nutritional habits and safe drinking water is available for all children at all times.

A calendar of our snacks is located by our kitchen for all families to review.

If a child has specific nutritional requirements, we will ensure that all staff understand and comply with these requirements. In some cases, due to the nature of the restrictions, the family may chose to bring in their own snacks for the child.

We provide a healthy and nutritious snack every afternoon consisting of a variety of food choices. We would ask that you also send additional snacks to compliment what we are offering them.

Our Centre is Peanut Safe and we remind all families to refrain from sending their child with any peanut products to support this.

The children are reminded that sharing food is not permitted at any point during their time at our Centre.

PERSONAL TOYS AND ITEMS

We encourage children to properly label all items brought to the Out of School Care. Any child that brings a personal toy or piece of equipment brings it at his or her own risk.

Please ensure that your child's inside shoes and extra set of clothing is clearly labelled.



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GAMEBOYS OR OTHER ELECTRONIC GAMES ARE NOT PERMITTED. We will however from time to time, select a day when the children may bring an electronic game. "E" games only.

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 4 – 12).

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.

HOMEWORK

The Staff of the Program are not responsible for ensuring that the children do their homework while at the Program. However, there is space provided if a child wishes to do their homework at the centre.

OUTSIDE OUR CENTRE HOURS

As a reminder to both our families and staff members, any contact between yourselves outside our Centre hours is strictly between you, whether this is on a personal or business basis.

SCHOOL CLOSURES

Weather Conditions – In the event of extreme weather conditions if the School District chooses to close the school, the Centre will also be closed. If the District announces that our school is opening later in the morning, we will also open at that time. (Should schools be open in the morning, but during the course of the day, the weather conditions 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.

Strike Closure The following is the View Royal Out of School Care Society's policy should View Royal Elementary School, and, by association, the Centre be picketed.

- If there is no picket line set up at 7:15 am, our Before School Care program will open as usual.

- As soon as a picket line is established, set up at 7:30 am (for example), no further children will be accepted at the Center. Any children in

attendance will be taken up to the school at 8:45 am and the school administration will be responsible for your child.

- If the picket lines come down at:
 - 2:30 pm - we will be open for After School Care and we will advise the school administration that any children attending our Program can be sent down at 2:45 pm.
 - 2:45 pm - we will not be offering After School Care.

It is the parents/guardians responsibility to be aware of the status of picket lines and make arrangements for the care/pick up of their children.

Please be reminded that if your child is in Before School Care and the picket lines go up after you have dropped them off with us, **it is your responsibility** to contact the school so that you are updated as to the picket line status.

Our staff will arrive on time for their shifts but in the event that a picket line has been set up, they will not be required to cross the picket line.

We ask that you check the local TV and radio stations for up to date information with regards to the strike or contact the school, if the lines are up there will be no one at the Center to take your calls.

We will give you as much warning as possible in this situation.

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 debt.