

BUS-tin'Out Summer Camp 2019

PARENT POLICIES



WHO WE ARE

The View Royal Out of School Care Society was established in 1993 and our members are composed of parents and/or guardians of children enrolled in our programs. All parents/guardians of children participating in our programs are members of our Society.

The Society is governed by a Parent Board of Directors, comprising parents whose children are attending, or have attended, our programs. The Parent Board meets each month and all members are welcome and encouraged to attend. The Parent Board holds an Annual General Meeting each fall, notification of which will be emailed to families and posted on our Parent Information Board at least two weeks prior to the meeting date.

It is important that the Parent Board hear your comments, for example, requests for policy changes, suggestions for enhancing the program, ideas for fundraising, and comments regarding staff performance. If you cannot attend a Parent Board meeting, please voice your comments/concerns in a letter or email. Please see the Manager of Operations or Program Manager for meeting dates and times.

OUR PHILOSOPHY

Our philosophy is simple - **Safe Fun!**

OUR MISSION STATEMENT

We believe in providing a safe and fun environment in which 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 that 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

BE SAFE

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

BE RESPECTFUL

- **Always be respectful. Listen to your friends, parents and leaders. Take turns and share.**

BE RESPONSIBLE

- **Take care of possessions belonging to yourself and the Centre. Use problem-solving skills to resolve disputes with friends. Ask for help when needed.**

OUR STAFF

We have an incredible group of individuals working with your child on a day to day basis. While each member of our team has varied interests, skills, experience, and education, they all possess the following, in accordance with Island Health and our Society's requirements:

- At least 20 hours of courses in child development, guidance, health and safety, or nutrition
- Standard First Aid and CPR C
- A clean Criminal Record check

CONFIDENTIALITY

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



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SUMMER CAMP CONTACT INFORMATION

Physical Address:

218 Helmcken Road,
Victoria, BC V9B 1S6

Centre Phone: (250) 744-2718

Camp Cell Phone: (778) 676-5073

Email: admin@viewroyalosc.com

Website: www.viewroyalosc.com

PROGRAM HOURS AND CLOSURES

BUS-tin' Out Summer Camp operates
Monday to Friday from 7:30am to 5:30pm.

Please note children may not be signed into camp before 7:30 am. This is a requirement of both our rental agreement and insurance. If you arrive prior to 7:30 am, please wait outside or in the cubby area until 7:30 am. Thank you for your understanding and compliance.

The first day of camp will be Tuesday, July 2nd and the last day of camp will be Friday, August 23rd

Camps will not operate on:

- **Monday, July 1st (Canada Day)**
- **Monday, August 6th (BC Day)**

SUMMER CAMP REGISTRATION

Registration information is generally announced in April. We will announce the registration information on our website and advise families in our Out of School Care programs via Sandbox on the Parent Portal. Information will also be displayed on the Parent Board in the main Centre.

Please note that it is the responsibility of parents/guardians to be aware of registration dates, and that it is not the responsibility of staff to provide reminders.

We accept registrations for full weeks of care. Part-time care will only be available if space permits (i.e., if our spaces are not

filled with weekly registrations). In the event that our camp is full for any given week, we can place your child on a waitlist and contact you should a space open up.

Children attending our Summer Camp must have been registered with the School District during the 2018/2019 school year: as a licensing requirement, we cannot accept children entering Kindergarten in September 2019.

Detailed camp schedules and information will be sent via the Parent Portal on Sandbox one week in advance. The current weekly schedule will also be posted on the Parent Info Board.

UPDATING OF REGISTRATION INFORMATION

It is ***IMPERATIVE*** that the program be notified of any changes to your home or work phone number, address, allergies, custodial arrangements, authorized pick-up persons and emergency contacts, as well as any other 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's behavior or wellbeing (i.e., separation/divorce, death, etc.). The utmost confidentiality will be maintained.

MORNING SIGN IN

Children must be signed into camp each morning by way of our digital sign in, TimeClock. Sign in may not occur before 7:30 am.

Please plan to sign in your child by 9:00am each day. Our scheduled activities begin at 9:00am and these activities frequently involve leaving the Centre for out-trips. Note that we will not leave the Centre before 9:00am; however, we will not delay a trip due to the late arrival of a camper.

Kindly advise our staff if your contact number for the day will be different than what is indicated in the registration documents. This will ensure that we can reach you in case of an emergency.

LATE ARRIVALS AND CHILD ABSENCES

If you arrive after 9:00am and the group has left the Centre, please call the camp cell phone (778-676-5073) to either make arrangements to meet up with the group or notify the camp that you have made alternate childcare arrangements for the day. The camp cell phone number will be posted on the front door of the Centre.

