



**2020/ 2021**

# **Parent Handbook**

## **NLC Before & After School Care**

**Neighbourhood Learning Centre  
2121 Cadboro Bay Road**

Updated May 21<sup>st</sup>, 2020



## Welcome to the Neighbourhood Learning Centre Before and After School Care

This handbook contains important information regarding Recreation Oak Bay's before and after school care. Please keep this handbook readily available to reference while your child is attending the program.



### Philosophy:

Recreation Oak Bay strives to make after school care a place your child feels safe, respected, engaged, and encouraged.

At Recreation Oak Bay, staff endeavor to provide exciting programming, physically and mentally stimulating activities, as well as safe challenges; all of which are designed to foster positive self-esteem and confidence while still encouraging independence. The after school care program provides children with an engaging and supportive play environment that offers opportunities to develop their social and emotional skills while enjoying the many benefits of group care.

### Program phone numbers:

**Messages concerning attendance must be left for the Team Leader on the message line.** Please specify the program name, your child's name, and the date they will be absent.

**If we do not receive a message that your child will be absent, our lost child procedures will be followed.**

Before School Care	Phone:
Team Leader (Message Line)	250-883-5964
Location NLC – Rainforest Room	250-883-5964

After School Care - NLC	Phone:
Team Leader (Message Line)	250-883-6052
Location: Rainforest Room	250-883-5964
Location: Room 1	250-883-5176
Location: Room 2	250-886-6152
Location: Room 3	250-883-7062
Location: Room 4	250-883-6979

## Program Inquiries and Contact Info

### For registration, changes, program inquiries or concerns:

Licensed Care Programmer, Meghan Roberts

Phone: 250-370-7902 or email: [mroberts@oakbay.ca](mailto:mroberts@oakbay.ca)

Hours: 9:30am-5:30pm Monday-Friday (Hours may vary to accommodate program needs).

### For monthly payment information:

Head of Reception Henderson Recreation Centre, Danielle Turner

Phone: 250-370-7202 or email: [childcare@oakbay.ca](mailto:childcare@oakbay.ca)

Hours: 8:30am-4:30pm Monday-Friday

## Program Locations & Overview

Program	Program Description
<p><b>Before School Care</b></p> <p>\$12.00 per day*</p>	<p><b>Kindergarten – Grade 5.</b></p> <ul style="list-style-type: none"> <li>• Available only to children who attend Willows Elementary School.</li> <li>• Children enjoy a variety of arts and crafts, free play, active time, and occasional special breakfast days.</li> <li>• Children are transported by departmental vehicle to Willows School.</li> </ul>
<p><b>After School Care</b></p> <p><u>Part time rate</u> (1-4 days a week): \$22.05 per day*</p> <p><u>Full time rate</u> (5 days a week): \$21.05 per day*</p>	<p><b>Kindergarten – Grade 5.</b></p> <ul style="list-style-type: none"> <li>• Children walk in groups, accompanied by staff, to the Neighbourhood Learning Centre (NLC).</li> <li>• The NLC is in close proximity to multiple fields, parks, a running track, and the Indoor Sports Field (ISF).</li> <li>• Regular activities include sports, organized games, arts and crafts, walking out trips to nearby parks, and free play.</li> <li>• Monthly calendars of detailed activities are sent out to families before the first of each month.</li> </ul>
<p><b>Before and After School Care Drop-in</b></p> <p>Before School: \$14.50 per day</p> <p>After School: \$30.00 per day</p> <p><b>Please call 250-370-7902 or email: <a href="mailto:mroberts@oakbay.ca">mroberts@oakbay.ca</a> 9:30am-5:30pm Monday-Friday to enquire</b></p>	<p><b>Kindergarten – Grade 5.</b></p> <ul style="list-style-type: none"> <li>• This is an option for those families that require casual care on short notice.</li> <li>• Dependant on grade, children will either walk or be transported by departmental vehicles to their location with staff.</li> <li>• The first visit will require 72 hours' notice with the completion of the application package and medical forms.</li> <li>• After the initial visit, a minimum of 24 hours' notice is required for this option.</li> <li>• <u>Drop-in requests may be submitted to the Licensed Care Programmer.</u></li> <li>• Drop-in spaces are based on program availability at time of request.</li> <li>• <b>Please note that there are no refunds or credits on cancelled drop-in days.</b></li> </ul>

\*CCOF Grant will be applied to children in Kindergarten

**Program Hours, Program Closures, & Early Dismissal Days**

## Before School Care:

Before School Care operates five mornings a week, Monday through Friday, when Willows School is in session. Beginning Wednesday, September 9<sup>th</sup>, 2020 to Thursday, June 24<sup>th</sup>, 2021.

