



HAPPY CAMPERS CHILD CARE LTD.

" Offering quality child care in the Western Communities since 1992"

PARENTS HANDBOOK – (full day school)

Welcome to our out-of-school care center, where every day is a busy day filled with activities that will foster individual, social, physical, emotional & cognitive growth in a nurturing, fun atmosphere. We believe that every child should have the opportunity to discover their own individuality through both adult guided activities and through free play.

HOURS OF OPERATION

We are open from 6:30am - 6 pm, Monday through Friday except statutory holidays. Extra days, e.g. Professional days, early dismissal days, Spring Break, etc., will be available for an extra charge. You will need to pre- register and pre- pay for these extra days. Please be prompt when picking up your child from the childcare center. If a child has not been picked up by 6pm, the caregiver will try to contact the alternative person from the authorized pick up list. If that person is unavailable and the parent has not contacted the caregiver by 1 hour after the center closes, the caregiver is required to notify the Ministry for Children and Families. A late fee of \$20:00 per half hour (or portion thereof) per child will be charged. If late pick up is an ongoing problem and reasonable effort has been made to solve it, then notice of termination of services may be given.

PROBATIONARY PERIOD

Each new child is accepted on a one month probationary period. Happy Campers reserves the right to refuse care. If a child demonstrates an inability to participate in the regular daily program, parents are expected to arrange alternate care for their child and correspondence will be sent home. If no improvements have been shown in the allotted time frame Happy Campers may terminate care.

HAPPY CAMPERS HOLIDAYS – 2019

Tuesday January 1 st 2019	New Year's Day
Monday February 18 th 2019	Family Day
Friday April 12 th 2019	Company wide professional development day
Friday April 19 th 2019	Good Friday
Monday April 22 nd 2019	Easter Monday
Monday May 20 th 2019	Victoria Day
Friday June 28 th 2019 (OUT OF SCHOOL CARE ONLY)	Summer Camp Set Up
Monday July 1 st 2019	Canada Day
Monday August 5 th 2019	BC Day
Monday September 2 nd 2019	Labour Day
Monday October 14 th 2019	Thanksgiving Day
Monday November 11 th 2019	Remembrance Day
Tuesday December 24 th 2019*	Open but closes at 3pm*
Wednesday December 25 th 2019	Christmas Day
Tuesday December 25 th 2019 to Tuesday December 31 st 2019	Christmas closure for all centers
Wednesday January 1 st 2020	New Year's Day

EMERGENCY CENTER CLOSURE

In the event of Happy Campers Child Care having to close due to reasons beyond our control (including but not limited to snow days, earthquakes, fire, flood, health emergencies or teacher's strike) you will be contacted to pick up your child immediately. There will be no refunds for emergency school closures. However, in the event of more than 5 consecutive days of emergency closure, fee credits will be calculated and will be applied to your next invoice. Fee credits for the entire closure time cannot be given due to ongoing operating costs (e.g. rent, insurance, staff wages, etc.). Please note, if SD 62 busses do not run, our busses do not run. If SD 62 closes ALL Happy Campers sites will also be closed. This will include all our ECE and IT centers as well as all OSC centers. This is to ensure the safety of our clients and staff. Thank you for your understanding.

Emergency packs are located at each site. These include tents, first aid supplies, tools, radios, etc. Please make sure you all know where yours is located (school sites have theirs in each classroom provided by the school). You must familiarize your selves with emergency evacuation routes (posted on each parent board). In the event of a tsunami, staff will get all the children & staff into whatever vehicles are available & drive as high as possible e.g. Triangle mountain, the Malahat.

SCREEN TIME POLICY

Screen time for school age children is limited to a maximum of 1 (one) movie per week. This does not mean that every center will show a movie every week, but rather it is a pre-organized option to do so. There are no tablets or computers available for children to use at any Happy Campers locations. Children will not be permitted to use their own personal electronic devices at Happy Campers.

