Oak Bay
Parks, Recreation & Culture

2021/2022

Parent Handbook

Paddington Station Daycare

Neighbourhood Learning Centre
2121 Cadboro Bay Road

Updated February 8, 2021

Welcome to Paddington Station Daycare

This Parent Handbook contains important information regarding Recreation Oak Bay's Paddington Station Daycare. Please keep this handbook readily available to reference while your child is attending the program.

Welcome to Recreation Oak Bay's Paddington Station Daycare! Paddington Station is licensed by Island Health Authority and has offered positive early learning experiences to children for nearly 30 years.

To ensure the needs of your child, yourself, and our program are met, we appreciate you taking the time to familiarize yourself with our program guidelines and policies.

Philosophy:

Paddington Station adheres to a play-based philosophy. The educators facilitate safe and enjoyable play activities that encourage the children's physical, emotional, intellectual, and social development. The individuality of each child is respected and supported with the goal of fostering their creativity, confidence, and a lifelong love of learning.

Through the children's manipulation of toys and equipment, as well as the educators directed songs, story-telling and other activities, the children will be provided with numerous experiences that further their academic skills, social skills, and independence. Furthermore, the children will be assisted in understanding the body language of their peers, learning how to share, and value the company and well-being of everyone present at Paddington Station.

Learning Through Play:

The following are some examples of how play-based learning experiences help children to learn literacy, math, science, and social studies concepts.

Literacy: Children learn the intellectual and fine motor skills involved in reading and writing by:

- Being read to everyday.
- Having access to a variety of books during free play time.
- Dictating their stories and other journal-type entries to the educators who write them down.
- Being encouraged to write their name and other words independently or with hand-over-hand help.
- Singing songs and playing games at circle-time that involve identifying words, letters, and the sounds they make.

Math: Children learn numeracy and other math concepts by:

- Engaging in counting, adding, and subtracting games at circle-time.
- Helping identify numbers on number charts and calendars.
- Measuring items (e.g. ingredients for baking, plant growth and the height of their classmates).
- Manipulating a variety of blocks and other building shapes.
- Using and recognizing patterns in games and construction-based play.
- Fitting puzzle pieces together.

Science: Children learn biology, physics, and chemistry by:

- Participating in science experiments.
- Growing plants.
- Building block structures.
- Constructing and playing with wheeled toys.
- Using the outside slide.
- Learning about a variety of flora and fauna through circle-time discussions.

Social Studies: Children learn about geography and other cultures by:

- Being given opportunities and guidance to use maps and the globe.
- Being read stories on the basis of other cultural traditions and experiences.
- Through free play and circle-time activities that involve the foods, traditions, clothing, and beliefs of a variety of different cultures.

Educational Celebrations: Paddington Station does not follow the dictates of any religion. However, spirituality is explored through the celebrations of a variety of religious groups. (e.g., Diwali, Hanukah, Kwanza, Christmas, Easter, Chinese New Year etc.)

Paddington Station Hours and Closures

Hours:

Paddington Station operates five days a week, Monday through Friday, 7:30am-5:30pm.

Location:

Paddington Station Daycare – Neighbourhood Learning Centre
2121 Cadboro Bay Road
Victoria BC V8R 5G4
250 370-7901

Holidays:

Paddington Station does **not** run on statutory holidays or during Winter Break – Closed Friday, December 24th, 2021 and reopens on Tuesday, January 4th, 2022.

Unexpected Closures:

In the event of a daycare closures due to weather, or other imposed causes outside the control of Recreation Oak Bay, a reimbursement of fees will apply if the program does not operate. Please note, Paddington Station Daycare may follow the weather-related closures of School District 61. For updates regarding weather related closures please check https://www.oakbay.ca/parks-recreation after 7:00am.

Parking:

Short term parking is available in the "drop off zone" outside of Oak Bay High School, for longer term parking please park in one of the designated spots marked "P" on the map below.

