



BUS-tin'out Summer Camp 2011

PARENT POLICIES

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/guardians whose children are attending, or have attended, the Program and meets once a month. Members are encouraged to attend.

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.

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.

OUR STAFF

We are so fortunate to have an incredible group of individuals who are working with your child on a day to day basis. Each member of our team has varied interests, skills, experience and education. Each staff member possess the following, in accordance with VIHA and our Society's requirements.

- A medical practitioner's statement indicating that they are physically and psychologically capable of working with children.
- Has completed a course, or combination of courses, amounting to at least 20 hours duration in child development, guidance, health and safety and/or nutrition.
- Standard First Aid and CPR C
- A clean Criminal Record check.



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REGISTRATION

Registration information for our Summer camp is generally announced in March or April each year. We also announce the registration information on our website (www.viewroyalosc.com) and advise families in our Out of School Care programs via email along with a notice printed on the Parent Board at our Centre.

It is the parent/guardian's responsibility to check these dates NOT the responsibility of The Society or its employees to remind you.

Registration is done on a week by week basis and part-time care will only be available if space permits (meaning that we are not full in the week you are inquiring about). In the event that the week you wish to register is full, we do offer to place your child on a waitlist and will contact you should a space open up.

Our registration process for 2011 has changed. Please note the following:

1. Initial Registration information (April) and registration fee (\$40.00 per child)
2. In May we will forward the balance of the registration documents which must be completed and returned by the end of May. Failure to complete these documents may result in the loss of your space.

CANCELLATION OF SPACE

Once you have registered, there is *no cancellation* of your space without payment unless; the week you are looking to cancel has a waitlist and another family is able to take your space. Once confirmed, you will not be responsible for the fees that week. If there is no one to take your place from our waitlist, you are responsible for the weekly fee.

Our Society reserves the right with proper notice (2 weeks) to cancel any week due to lack of enrolment (meaning half of our weekly limit or less).

For further information or clarification, contact either our Program Coordinator or Manager

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.

FEES

Weekly fees are due and payable on or before two weeks prior to the first day of the camp that your child is attending. Refer to the Payment Schedule below for payment dates.

Week of :	Cost	Payment due date:
Week 1 (July 4 to 8)	\$ 165.00	June 20, 2011
Week 2 (July 11 to 15)	\$ 165.00	June 27, 2011
Week 3 (July 18 to 22)	\$ 165.00	July 4, 2011
Week 4 (July 25 to 29)	\$ 165.00	July 11, 2011
Week 5 (August 2 to 5)	\$ 135.00	July 18, 2011
Week 6 (August 8 to 12)	\$ 165.00	July 25, 2011
Week 7 (August 15 to 19)	\$ 165.00	August 2, 2011
Week 8 (August 22 to 26)	\$ 165.00	August 8, 2011

We offer two options for your convenience for your fees throughout the summer.

1. **Pre-Authorized debit agreement.** Your weekly fee will be debited on the dates noted in the chart. Indicate on the appropriate documents that you wish to continue with PAD payments. If you are currently part of our Programs. Complete the PAD forms and return them to our office along with and a VOID cheque.

OR

2. **Interac payment** due and payable on or before the dates noted in the chart.

If we do not receive your payment on the scheduled due date, you may lose your space for that week and possibly any other weeks that you have registered your child for throughout the summer.

We do not accept personal cheques or cash for weekly fees.

The Parent Board monitors all accounts; failure to keep your account current could result in the loss of your space in our Program.



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REFUNDS

Should we discharge your child from the program without notice, you will be reimbursed any balance of fees paid at that point in time, 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 June 15th, 2011. If we have not received your authorization by this date, you will be required to pay the weekly fees owing until the appropriate Authorization has been received.

Once we have received your Authorization, we will remit our claim, when funding has been received your account will show a credit which will be used as your Parent Portion. If at the end of the summer your account still has a credit balance, you have two options:

1. If your child attends our School year program, the credit can be used for your future Parent portion fees.
2. You may request in writing (letter, email, fax) that we send you a refund cheque.

We do NOT send reminders; renewals are completely the parents' responsibility.

Contact the Manager for information about your parent portion for each week your child is attending before June 15th, 2011.

FINES AND PENALTIES

DESCRIPTION	FINE OR PENTALTY
Late Pick Up	\$30.00 for each 15 minutes or portion of

LATE PICK UP FEES

Without exception you will be charged \$30.00 per child for every 15 minutes or portion thereof that your child remains at the Program after 5:30 pm. Your account will be billed accordingly.

The Society 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 an additional \$25.00 (per child) every 30 days thereafter.

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.

CARE PLANS

Care Plans are a requirement of our facility being licensed. Care plans are drawn up to cater to each child's individual needs which can be of varying nature. (Allergies, (food and/or medical), behavioral considerations, physical requirements, etc.).

Parents of children with known special considerations 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 your child requires extra support, has special medical and/or behavioural requirements a care plan must be created. We will work with the family (and any outside resources that that they request) to ensure that all of the child's needs are included in the Care Plan.