Hours: 7:30am – 8:42am (8:44am on Mondays).

Children must arrive at the NLC before 8:15am in order to be transported to Willows School.

## After School Care:

After School Care operates five afternoons a week, Monday through Friday, when Willows School is in session. Beginning Wednesday, September 9<sup>th</sup>, 2020 to Thursday, June 24<sup>th</sup>, 2021.

Hours: 2:50pm – 5:15pm

Children must be picked up no later than 5:15pm, late pickups are subject to a late fee.

## 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.



## **Holidays & Pro-D-Days:**

Before and After School Care does **not** run on statutory holidays, during Winter Break (Monday, December 21<sup>st</sup>, 2020 – Friday, January 1<sup>st</sup>, 2021), Spring Break (Monday, March 15<sup>th</sup>, 2021 – Friday, March 26<sup>th</sup>), or on Pro-D-Days\*.

\*Recreation Oak Bay offers Skidaddle Day Camp as alternative care on District Wide Pro-D days. Please note that spaces are limited and early registration is highly recommended. To register for Skiddadle and or for more information, please contact Reception Services at 250-595-7946 or 250-370-7200 or register online at <https://www.oakbay.ca/parks-recreation>

## **Unexpected Closures:**

Before and After School Care programs follow the weather related closures of School District 61. For updates regarding weather related closures please check <https://www.oakbay.ca/parks-recreation>

In the event of a closure 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.

## **Early Dismissal:**

On early dismissal days, Recreation Oak Bay endeavors to provide care between the hours of early dismissal and the normal start time of the After School Program; dependent upon staffing and space availability. Families will be contacted by email regarding registration procedures.

## **Program Activities**

### **Transportation to and from Programs:**

- **Before School Care:** Children will be transported to Willows School in a departmental vehicle.
- **After School Care:** The children will walk to the Neighbourhood Learning Centre, accompanied by staff. Children are responsible for carrying their own backpacks on the walk.

**Please ensure your child is dressed appropriately for the weather.**

### **Monthly Calendars:**

A monthly activity calendar is emailed out to parents at the beginning of each month. This handout outlines the month's daily activities, and scheduled out trips. Calendar activities are subject to change due to weather.

**Snacks:**

Due to Island Health's updated licensing requirements to accommodate COVID-19 restrictions, **Recreation Oak Bay Before and After School Care Programs will no longer be providing snacks, baking, or special breakfasts.**

Please send your child to school with additional snacks designated for After School Care.

All centers are "nut aware zones" to help with any potential allergies children may have. Please be aware of what foods you are sending with your child and, at all times, please send foods that do not contain nut products.

**Out Trips:**

The After School Care Program participates in several walking out trips. Staff will accompany children on all outings.

Some out trips will not return to the site until 5:00pm. If your child needs to be picked up before this time please advise the program Team Leader ahead of time and arrangements can be made for you to pick up your child from the out trip location.

**Active Play Policy:**

All children will engage in a minimum of **30** minutes of daily active play broken out throughout their program routine. Active play will consist of un-facilitated play and 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, via the monthly calendar, prior to this occurring.

**Clothing Requirements:**

Children in the after school care program walk to the Neighbourhood Learning Centre rain or shine. The program also schedules ample outdoor play year round. Please ensure your child is dressed appropriately for the weather (IE) boots, raincoat, hat, etc.

## **Providing a Safe, Healthy, and Supportive Environment**

### **Before and After School Care Staff:**

There is an on-site facility licensing manager dedicated to the before and after school program.

The staff to child ratio is based on the Island Health Authorities Licensing standards. We uphold a 1:12 ratio for children in Kindergarten and Grade 1, and a 1:15 ratio for children in grades 2 to 5.