What to Bring to Daycare

Please send your child with the following each day:

- A backpack that easily fits all the child's belongings and they are able to carry on their own for walking out-trips.
- An easy-to-open water bottle. This must be cleaned each night before returning to the daycare.
- Nutritious ready-to-eat snacks for the morning, afternoon and a lunch.
    - Please see "lunch and snack" for more information.
- Indoor shoes for your child to wear inside of the centre. Please no lace up shoes.
- Adequate clothing for indoor and outdoor play (rain gear, boots, etc. for winter months).
    - Please label all items with your child's name.
- A spare set of clothing for your child i.e.) pants, shirts, underwear, and socks.
- A small blanket for rest time.
    - Please ensure the blanket is thin and approximately 2ftx4ft in size (to easily fit in bed storage).
- Sunscreen
- Comfort Kit (please see below for more information).

Comfort Kits:

In the event of an earthquake or other emergency, Paddington Station wishes to ensure that your child feels comforted and has the necessary supplies to help them during this challenging time. This specially designed kit will contain items to help soothe your child in the event of an emergency. These kits will be stored outside in a bin and returned to you at the end of your child's time at Paddington Station. Please bring your child's comfort kit on the first day of daycare.

Please pack the following items in a large, labelled, bag:	
Book	Small snack (protein)
Warm hat	Bottled water
Small blanket	Kleenex
Picture of your family	A comforting letter to your child
Bandages	Small toy or stuffed animal

Lunch and Snacks:

Please provide:

- A healthy morning snack that is ready to eat.
- A full lunch with a variety of food for your child.
- A healthy afternoon snack that is ready to eat.
- Please refrain from sending cookies, cakes, and/or treats.
- Cutlery and napkins as needed.
- An easy to open water bottle labelled with your child's name on it.
- Please send your child's food ready to eat (cut up, peeled etc.).
- Please ensure all containers are easy for your child to open with little to no assistance.
- **Please label all containers.**

All these items need to live in your child's backpack. Please ensure your child can pack their own backpack and carry it, as needed, for walking out-trips.

As we will be spending a large majority of our time outside, please send a lunch that does not require any heat up. Messy items such as yogurt and apple sauce should come in a container with a lid.

All water bottles, containers, cutlery, etc. need to be washed daily before returning to the centre.

Personal Items:

Please keep personal toys at home. Children who bring personal toys will be asked to give them to their parent/guardian to take home. Personal toys have proven to prompt arguments, have a tendency to get lost and/or broken, and promote exclusive play.

Daily Procedures

Parent Communication:

A newsletter will be distributed by email at the beginning of each month to keep you up to date with the activities and themes being implemented at Paddington Station Daycare.

Please keep the educators informed of any events at home that may affect your child's behaviour.

Please feel free to make an appointment with the Natalie or another educator to discuss any questions or concerns you may have regarding your child's development or the program.

Attendance:

If your child is unable to attend the program on a specific day, please contact the daycare before 9:15am. The educators can be reached at 250-370-7901 during classroom hours or by e-mail at nbrown@oakbay.ca. **Please note that this email is only checked sporadically.** Staff ask that you call and leave a message.

Before Arrival Procedures:

Parents/Guardians must assess their children **daily** for symptoms of the common cold, influenza, COVID-19 or other infectious respiratory diseases before sending them to Paddington Station Daycare.

Please see COVID-19 Child Care Handbook for more information.

Arrival Procedures:

The morning routine is incredibly important as it sets the stage for your child's day. Please take the time to inform the educators of any pertinent information regarding your child's previous night and/or morning that may aid in the success of their day.

Children must be dropped off at the gate to the Paddington Station outdoor play area. A sign-in table will be located outside of the play yard for parents/guardians.

Parents/guardians must sign their children in to the program on the clipboard provided. Please bring your own pen and avoid touching the sign in/out sheet directly. There will be hand sanitizer available at the table.

Children must wash their hands at the outdoor sink provided and put their items into their cubbies inside.