ACTIVE PLAY POLICY

At Happy Campers OSC centers, all children have outside physical play for at least 1 ½ hours in the afternoon. Many centers stay outside for up to 7 hours a day (during full day camps). We play, learn & explore outside in all types of weather (unless it is a danger to the children and/or staff) so please ensure your child has weather appropriate clothing

FOOD & DRINK POLICY

We promote healthy eating and nutritional habits at all Happy Campers sites. Safe drinking water is available for all children at all times 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. All centers are nut awareness zones to help with any potential allergies our children may have. Please be aware what you are sending with your child and at all times possible send food that contains no nut products.

FEES 2017/18 *Please note that due to a lower number of spaces, after school care only and part time care is not available at this time

Monthly Rate	Sept 2018	CCOF reduction	Reduced fees	March 2019	CCOF reduction	Reduced fees
Kindergarten	\$475	\$100	\$375	\$490	\$100	\$390
Grade 1	\$475	\$0	\$475	\$490	\$0	\$490
Grade 2-5	\$400	\$0	\$400	\$415	\$0	\$415
Bus fee if applicable	\$40			\$40		

*Drop in attendance is not always an option. Please be sure to check before relying on a drop in space for your child.

*full day kindergarten & grade 1 student's fees are higher as our staff: child ratio is higher than that for grade 2-7 students.

***We are not able to deal with kindergarten gradual entry due to the high number of children we care for and schools we service.** During the first week of school when the kindies have gradual entry please feel free to utilize the before and after school care you have registered for.

A \$40 non-refundable registration fee is required at time of registration (new or renewing). This will cover the cost of necessary office work.

A bus fee will be in effect for transporting children to schools where we do not have on site care. Prices do not include professional days, early dismissal days or other full days. Cheques are to be made payable to Happy Campers Child Care. Any subsidy authorization numbers are to be attached prior to registration. Please note that the Ministry/Government agencies do not cover the full monthly cost. Clients will be responsible for any fees that the ministry/Government doesn't cover. Fees have been averaged out over the 10 months that school is in session and so the fee for December & March will remain the same even though those months include holidays. A \$10

no show fee will be implemented every time a child does not show up for after school care either directly at the site or at the Happy Campers bus. If this happens 3 times, then your child may lose his spot with Happy Campers. We have had to implement this to avoid drivers having to search for children making them late for the next school and reporting missing children to the police. If you know your child will be absent from Happy Campers, you will need to text your child care site so that all drivers & caregivers can be contacted by noon. Please text your child's absence to the OSC sites. Please call in your child's absence to the ECE/IT sites. (see numbers below)

Bray ECE/IT	953, Bray Ave	Taryn	250.590.3424
Colwood	3000, Wishart Rd	Francesca	250-661-8547
Dunford	948, Dunford Ave	Lauren	250-661-8578
Forge	2612, Sooke Rd	Jaime	250-661-8517
Happy Valley	3291, Happy Valley Rd	Lorne	250-661-4548
Kelly ECE/IT	647, Kelly Rd	Jessi	778-265-8889
Metchosin ECE	3424, Metchosin Rd	Kaitlyn	250-391-0909
Orono	809, Orono Ave	Carlee	250-661-8518
Otter Point ECE	2080, Otter Point Rd	Maria	250-642-0608
Otter Point OSC	2080, Otter Point Rd	Elisee	250.661.8512
Sangster/Metchosin (up)	3424, Metchosin Rd	Kiara	250-661-8513
Willway	2939, Mt. Well's Dr	Janelle	250-661-8549
Wishart	3310, Wishart Rd	Cody	250-661-8521

BULLYING POLICY

In the past, we have had some unfortunate instances of some of the children in Happy Campers out of school care calling other children names or intentionally physically hurting them. These names are often associated with physical characteristics of the "victims" and are extremely hurtful. I am asking you all to talk to your children regarding name calling/physical aggression & abuse and explain to them that not only is this a terrible way to treat our friends, but that also I regard this as bullying and this will not be tolerated in any of our child care centers. If your child is involved with name calling and/or bullying I will be speaking to them directly and will inform you by email/phone. If it happens again you will be notified immediately and asked to pick up your child. A third instance will warrant immediate termination of child care services – no notice will be given. As noted in our parent handbook "No child shall be subject to violence or abuse of any kind".