All Recreation Oak Bay Before and After School Program staff must meet the following criteria:

- First Aid and CPR – C
- Police or RCMP Criminal Record Check with the vulnerable sector
- Attorney General Criminal Record Check
- 20 Hours of Relevant Training

### **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 Oak Bay Fire Marshall has inspected and approved all sites and there are monthly fire drills at all locations.
4. Childcare staff has current CPR-C, First Aid certification, Criminal Record checks and a minimum of 40 hours of relevant training.

### **Food and Drink Policy:**

Staff promote healthy eating and nutritional habits at all Recreation Oak Bay locations. Safe drinking water is available for all children at all times and staff encourage them to drink as much as they would like. Please make sure to pack a water bottle. All centers are “nut aware zones” to help with any potential allergies children may have. Please be aware of what foods you are sending with your child.

### **Please refrain from sending any nut products to Before or After School Care.**

Children are not allowed to use the vending machines during Before and After School Care hours.

### **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 Risk	AQHI Index	Health Messages	
		At Risk Population	General Population
Low	range 1 - 3	<b>Enjoy</b> your usual outdoor activities.	<b>Ideal</b> air quality for outdoor activities.
Moderate (MOD)	range 4 - 6	<b>Consider reducing</b> or rescheduling strenuous activities outdoors if you are experiencing symptoms.	<b>No need to modify</b> your usual outdoor activities unless you experience symptoms such as coughing and throat irritation.
High	range 7 - 10	<b>Reduce</b> or reschedule strenuous activities outdoors. Children and the elderly should also take it easy.	<b>Consider reducing</b> or rescheduling strenuous activities outdoors if you experience symptoms such as coughing and throat irritation.
Very High	above 10	<b>Avoid</b> strenuous activities outdoors. Children and the elderly should also avoid outdoor physical exertion.	<b>Reduce</b> 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:

<b>Low risk:</b>	No change
<b>Moderate Risk:</b>	Monitor forecasts
<b>High Risk:</b>	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.
<b>Very High Risk:</b>	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.

## Inclusion:

Before and After School Care 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 program to ensure we are doing our best to support each child in our program.

## Additional Support:

If your child is eligible for additional support through funding provided by *Supported Child Development* please contact the Licensed Care Programmer at 250-370-7902 to arrange for a support staff PRIOR to registering for the program.



## Sunscreen & Sun Safety:

Recreation Oak Bay programs practice sun safety while outside. Children are encouraged to seek shade, wear hats, and drink lots of water while playing outside.

Children must bring their own sunscreen to After School Care due to individual sunscreen allergies and preferences. Children must apply their own sunscreen or have a friend help them apply it. Leaders can assist with spray sunscreen but will not aid in applying it.

## Illness, Immunizations, 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:

- Cough
- Shortness of breath or difficulty breathing
- Fever
- Chills
- Muscle pain
- Sore throat
- New loss of taste or smell

This list is not all possible symptoms. Other less common symptoms have been reported, including gastrointestinal symptoms like nausea, vomiting, or diarrhea.

<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 a distance of 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 child care 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.

- A persistent fever (38.8C or higher), unexplainable rashes, vomiting, diarrhea, persistent cough or pink eye, or is too ill to enjoy After School Care activities.

Please remember to call the After School Care Program before 2:30pm to inform them that your child will be absent.

Program staff reserve the right to refuse attendance of a child who appears to be too ill to participate or who appears to have a contagious condition. During the program, if your child becomes ill, the staff will follow these procedures:

- 1) Contact the parent(s) or guardian(s) listed on the registration form (information collected at the time of registration).
- 2) If the parent(s) or guardian(s) listed on the registration form cannot be located, arrangements will be made to contact the alternate person(s) listed.

### **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 Authority's recommendation, **if your child has a confirmed case of head lice they are still welcome in Recreation Oak Bay's programs.** All families in the program 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.

Please contact the Community Recreation Licensed Care Programmer if you need more information or visit the Island Health website.

### **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 program 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.

## **Epi-Pens:**

A completed epi-pen information form must be submitted prior to the child's first day attending the program. The child is responsible for carrying the epi-pen at all times. Children will not be accepted into the program with expired epi-pens.