Drop-off times will be staggered to increase social distancing and to abide with VIHA licensing regulations with staff to child ratios. More information regarding exact drop-off times will be provided to families at the start of the program. Children may not be dropped off before the program start time of 7:30am.

There will be limited access to the daycare by parents/guardians.

Departure Procedures:

Pick-up times will be staggered to increase social distancing and to abide with VIHA licensing regulations to staff to child ratios. We encourage parents to avoid picking up children before 3:00pm, however special arrangements can be made, if necessary, to accommodate this. More information regarding exact pick-up times will be provided to families at the start of the program.

Children will collect their own belongings and wash their hands before leaving the centre. They will then meet their parent/guardian at the gate for dismissal.

Parents/guardians must sign their children out of the program on the clipboard provided. Please bring your own pen and avoid touching the sign in/out sheet directly. There will be hand sanitizer available at the table.

Providing a Healthy, Safe, and Supportive Environment

Daycare Staff:

Paddington Station educators are certified as Early Childhood Educators and/or Early Childhood Assistants. As childcare professionals, the teachers have the necessary training to provide high quality programs and care for all children involved in the daycare.

All Daycare educators must have the following certifications in addition to their Early Childhood Education certification:

- First Aid and CPR – C
- Police or RCMP Criminal Record Check, including the vulnerable sector
- Attorney General Criminal Record Check
- A minimum 40 Hours of Relevant Training (Recertified every 5 years)

Island Health Authority Licensing Information:

1. Recreation Oak Bay staff are committed to providing quality leadership and care for all children involved in licensed care programs.
2. All sites are licensed by the Island Health Authority and are regularly inspected by licensing officers.
3. The full-time educators have a verified Early Childhood Education Certificate (ECE).
4. The part-time educators have either their verified Early Childhood Education Certificate (ECE) or a verified Early Childhood Education Assistant Certificate (ECEA).
5. Childcare staff have current CPR-C, First Aid certification, Criminal Record checks and a minimum of 40 hours of relevant training.
6. Occasionally, “Responsible Adults” (Licensing term) will be paired with a full time Early Childhood Educator.
7. The Oak Bay Fire Marshall has inspected and approved all sites and there are monthly fire drills at all locations.

Air Quality:

Air quality has a direct impact on the health of humans and the environment. As per Vancouver Island Health Authorities recommendation, Recreation Oak Bay programs will monitor the Province of British Columbia's current Air Quality Advisories and adjust the programing as necessary. Please see below

Main Information Source:

Air Quality Health Index

http://www.env.gov.bc.ca/epd/bcairquality/readings/aqhi-table.xml

Index levels:

Air Quality Health Index Categories and Health Messages			
Health	**AQHI**	**Health Messages**	
Risk	**Index**	**At Risk Population**	**General Population**
Low	range 1 - 3	**Enjoy** your usual outdoor activities.	**Ideal** air quality for outdoor activities.
Moderate (MOD)	range 4 - 6	**Consider reducing** or rescheduling strenuous activities outdoors if you are experiencing symptoms.	**No need to modify** your usual outdoor activities unless you experience symptoms such as coughing and throat irritation.
High	range 7 - 10	**Reduce** or reschedule strenuous activities outdoors. Children and the elderly should also take it easy.	**Consider reducing** or rescheduling strenuous activities outdoors if you experience symptoms such as coughing and throat irritation.
Very High	above 10	**Avoid** strenuous activities outdoors. Children and the elderly should also avoid outdoor physical exertion.	**Reduce** or reschedule strenuous activities outdoors, especially if you experience symptoms such as coughing and throat irritation.
At Risk Population: People with heart or breathing problems are at greater risk. Follow your doctor's usual advice about exercising and managing your condition.			
* If the AQHI index has increased to 7 (high health risk), it is usually because of high concentrations of smoke particles (PM2.5) in this community.			
			Source: Environment Canada

Recreation Oak Bay's Response:

Low risk:	No change
Moderate Risk:	Monitor forecasts
High Risk:	Where possible limit outdoor programs activities. Long lasting high exertion activities should be limited, with regular indoor "fresh" air breaks. Participants and Staff with heart or breathing issues, should use caution.
Very High Risk:	Reroute camps indoors, where possible to utilize our facilities across the District. Any camps that remain outdoors will focus on low exertion activities.