REPAYMENT AGREEMENTS

Fees are paid, in advance, on the 1st of each month. 2% interest will be charged on all overdue fees. An additional \$25:00 will be charged for each N.S.F. cheque. THERE ARE NO REFUNDS. If payment is not received, your child may lose his/her spot at the center. In the event of your child being away for any reason (including but not exclusive to holidays or maternity leave), your regular monthly fee will still be charged to keep your spot. If the caregiver is sick an alternate caregiver will be provided. If we are unable to care for your child, you will be given one month's notice unless there is a behavioral problem e.g. biting, or inappropriate actions by the children/parents/guardians towards staff and then no notice will be given. If your child puts himself or others at risk, you will be contacted and if the situation is not resolved immediately, you will be asked to take your child home and he/she will not be allowed back. There will be no refunds. No child or staff shall be subject to violence or abuse of any kind.

***A MINIMUM OF ONE WHOLE CALENDAR MONTHS WRITTEN NOTICE IS REQUIRED WHEN WITHDRAWING YOUR CHILD FROM THE PROGRAM OR CHANGING TYPE OF CARE (or payment in lieu of notice). E.g. to end care on August 31st, written/emailed notice must be received in the office by August 1st. Full day camps are non-refundable**

CODE OF ETHICS

1. The safety of self and others will be considered a priority at all times.
2. Everyone will be treated with respect and dignity, without exception.
3. Full commitment to the success of both the individual and the group will be reflected in all actions.

ILLNESS

All children get colds and through ongoing hand washing and good hygiene habits we hope to minimize the spreading of germs. However, if your child has a communicable disease or if they cannot participate in the regular daily program, you will need to make alternate care arrangements for them. First-aid treatment does not include any form of orally digested medications. Medication will

only be administered on the written request of the parent/guardian or upon permission given via telephone to the center for an emergency situation. If your child carries an epi-pen or an inhaler, the office must be informed at the time of registration and a care plan must be put in place in writing to request that the child carries their medication on their person & not have it locked up. Care plan forms are available at the office.

EMERGENCY PLAN & PROCEDURES

As childcare providers, we are aware of the appropriate procedures. However, as parents you should know the following: a) your child will be kept with us until he/she is picked up, b) no child shall be released into anyone's care other than the parents or persons authorized on the consent form.

In the event of an emergency, staff will quickly & safely direct the children out of the nearest and safest emergency exit. They will take them outside of the building where they will meet in the front of the school, next to the parking lot (see diagram located in each center). Attendance sheets, first-aid kits and earthquake kits will be taken outside as well. The emergency cards that you filled out will be used to phone parents and/or persons authorized to pick up the children.

RELEASE OF A CHILD FROM A CHILDCARE FACILITY

Any child registered in our childcare program will need to be picked up prior to 6pm. No child shall be released from our care to anyone other than the parents or persons authorized on the consent form. The first time an authorized person picks the child up, they will be required to show photo identification e.g. valid drivers license. If an authorized person comes to pick up a child and appears to be incapable of doing so (e.g. he/she is intoxicated), the alternate person on the authorization form will be contacted. Our staff are obliged to consider the health and safety of all involved and should a parent/guardian choose to drive while intoxicated, our staff will report this to the police. If staff feel that the health and welfare of the child is at risk, they may also contact the Ministry of Children & Families. Please advise in writing, of any custody agreements that pertain to the child and submit a photocopy of any such court ordered papers.