## **Medical Forms:**

Licensing requires a current medical form be on file for every child registered in the program. Parents/guardians are required to fill out a new medical form each year and immunization records must be complete, signed and dated. As this information is extremely important, please keep us informed regarding any updates throughout the school year.

## **Medication:**

Regular first aid treatment does not include any form of orally ingested medications. In order for staff to assist with medication, an *Authorization to Administer Medication form* must be on file. Staff will not administer any medication that is not in the original container or that is not accompanied by a signed *Authorization to Administer Medication form*.

## **Guidance and Expectations**

### **Guidelines:**

At Before and After School Care 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.

### **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 supervised at all times.

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, supervisory staff 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.

### **Personal Items:**

Please keep personal toys at home. Children who bring personal toys will be asked to keep them in their backpacks and/or cubbies until the end of the day. Personal toys have proven to prompt arguments, have a tendency to get lost and/or broken, and promote exclusive play.

### **Bikes and Scooters:**

The use of bikes and/or scooters is not allowed in the program. If children choose to bring bikes and/or scooters to the program, they will be required to walk them back the program site. Please ensure proper locking mechanisms are sent with bikes.

Recreation Oak Bay staff are not responsible for children's bikes and/or scooters. The children are accountable for their belongings while in the program.

### **Lost and Found:**

The Before and After School Program has a lost and found box located in the entrance to the Neighbourhood Learning Centre. It is emptied at the end of every week and any remaining items are brought to Reception at Recreation Oak Bay (1975 Bee Street). Recreation Oak Bay staff are not responsible for the children's lost or misplaced items.

To avoid losing items, it is recommended that:

- Children's clothing and belongings are clearly labeled (name and phone number).
- Children leave precious and valuable toys and items at home.

## **Attendance, Pick-Up, Unexpected Circumstances, and Emergency Situations**

### **Attendance:**

To prevent any "lost child" concerns, it is imperative that a message be left on the message line, before 2:30pm, if your child will be absent that day. Messages concerning attendance must be left on the appropriate message line. Please specify the program name, child's name, and the day and date of the absence. Please do not email this information.

If the staff do not receive notification that your child is going to be absent, they will initiate the Lost Child Procedures.

### **Sign-in & Sign-out Sheets:**

When dropping off or picking up a child, the sign-in/sign-out sheet must be initialed by the authorized pick-up person. Only those authorized to pick-up may sign these forms. We ask that you do not let your children sign themselves out and/or draw on the sign out sheets.

### **Late Pick Up Procedure:**

After school care closes at 5:15pm. 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 5:15pm.

If a parent/guardian is aware that they are going to be late, we ask that they please phone the Team Leader as soon as possible.

If a parent/guardian has not picked up a child and/or called the program by 5:15pm, 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.
- When a child is not picked up by 5:15pm, two staff members will remain at the childcare until the situation is resolved.

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 5:15pm.** Please note that a late fee charge applies to parents/guardians who pick up their child after 5:20pm.

The late fee is \$5.00 per child, for every 5 minutes (or portion thereof) beginning at 5:20pm. For example, if a child is picked up at 5:30pm, 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.

### **Lost Child Procedures:**

**It is imperative that parents/guardians call the message line by 2:30pm if their child is not going to be attending the program that day. Please do not email this information as emails are not always checked.**

If a child is not at the designated pick up location by 2:55pm, and staff have not received a message on the After School Care message line to inform that your child will not be attending the program, the following lost child procedures will be initiated:

1. The leader will check the classroom and school office.
2. The leader will try to contact the parents at work/home.
3. Alternate contacts will be called to find any information regarding the child.
4. If the child still cannot be located after the above steps have been taken, the police will be contacted.

### **Failure to Notify of Absence Fee:**

If your child is not attending the Program on a particular day, it is your responsibility to notify us on the message line by **2:30pm** that day. **Please do not email this information.**

If failure to notify staff of absence becomes an ongoing problem, and no reasonable effort has been made to resolve it, Recreation Oak Bay may choose to terminate care.

Missing children involve many people, a great deal of effort, emotional stress, and causes a disruption to our programs. If a message is not received on the message line by 2:30pm the lost child procedures will be followed.