Please note: Parents will be notified of any major changes in programming via email or in person as soon as alternate plans have been made.

Food and Drink Policy:

We promote healthy eating and nutritional habits at all Recreation Oak Bay sites. Safe drinking water is always available for all children and we encourage them to drink as much as they would like. If a child has specific nutritional requirements, we will ensure that all staff at the site in question knows, understands, and complies with these requirements. Paddington Station is only nut aware if there is a nut allergy in the classroom. If there is no nut allergy in the program, Paddington Station does allow nuts in the classroom. Parents will be notified regarding the status of this.

Active Play Policy:

All children will engage in a minimum of **2 hours** of daily active play broken out throughout their program routine. Active play will consist of un-facilitated play, facilitated games, and activities both indoors and outdoors.

Staff will incorporate Fundamental Movement Skills (run, jump, hop, skip, throw etc.) and injury prevention into all active play activities guided by the concepts of Physical Literacy.

Screen time policy:

Children will not receive any screen time in their daily scheduled routines.

On special occasions movies may be shown in the program. However, parents/guardians will be notified prior to this occurring.

Inclusion:

Paddington Station is an inclusive program. No child or adult will be discriminated against based on gender, race, religion, culture, ethnicity, sexual orientation, marital status, and/or physical and mental special needs.

We recognize that each child is an individual and we strive to develop a partnership between the family and the daycare to ensure we are doing our best to support each child in our program.

Additional Support:

If your child has extra support needs that we should be aware of, please set up a meeting with Natalie to ensure your child's needs are met.

Illness, Medications, and Epi-Pens

Illness:

Recreation Oak Bay is committed to providing a safe and healthy environment. A child's ability to combat common illnesses can be impeded due to the immaturity of their immune systems.

COVID-19 Update

Typical Symptoms of COVID-19:

As per the BC Centre for Disease Control, people with COVID-19 have had a wide range of symptoms reported, ranging from mild symptoms to severe illness. Symptoms may appear **2-14 days after exposure to the virus.**

People with these symptoms may have COVID-19:

The symptoms of COVID-19 are like other respiratory illness including the flu and common cold. The most common symptoms of COVID-19 include:

-Fever
- Chills
- Cough or worsening of chronic cough
-Shortness of breath
-Sore throat
- Runny nose
- Loss of sense of smell or taste
- Headache
- Fatigue
- Diarrhea, nausea, or vomiting
- Loss of appetite
- Nausea and vomiting
- Muscle aches

While less common, symptoms can also include:

- Stuffy nose
-Extreme fatigue or tiredness
- Conjunctivitis (pink eye)
- Dizziness, confusion
- Abdominal pain
- Skin rashes or discoloration of fingers or toes.

This is not an exhaustive list of symptoms. Other less common symptoms have been reported. Additional information is available from the BC Centre for Disease Control at http://www.bccdc.ca/health-info/diseases-conditions/covid-19/about-covid-19/symptoms

https://www.cdc.gov/coronavirus/2019-ncov/symptoms-testing/symptoms.html

If a child develops symptoms at home:

Parents or caregivers must keep their child at home for a minimum of 10 days from the onset of symptoms AND until symptoms resolve, whichever is longer

If a child develops symptoms at the centre, staff will take the following steps:

1. Identify a staff member to supervise the child.
2. Identified staff member will immediately separate the symptomatic child from others in a supervised area until they can go home.
3. Contact the child's parent/guardian to pick them up right away.
4. Where possible, maintain 2 metres from the ill child. If this is not possible, the staff member may use a mask

if available and tolerated or use a tissue to cover their nose and mouth.
5. Provide the child with tissues, and support as necessary so they can practice respiratory hygiene.
6. Open outside doors and windows to increase air circulation in the area.
7. Avoid touching the child's body fluids. If you do, wash your hands.
8. Once the child is picked up, wash your hands.
9. Clean and disinfect the space where the child was separated and any areas used by the child (e.g., bathroom, common areas).
10. If concerned, contact 8-1-1 or the local public health unit to seek further advice.