Further information regarding how individual Care Plans are developed, please refer to either or Program Coordinator and/or the Manager

PROGRAM HOURS AND CLOSURES

We operate Monday to Friday throughout the summer, we will be **closed on BC day, Monday, August 1, 2011.**

Our last day of summer camp, is Friday, August 26th, 2011.

Our hours are:

Monday to Friday **7:30 am to 5:30 pm**

We may from time to time leave the doors open prior to 7:30 am so that our staff can enter the building. If you arrive prior to 7:30 am, we would ask that both you and your child remain in the cubby area until sign in begins at 7:30 am so that our staff can set up. This is also a requirement of both our rental agreement and our insurance. Thank you for understanding.

PARENT/GUARDIAN 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 forward the same to us via fax, email or by letter.

TERMINATION OF SERVICES

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

- ✓ late payments, failure to notify us of your child's absence, late pick-ups
- ✓ 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.



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If possible (situation dependant), the Parent Board will give 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.

MORNING SIGN IN

Each child must be accompanied by an adult in the morning. That adult will not be permitted to sign the child in until our staff can verify that the child is in the appropriate room, once this has been verified, the adult may sign the child in.

For safety reasons we suggest that younger children are not left in your vehicle unattended as the sign in process may take several minutes.

Kindly 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.

CUSTODY AND SEPARATION AGREEMENTS

Information from the enrolling parent/guardian 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/guardian of the child or an adult (we will not release your child to anyone less than 16 years of age, a written letter of authorization for periodic pick up from someone between 16 and 19 must be on file) 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. We ask that you remind anyone that is authorized to pick your child up that they will be asked for photo identification.

ABSENTEEISM, LATE ARRIVALS

A schedule will be posted on the windows located at the Front Door. We will also email you the schedule one week prior to the week that they will be attending.

If your child is not attending the Program on a particular day, it is your responsibility to notify us by 9:00 am.

Your child **will be required to be at the Centre every day by 9:00 am without exception.** As we have so many great activities planned for the children this summer, we reserve the right to leave earlier than the scheduled time on your weekly itinerary. We will never leave before 9:00 am.

If you arrive later than 9:00 am, you will need to call the Centre cell phone (the number will be posted on the front door) and make arrangements to meet up with our group or make your own arrangements for that day. You will not be refunded any fees should this happen.

Our scheduled programming starts at 9:00 am, and often when a child arrives after this time, they may miss one activity. This may and in the past has upset some of the children. So that everyone can enjoy the daily activities it is important that everyone is here on time.

We frequently have scheduled times for activities and it is not fair to the venue or the other children to hold everyone up because someone arrives late.

Should you need to pick your child up before 3:30 pm on any day, please make arrangements at least 2 days ahead with staff as we cannot guarantee that we will be back from our trip before that time.

LATE PICK UP

Should we not hear from you prior to our closing time of 5:30 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, traffic) 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.



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The Society 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.

MISSING CHILD

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)
- If the child has not been found the parent/guardian will be called. If we cannot contact them we then call the Emergency Contacts.
- 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.

If at any point during an out-trip a child is missing we will do a five minute area search. After 5 minutes, we will call 911

SMOKING

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

ALLEGED IMPAIRED PICK-UP

View Royal Out of School Care Society takes every reasonable precaution to prevent any person unable to provide care from gaining access to a child. If a staff member believes the child to be at risk, they will offer to call a taxi, relative, or friend to pick up the person and child. As required by law, our staff may call Child Protection Services and/or the police in the event that a child is taken off premises by an allegedly impaired person.

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/guardian 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.)

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/guardian'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.

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 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.

Proper steps will then be followed to report the use of emergency restraint to the parents/guardians and our Licensing body (VIHA).

If a child displays dangerous physical behaviour to other children, staff or themselves, 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. We may



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work with the parent/guardian to put a Care plan in place for the child as well as 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.

In the event that a child's behaviour is consistently unsafe or inappropriate, and our staff are concerned that the behaviour will continue to escalate despite their efforts to redirect the child, parents/guardians will be contacted. A plan will be developed concerning the rest of the day and possibly the balance of the week. It is possible that the parents/guardians (or if unavailable, someone from the authorized pick up list) may be asked to come and pick the child up as soon as possible (generally within a half an hour after the phone call).

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 list of our daily snacks is posted weekly on the whiteboard 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 Nut Safe and we remind all families to refrain from sending their child with any nut 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. Personal toys and equipment are generally not permitted to be used while at the Centre.

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.

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).

The Society and its staff are not responsible for lost, stolen, or damaged belongings. The "Lost and Found" will be emptied at the end of each month.

CLOSURES

Weather Conditions – In the event of extreme weather conditions, we reserve the right to close the program for the safety of the children and staff. Should we 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. Should the decision to close the Centre be made, due to weather conditions, it is solely for the safety of the children and staff.

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.