### **Persons Authorized to Pick up and Emergency Contacts:**

Staff will not dismiss your child to anyone but the parent or guardian who is designated on your registration form. The parent or guardian is required to notify staff **in writing** if someone other than the 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.

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, Recreation Oak Bay's staff must be able to contact someone to whom your child may be released. Please do not include relatives who do not live in town.

### **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 legal 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. If the non-enrolling parent is not listed on the authorized pick up list, the policy on unauthorized persons will be implemented. The legal guardian must provide all consents.

### **Emergency Situations:**

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

## **Accidents:**

Recreation Oak Bay's first 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, 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 child at the hospital.

## **Situations Requiring Assessment:**

**If a person is authorized to pick up a child and is incapable of safe care the staff will:**

1. Assess the situation.
2. Contact the other parent as an alternative.
3. 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, the staff will contact the Police.**

**If no one arrives to pick up a child 15 minutes after the program ends, the staff will:**

1. Contact the parent or emergency contact(s).
2. If no contact can be made, and 20 minutes has passed, the staff may contact the Ministry of Children and Families.

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

1. Not release the child.
2. The child will remain under the supervision of staff and they will explain to the unauthorized individual the policy that no child will be released without written authorization by the parent or guardian.
3. Contact the parent or legal guardian for written confirmation that this person present is allowed to take the child. The parent can fax or email in a request, but the signature must be compatible with the one on file on site.
4. Make all reasonable efforts to ensure the safety of the child and other children.
5. If necessary, the police will be called for assistance.

## **Withdrawal Policy and Payments**

### **Registration Changes and Program Withdrawals:**

Withdrawals and registration changes require one clear month's written notice and will be in effect for the first of the following month. If one month's notice is not given, a fee equal to your following month's payment will be applied. Notice of withdrawal must be given by the last day of the month. For example notice given by November 30<sup>th</sup> will take effect on January 1<sup>st</sup>. Withdrawals or refunds are not given for a partial month. Refunds are not given for fees paid. Notice of withdrawals and registration changes must be submitted via email to the Licensed Care Programmer ([mroberts@oakbay.ca](mailto:mroberts@oakbay.ca)).

### **Refunds and Cancellations:**

No refunds or credits are given for days absent due to illness, appointments, extracurricular activities, visiting friends, vacations, etc. In the case of extended illness, a medical note must be provided and refunds or credits will be considered on an individual basis. Refunds are not issued on fees already paid.

**Extended Absences:**

Families who wish to remove their children from child care for an extended period of time, such as for a vacation, cannot be guaranteed space availability upon their return.

**Monthly Payments:**

Registration forms must have the Pre-Authorized Debit Plan (PAD) section completed upon application. PAD payments are processed on the first 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 Head of Reception at Henderson Centre (phone 250-370-7202 or email [childcare@oakbay.ca](mailto:childcare@oakbay.ca)) of any changes to your credit card information. All changes to PAD plan information require 4 days' notice to take effect. Failure to give adequate notice may result in additional fees.

Drop-in program fees are due at the time of registration and are payable by debit, cash, cheque or credit card only. **Please note that there are no refunds or credits on cancelled drop-in days.**

**Monthly Registration Confirmations:**

Monthly registrations confirmations will be emailed to the email address indicated on the registration form. Confirmations may only be emailed to one address.

Confirmations indicate care at time of registration. An updated confirmation will be emailed for any changes made throughout the school year. **Please keep these receipts for income tax purposes.**

**Dishonored Payments:**

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. Repeat declined payments may result in removal from the pre-authorized payment program. Monthly fees will need to be prepaid to attend the program.

**New Applicant Registration Fee:**

New applicants will be charged a onetime \$25.00 registration fee (per child) at time of registration. Payment may be made using Visa, MasterCard, and American Express or by cheque. This application fee is not processed if your child is not offered a space in the program.

**Subsidy:**

Families, who may be eligible for subsidy from the Ministry of Social Services, please contact the Accounts Office at the Oak Bay Recreation Centre at 250-370-7125.

**Thank you, and welcome to the Neighbourhood Learning Centre Before and After School Care Program!**