Parents/guardians must pick up their child promptly once notified that their child is ill.

If a child is assessed by their family physician or nurse practitioner and it is determined that they do NOT have COVID-19, they may return to the childcare once symptoms resolve.

For the health and consideration of all, and to avoid the potential spread of illness, if your child displays any of the symptoms outlined below, we ask that you please make alternate care arrangements.

Your child must be free of the following symptoms before returning to the program:

- **Acute cold:** Obvious discharge of green mucus.
  - Your child may return when the discharge has subsided.
- **Cough:** If the cough occurs 3-5 times per hour and/or if choking or vomiting accompanies the cough.
  - Your child may return once the coughing has subsided.
- **Sore throat:** Child complains of trouble swallowing or pain in throat.
- **Fever:** a persistent fever of 38. 0 degrees Celsius (100.4 degrees Fahrenheit) or over.
- **Vomiting:** Your child can return after they have been symptom free for 24 hours*
- **Diarrhea:** Your child can return after they have been symptom free for 24 hours* and have had one solid bowel movement.
- **Infected skin:** Your child may return to the program after a doctor has examined any undiagnosed skin irritations and has provided written medical clearance.
- **Conjunctivitis (Pink Eye):** If your child shows symptoms of Conjunctivitis, it must be treated, and the child's eyes must be clear before they can return to the program.
- **Extreme fatigue, tiredness, lethargic :** Your child must have the energy to be able to participate in the program.
- **Communicable Diseases:** If your child shows symptoms of a Communicable Disease such as chicken pox or measles it must be reported to staff as soon as they are diagnosed. The duration of the child's treatment and time away from the program will depend on Island Health Communicable Disease recommendations – which can be found on Island Health's website.

***24 hours – For example, if your child leaves the program at 11:00am on Tuesday morning, the earliest your child can return (free of all symptoms stated above), is Thursday morning, no later than 9:15am.**

Immunizations:

Island Health recommends that your child's immunizations are current before your child enters the program. A written record of each child's immunizations must be kept attached to their file and be up to date.

- If a child is not immunized, a letter stating this must be provided to the daycare for the child's file.
    - If an outbreak of a communicable disease occurs, any non-immunized children will be asked to remain home until the outbreak has passed and it is safe for the child to return to the program.

Head Lice:

Head lice are common in BC communities. Although they are a bother, head lice are not a health risk. As per Island Health Authorities recommendation, if your child has a confirmed case of head lice they are still welcome in Recreation Oak Bay's programs, as long as treatment has occurred.

All families in Paddington Station will be notified that there has been a case of head lice and families will be given an information sheet on how to treat head lice and preventative measures for the future. If head lice is found on a child, the child will be sent home to receive treatment.

For more information please contact the educators or visit the Island Health website.

Antibiotics:

If your child requires antibiotics, they may return to the program 24 hours after the antibiotics have been administered, and symptom free for 24 hours.

Please note: Children must be well enough to participate in all programmed activities.

Medication:

Please give any medications that your child requires **directly** to one of our educators. We can administer **prescription medication only.**
Please write explicit instructions regarding the medication on an Authorization to Administer Medication Form provided to you by an Educator.
Educators **will not** administer any medication that is not in the original container or that is not accompanied by a signed Authorization to Administer Medical Form.
Vitamins and cough candies must stay at home and should not be given to children in their lunch kits or snacks.