If your child is not attending Summer Camp on a particular day, it is your responsibility to notify us by 9:00am either by calling and speaking to a Team Lead or Manager. You will be asked your name and timecode for security reasons.

SIGN OUT PROCEDURES AND RELEASE OF A CHILD

Children will only be released from the Centre into the care of their parents/guardians or an adult, at least 19 years of age, specified on the Authorized Pick-Up list. An authorized adult (i.e., adult named on the Authorized Pick-Up list) must use the digital sign out via TimeClock upon pick-up. At any time, should you wish to add/remove a person to/from the Authorized Pick-Up list, you may send in a request via Sandbox. No verbal requests will be accepted. We ask that you advise those persons authorized to pick up your child that they will be asked for photo identification.

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

LATE PICK-UP PROCEDURE

If we have not had contact with you by 5:30pm regarding the pick-up of your child, our staff will attempt to call parents/guardians and other listed Emergency Contacts. In the event of an unexpected delay (e.g., flat tire, heavy traffic), please call the Centre to notify staff as soon as possible.

If, 30 minutes after closing, we have not been able to contact someone on the Authorized Pick-Up/Emergency Contact list to pick up your child, we will call Emergency Day-Care Services, who will

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take the child into their custody until a parent/guardian is located. A note will be left at the Centre stating where the child may be picked up.

FEES

We offer two payment options for your convenience:

1) Pre-Authorized Debit (PAD) - Your weekly fee will be debited on the date(s) indicated in the chart below. For families who currently have PAD for Out of School Care fees, a new PAD form and void cheque are required for Summer Camp, as payment dates and/or frequency of debit will be different.

2) E-transfer –

Email address: admin@viewroyalosc.com

Question: where are you?

Answer: viewroyal (no caps or spaces)

If we do not receive your payment by the scheduled due date, you may lose your space for that week. Your account must be in good standing before you can [register your child for subsequent weeks.](#)

We do not accept personal cheques, credit cards, or cash.

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

Weekly fees are due and payable on the Monday two weeks prior to the week of camp in question. Refer to the Payment Schedule for payment dates.

2019 Payment Schedule

Camp Week	Cost	Payment Due Date
Week 1 July 2 - 5	\$ 180.00	June 17
Week 2 July 8 - 12	\$ 225.00	June 24
Week 3 July 15 – 19	\$ 225.00	July 1
Week 4 July 22 - 27	\$ 225.00	July 8
Week 5 July 29 – Aug 2	\$ 225.00	July 15
Week 6 Aug 5 – 9	\$ 180.00	July 22
Week 7 Aug 12 - 16	\$ 225.00	July 29
Week 8 Aug 19 – 23	\$ 225.00	Aug 5

GOVERNMENT SUBSIDIZED FEES

Families are encouraged to apply for the Affordable Child Care Benefits (formerly Subsidy) or ACCB. Families can make their application online and ensure that we receive their authorization in our office on or before June 1st, 2019. If we have not received your authorization by this date, you will be required to pay your weekly fees until the Authorization has been received.

Once we remit our claim to ACCB and the funds are received your account will be credited with these funds. Parents receiving ACCB must speak to the Manager by June 15, 2019 regarding their parent portion.

ADDITIONAL FEES AND FINES

Fine	Amount
Late Pick-Up	\$30 for each 15 minutes or portion of
Late Fee Payment	\$10.00 per day



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 5:30pm. You will be billed accordingly.

Late pick-ups are monitored by staff, and repeated incidents are reported to the Parent Board and could result in the loss of your space in the program. If payment has not been received in 10 business days, your account will be billed \$25.00 per child every 30 days thereafter.

LATE PAYMENT FEES

If we have not received your camp fees by the due date, your account will be charged a \$10.00 per day late fee. This will be billed on your next statement and you will be required to pay the balance in full by the next payment due date. An invoice for the charge will be available on the Parent Portal.

If we have not received your fees by the next payment due date, your space will be frozen and your child may not attend our programs until payment has been received in full. The late fee of \$10.00 per day will continue to be charged until payment has been received.

In the event that one parent/guardian fails to pay their portion of fees, the other parent/guardian listed on the registration documents will be responsible for payment of these fees. For further information, please contact the Manager.

REFUNDS

Should your child be absent from Summer Camp due to illness, holiday, etc., refunds or reimbursements will not be granted.

Should we discharge your child from the program without notice, you will be reimbursed any balance of fees paid, based on the date that your child was discharged.

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If, at the end of the summer, your account has a credit balance, you have the option of receiving a refund or applying the credit towards next year's Out of School Care fees.