During the program, if your child becomes ill, the educators will follow these procedures:

1) Contact the parent(s) or guardian listed on the registration form.
2) If the parent(s) or guardian listed on the registration form cannot be located, arrangements will be made to contact the alternate person listed.
3) If your child has a contagious condition, upon returning to the daycare, you may be asked to provide a doctor's note stating that your child is no longer contagious.

Epi-Pens:

A completed epi-pen information form must be submitted prior to the child's first day attending the program. The child's epi-pen must be on site at Paddington Station on the days the child is attending daycare. Children will not be accepted into the program with expired epi-pens.

Medical Cards:

Licensing requires a current medical card be on file for every child registered in the care programs. As this information is extremely important, please keep us informed regarding any updates throughout their time at the daycare.

Sunscreen & Sun Safety:

Paddington Station educators practice sun safety while outside in the summer. The children are encouraged to seek shade and drink lots of water while playing outside.

Please ensure your child has a wide brimmed sun hat at the center. We do not recommend baseball hats as they do not provide enough coverage to the children's ears and necks.

Children must bring their own sunscreen to daycare due to individual sunscreen allergies and preferences. The Educators will apply the sunscreen to the children before heading outside in the afternoon. Please ensure your child arrives at daycare wearing sunscreen.

Guidance and Expectations

Expectations and Guidelines:

At Paddington Station there are several ways we keep each other safe. There are three basic expectations:

1. Be safe and kind to yourself,
2. Be safe and kind to others,
3. Be safe and kind to the toys, materials, and equipment.

Outside expectations and boundaries include:

- Children stay within the confines of the equipment site.
- Children require the company of an adult (the ECE/ECEA) or any other adult responsible for their care when using the washroom or exiting the play space.
- Children must always be supervised on the swings.
- Children may not climb above 5ft.

Discipline Policy:

- Discipline is based on safety rules.
- A child is not allowed to hurt them self or others.
- Children are given clear, simple, consistent limits regarding appropriate behavior.

- Choices are offered whenever possible.
- Verbal direction and re-direction are the main means of guidance and discipline.

At all times children will be treated with respect, their feelings will be acknowledged and accepted, and they will be encouraged to talk about their problems in a non-threatening supportive environment.

If it is necessary to use a 'time out' or break, children will not be removed to an unsupervised area. Children are always supervised.

If a child is in physical danger to themselves or others, they will be removed from the situation to protect the child until self-control is regained.

Under no circumstances is physical punishment used.

If a child is unable to co-operate in a program, educators will meet with parents to seek a resolution to the situation. At that time, a letter may be sent to the parent/guardian as follow up to the discussion. If there is no satisfactory improvement in the child's behavior, the child may be removed from the program with notification to the parents/guardians. In cases of more severe incidents and behavior concerns where the safety of the other children may be at risk, parents/guardians may be contacted to remove the child from the program immediately. Recreation Oak Bay reserves the right to refuse participation in a program where safety of others is at risk. A pro-rated refund will be given if the child is asked to withdraw from the program.

Toileting:

Children attending Paddington Station must be toilet trained and able to use the bathroom independently. Children can go to the washroom at any time and are encouraged to do so after snack time and before heading outside to play. Children are encouraged to wash their hands after using the toilet.

Children are encouraged to wipe themselves and change their own clothes.

Children who have "accidents" will be changed (with the assistance of the educators). Soiled clothing will be bagged and sent home for laundering. Please ensure your child always has a change of clothing i.e.) pants, shirts, underwear, and socks at the daycare.

Please Note: ***Children in Paddington Station must be toilet trained. If they are not toilet trained after the child's start date, Recreation Oak Bay may ask the child to leave the program.***

Quiet Time:

Quiet time is between 12:30-2:30pm every day.

Quiet time allows the children to physically rest and emotionally unwind. It provides a balance to the day's active programming. Although some children require a nap during the day, a nap is not mandatory for all children. We do ask that all children rest for a short time, followed by quiet activities (to allow those who need to sleep the quiet space to do so).

During quiet time, all children will be provided with their own mats and sheets. The children are encouraged to bring their own small, special blanket.

During quiet time, if the child wishes, the educators will rub their backs. The children are never left unattended during this time. Children's quiet time schedules may vary depending on the age and individual needs of the child.

Pick-Up, Unexpected Circumstances, and Emergency Situations

Persons Authorized to pick up: Educators will not dismiss your child to anyone but a parent or guardian that is designated on your registration form. The parent or guardian is required to notify staff **in writing** if someone other than the designated parent or guardian will be picking up the child. If arrangements have been made for an alternate person to pick up your child, ID must be presented upon pick up. Anyone authorized to pick up must be 16 years of age or older.

Emergency contacts: Emergency contacts must be kept current and should consist of family members, or friends, who are available to pick up your child if you are unable to be contacted. In the event of an emergency, we must be able to contact someone to whom we may release your child. Please do not include relatives from out of town.

Late Pick Up Procedure:

Paddington Station closes at 5:30pm. Parents/guardians are asked to allow for sufficient time to collect their child's belongings, connect with a staff member, and leave the centre by 5:30pm.
If a parent/guardian is aware that they are going to be late, we ask that they please phone the daycare as soon as possible.

If a parent/guardian has not picked up a child and/or called the program by 5:30pm the staff will initiate the following procedures:

- Attempt to contact the family and then the alternative person(s) from the authorized pick up list.
- If that person is unavailable and the parent has not contacted the caregiver 20 minutes after the site has closed the staff is required to notify the Ministry of Children and Families.

Due to the operational and staffing costs incurred when a parent/guardian is late, a late fee will be charged – Please see "Late pick up fee" below for more information.

If late pick up becomes an ongoing problem, and reasonable effort has not been made to solve it, Recreation Oak Bay may choose to terminate care.

Late Pick Up Fee:

Pick up time for program participants is 5:30pm. Please note that a late fee charge applies to parents/guardians who pick up their child after 5:30pm or who is still at the daycare after closing time. Please arrive at 5:25pm to ensure you give yourself enough time to collect your child's belongings by closing time.

The late fee is $5.00 per child, for every 5 minutes (or portion thereof) beginning at 5:30pm for example, if a child is picked up at 5:40pm, the charge will be $10.00.

Please note, the program clock will be used to determine late fee charges.

Late fee payment will be processed using the payment method indicated on the Pre-Authorized Debit Plan portion of your registration form.

Pick up situations requiring assessment:
If a person is authorized to pick up a child, and is incapable of safe care, staff will:

a) Assess the situation.
b) Contact the other parent/guardian as an alternative.
c) Contact the emergency contact person as an alternative.

If a person authorized to pick up a child is incapable of safe care and insists on taking the child, staff will call the police.

If no one arrives to pick up a child by 5:50pm staff will:

a) Again, attempt to contact the parent or emergency contact/s.
b) If no answer per (a), staff will contact the Ministry of Children and Families.

If an unauthorized person requests the release of a child, staff will:

a) Not release the child; the child will remain under the supervision of staff. Staff will explain to the unauthorized individual that the child will not be released without written authorization by the parent or guardian.
b) Contact the parent or legal guardian for written confirmation that this person present can take the child. The parent can email in a request **(nbrown@oakbay.ca).**
c) Make all reasonable efforts to ensure the safety of the child and other children.
d) If necessary, the police will be called for assistance.

Emergencies:

Staff have been trained to follow Recreation Oak Bay Emergency Procedures during emergency situations such as fire and earthquakes. Emergency Evacuation Procedures are posted in each facility. Fire drills are conducted monthly. Please note that programs are equipped with cellular phones and staff will attempt to contact parents/guardians during/after an emergency.