TAX RECEIPTS

Receipts will be ready for you to print via Sandbox as of January 1st each year.

CANCELLATION OF SPACE

Once you have registered, there is *no cancellation* of your space without payment unless the week for which you are looking to cancel has a waitlist and another family is able to take your space. Once another family confirms, you will not be responsible for the fees for that week. If there is no one on the waitlist to take your child's space, you will be responsible for the weekly fee.

Our Society reserves the right to cancel camp for any week due to low enrollment. Registered families will receive at least 2 weeks' notice in this instance.

For further information on registration or cancellation, please contact the Manager.

TERMINATION OF SERVICES

The Parent Board may revoke your child's program space due to:

- Repeated instances of late payments or late pick-ups;
- Non-payment of fees or returned payments;
- Inability of the child or family to follow policies, procedures and rules of the program; or
- Inability of the program to meet the needs of the child or family.

If a child or family is facing the possibility of termination due to an inability of the child or family to follow policies,

procedures, or expectations of the program, or if the program is unable to meet the needs of the child or family, the Manager will notify the family of this possibility as soon as possible. If termination of services is due to non-payment of fees or the safety of children or staff, no notice is required. The Centre retains the right to terminate services immediately and without notice should the safety of the child, other children, or staff be compromised.

CUSTODY AND SEPARATION AGREEMENTS

Information about custody arrangements provided by the enrolling parent/guardian is the advice followed by our staff and management. Staff rely on this information to make sure that your child is released into the care of an authorized person. Staff cannot deny a parent access to his or her child unless we have a copy of the court order denying or limiting the parent's access. Should you have a court order, it is your responsibility to provide us with a copy upon registration.

MISSING CHILD PROCEDURE

In the event that a child goes missing from the Centre, staff will act in accordance with the following procedure:

- Search the Centre
- Search the perimeter of the building including the field and parking lot
- If the child has not been located, parents/guardians will be called. If parents/guardians cannot be reached, staff will attempt to contact a person on the Emergency Contact list.
- Should parents/guardians and Emergency Contacts not be reachable by phone or if they cannot verify the whereabouts of the child, we will contact the RCMP and a full search will be launched.

If a child goes missing during an out-trip, staff will search the area for 5 minutes,



after which time 911 and parents/guardians will be called.

CARE PLANS

As a licensing requirement, Care Plans must be created if your child requires extra support or has specific needs that may affect participation in the program. These needs or conditions may involve dietary restrictions, allergies, medications, behavioral considerations, physical or behavioral diagnoses, physical restrictions, etc.

Staff and management will work with families to create a Care Plan. Once developed, a printed draft of the Care Plan will be given to you, as parent/guardian. You will have one week to request any changes. The final document will be presented to you, to be signed and returned within a specified time period, usually one week. If the document has not been received within this period, either the Team Lead or Manager will contact you and advise you that your child will not be permitted to attend until the document is duly signed and returned.

Parents of a child with **known special needs must disclose and discuss** their child's needs with the Team Leads and/or management prior to enrolment.

Failure to do so may result in termination of services.

PARENT INFORMATION

While we primarily use the Parent Portal on Sandbox to keep our families informed about Centre happenings, we also post information, notices, and sign-up sheets on the Parent Information 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 contact the staff or management.

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MEDICAL INFORMATION

We require immunization documents for each child, unless indicated on your registration forms. If your child is not immunized, you must remove your child from our program if there is a suspected or confirmed outbreak of a communicable disease. Your child may return to our program once we receive a written medical note stating that the child can return safely.

MEDICATION

Prescription or non-prescription medication required by your child may be administered by program staff. Medication must be in the original container, labelled with your child's name, and accompanied by a completed and signed Permission to Administer Medication or Permission to Self-Administer Medication form, available from the Centre. Staff members are not permitted to give medications in dosages that exceed those on the physician's prescription or manufacturer's label, even if the parent indicates such on the permission form. Staff may refuse to accept the responsibility of administering medication if they do not feel capable of doing so safely.

All medications are to be stored in our medication box, which is kept out of the reach of children.

ILLNESS

Staff will contact you should your child arrive ill, or become ill while at the program. If your child exhibits severe cold symptoms, fever, vomiting, suspicious rash, or diarrhea, you will be contacted and required to pick up your child immediately.

Parents/guardians are required to inform management or staff if their child has contracted a communicable disease (for example, chicken pox, impetigo, scarlet fever, head lice). Children returning to the program after having a communicable disease must have met the criteria for

treatment as prescribed in the Vancouver Island Health Authority/Island Health booklet 'Communicable Diseases'. A copy of this booklet is on file at the Centre. In some instances, a note from the child's doctor may be required before the child is permitted to return to the program.