In case of a medical emergency, staff will follow these procedures:

1) Contact the parent/guardian listed on the registration form.
2) If the parent(s) or guardian listed on the registration form cannot be located, arrangements will be made to contact the alternate person listed.
3) Take the child to a hospital (which will by ambulance). Depending on circumstances, there is a possibility that staff may decide to take the child to hospital and then call the parent(s).

Accidents:

Recreation Oak Bay's priority is the safe care and treatment of the children. In the case of an emergency, accident or illness, Recreation Oak Bay will phone an ambulance and contact the parent/guardian. A Recreation Oak Bay staff person will accompany the child to the hospital until a parent/guardian can meet the staff and the child at the hospital.

Custody and Court Orders:

If a custody or court order exists, a copy of the order needs to be placed in the child's file. The parent/guardian is responsible for providing accurate up to date information concerning the legal guardianship of the child. Without a custody or court order on file, the caregiver cannot deny access to the non-enrolling parent/guardian if the non-enrolling parent/guardian is not listed on the authorized pick up list, the policy on unauthorized persons will be implemented. The legal parent/guardian must provide all consents.

Withdrawal Policy, Payments, & Unexpected Fees

Part Time Registration:

Unfortunately, we are unable to accommodate part time registration, drop-ins, temporary registration or Holiday care at this time. Full registration fees are required to hold your spot in the program.

Withdrawals:

Withdrawals require a minimum of 1.5 months written notice and will take effect the first of the applicable month. For example, notice given by November 15th will take effect on January 1st.

If 1.5 months' notice is not given, a one-month fee charge will apply. Withdrawals or refunds are not given for a partial month. Notice of withdrawal may be given directly to the Daycare Supervisor, Natalie, or one of the educators.

No refunds or credits are given for days absent due to illness, appointments, extracurricular activities, visiting friends, vacation, etc. In the case of extended illness, a medical note must be provided, and refunds or credits will be considered on an individual basis.

Fees:
The 2020/2021 monthly rate is $915.00* (as of September 2020).

*CCOF Grant, funded by the BC Government, will be applied - $100.00 off the program total.

Registration Fee:

A non-refundable $100.00 deposit per child is required upon registration. Fee must be paid by deposit from a bank account pre-authorized debit plan, or credit card. This deposit will be applied to your 1st month's fee.

Payments:

Registration forms must have the Pre-Authorized Debit Plan (PAD) section completed upon application. PAD payments are processed on the 1st business day of each month and may be made using Visa, MasterCard, American Express or automatic withdrawal from your bank account by attaching a VOID cheque or stamped documentation from your bank. Please note that depending on the financial institution, payments may take 5-10 business days to be processed.
Please immediately inform the Henderson Recreation Centre Head of Reception by phone (250-370-7202) or email (childcare@oakbay.ca) of any changes to your credit card information. All changes to PAD plan information require four days' notice to take effect. Failure to provide adequate notice may result in additional fees. There will be a $20.00 administration fee charged for all dishonored payments. Payment is due immediately following notification. Accounts which remain in arrears may result in disruption of childcare.

Receipts:

Monthly receipts will be emailed to the email address indicated on the registration form. Receipts may only be emailed to one address. **Please keep these receipts for income tax purposes.**

Subsidy:

Families eligible for subsidy from the Ministry of Social Services need to contact the Accounts Office at Oak Bay Recreation Centre at 250-370-7125.

Contact Information

For program questions, concerns, or withdrawals:
Daycare Supervisor, Natalie Brown
Phone: 250-370-7901
email: nbrown@oakbay.ca
Hours: 7:30am-4:00pm Monday-Friday

For monthly payment information:
Head of Reception Henderson Recreation Centre
Phone: 250-370-7202
email: childcare@oakbay.ca
Hours: 8:30am-4:30pm Monday-Friday

For facility licensing questions:
Licensed Care Programmer, Meghan Roberts
Phone: 250-370-7902
email: mroberts@oakbay.ca
Hours: 9:30am-5:30pm Monday-Friday