ACCIDENTS OR INJURIES

In the event that a child is injured while at the program, staff and/or management will assess the severity and nature of the injury. Minor injuries, such as bumps, bruises, and small scrapes or surface cuts, can and will be tended to by the staff and brought to the parent's/guardian's attention upon pick-up.

If staff and management believe that an injury requires emergency medical attention, an ambulance may be called or the attention of a physician sought. Any injury requiring emergency medical care will be reported to the child's parents/guardians immediately and to Island Health within 24 hours.

DISCIPLINE POLICY

Techniques such as redirection, discussion, and taking time away from the group will be implemented to help children understand and follow Centre rules and expectations.

Staff are not permitted to subject children to any form of physical punishment (shaking, shoving, spanking, hitting, etc.), verbal or emotional abuse (belittling, degrading, humiliating comments, etc.), or to deny physical necessities as a form of punishment (food, toileting, etc.).

If a child displays behavior that endangers the safety of other children, staff or themselves, the child may be asked to move themselves to a safe area. Restraints may be used when there is an imminent risk to the health or safety of children in care. This restraint will only be



used in an emergency situation and until the child has regained self-control. The use of an emergency restraint will be reported to our Licensing body within 24 hours.

We make every attempt to work with children and families to manage and resolve behavioral issues. Our staff will observe the following process:

1. Parents/guardians will be verbally notified of their child's inappropriate behavior.
2. If problems persist, the child and parent/guardian will meet with program staff to discuss concerns and solutions.
3. If, after the aforementioned discussion, the child is still having difficulties functioning safely in the program, parents/guardians will be contacted in writing by the Manager, with a copy of the letter going to the Parent Board.
4. Should problems persist, the Parent Board may remove the child from the program.

Our staff will respect and adhere to the above process; however, immediate dismissal from the program may be required depending on the nature or severity of an incident.

CHILD ABUSE

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

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

SMOKING AND SCENTS

By law, smoking is not permitted on the grounds of View Royal Elementary School or inside our Centre.

Due to health concerns arising from exposure to scented products, we have

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instituted a policy to a scent-free environment for all children and employees. Please refrain from wearing personal care products (e.g., perfumes or lotions) that are heavily-scented.

SUSPECTED IMPAIRMENT

View Royal Out of School Care Society will take every reasonable precaution to prevent any person unable to provide care from gaining access to a child. If staff believe that a child's safety may be at risk due to suspected impairment of a pick-up person, they will offer to call a taxi, or contact a relative or friend of the family to pick up both 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 a person suspected of impairment.

FOOD AND DRINKS

Our program promotes healthy eating and nutrition. Every afternoon, we provide children with a healthy, nutritious snack, composed of items from multiple food groups. Safe drinking water is available for all children at all times while at the Centre.

If your child has specific nutritional requirements or allergies, we will ensure that staff understand and comply with any restrictions. In some cases, due to the nature of the restrictions, the family may choose to bring in their own snacks for the child. Further, families are permitted to send additional snacks to complement those given by the program. Children are not permitted to share food at any time while at the Centre.

Our Centre is Nut Aware, meaning that we will not provide children with snacks containing nuts and we encourage families to refrain from sending such snacks to promote the Nut Awareness for staff and/or children with allergies. In the case, your child brings a food item containing nuts, your child will

be asked to eat this item separate from the group.

PERSONAL TOYS AND ITEMS

We encourage campers to play with toys and items supplied by the program. We ask that all personal items, with the exception of books, remain at home or in children's backpacks – children will not be permitted to play with items or games from home during Summer Camp. Any reading material that your child wishes to bring must be appropriate for children of all ages.

Staff members are not responsible for lost, stolen, or damaged personal items.

STAFF-PARENT CONTACT OUTSIDE CENTRE HOURS

View Royal Out of School Care Society and its staff operate to provide a safe and fun environment to children attending our programs. Any contact, either business-related or personal, between families and staff members outside of our Centre is strictly between these parties and should remain outside of the Centre's operations.

WEATHER-RELATED CLOSURES

In the event of extreme weather conditions, we reserve the right to close the program. Should camp open in the morning but, during the course of the day, weather conditions deteriorate, the Centre shall reserve the right to close. Every attempt will be made to give parents/ guardians as much warning as possible. Please be aware that, should the decision to close the Centre be made, it is solely for the safety of children and staff.

We have an open door policy and welcome any questions or comments that you may have.

Welcome to the View Royal Out of School Care Society's BUS-tin' Out Summer Camp!

We look forward to having a great time with your child this summer!