GUIDANCE

All children are treated with respect here and in return I expect them to treat others with respect. If a conflict occurs, older children are encouraged to problem solve among themselves, whereas with the younger children adult guided problem solving will be implemented. "Time away" is used as a last resort. It is used if a child is showing the potential to hurt someone, hurt themselves or hurt our toys.

HEALTH & SAFETY PLAN

As part of our health and safety plan, we have implemented the following into our daily routine:

- Our qualified staff are here to give your child the highest quality care available.
- Our most important job is teaching socialization, interaction with peers & adults and to nurture the children.
- We have an open door policy, please always feel free to come & visit, perhaps join in with a craft or sports? If you visit, please be prepared to take your child home with you (not many children will be able to handle being left twice in one day)
- All disruptive behaviour will be documented internally & that information will be used during communication with parents, (and if necessary) supported child care development consultants and/or Ministry of Children & Families.
- In the event that your child is uncontrollable, we will not physically restrain your child but if necessary we will call you or another authorized adult on your registration form to pick them up. As a last resort, we may have to call 911. This may include, but will not be exclusive to, hurting themselves, hurting others or hurting our toys/equipment.

If necessary we will implement the following;

- Consistent negative behaviour will be discussed at a staff meeting where a behavioural guidance plan will be decided on and implemented into the child's daily routine. The parents will be contacted via e-mail, phone, in person or by mail and informed of these decisions.
- After following through with the guidance plan and if no improvement is noted, then an observation by a consultant from supported child care or the Ministry of Families & Children will be completed.
- A daily communication book may be introduced to ensure complete communication between daycare staff & the child's parents.
- Loss of bus privileges and suspensions consisting of one day, two days or one week will be used if necessary and as a last resort, expulsion may be implemented.

INCLUSION

The staff at Happy Campers work closely with the Queen Alexandra Centre for Children's Health to try to include all children whatever their level of ability may be. All children will be treated equally, never isolated and all activities will be altered to accommodate all ability levels if & when necessary. Whether the extra support needs are physical, mental, emotional, behavioural or dietary; are severe or mild, we strive for inclusion and integration with all children aged 2 ½ - 12 years old. When children with extra support needs register in our programs, Happy Campers needs to think carefully about whether or not the Centre can safely care for that individual as well as twenty or more other children at the same time. If we are able to accept your child into our program, there needs to be a written plan made in consultation with and agreed to by the parents of the child.

Step One: Gather information about the child, their needs and abilities.

Step Two: Consider what accommodations, extra staffing, extra training and new procedures might be required.

Step Three: Consider the effect this individual may have on our program.

Step Four: Decide whether or not our centre is able to provide safe and effective care.

Step Five: Create a written plan to care for the individual and include back up plan or alternatives if the plan needs to be revised.

Step Six: Implement the Plan and ensure it is successful. Revise and make necessary changes every 6 months.

Happy Campers does not discriminate against a person or class of persons regarding any accommodation or services because of their race, colour, ancestry, place of origin, religion, marital status, family status, physical or mental disability, sex or sexual orientation of that person(s).

Happy Campers Child Care cannot always guarantee placement for children with extra support needs. We will however, strive to accommodate as many Supported Child Care children as we can, with the understanding that the programming needs of all children must be met in order to maintain the high quality program standards we demand.

If we are able to accommodate your child that will require a Supported Child Care worker, it is the sole responsibility of the parents to arrange the contract with Supported Child Development through the Queen Alexandra Centre for Children's Health. This process must be in place a minimum of 1 month prior to the child's enrollment in the program. When this has been completed and we have signed a contract with QA, we will then hire an inclusion worker. The child will not be able to attend the program until a worker has been hired.

INSURANCE & STAFF

We have liability insurance and we have a license to operate through V.I.H.A. & local city authority. All staff have a criminal record check, first-aid/C.P.R., epi-pen training, are over 19 years of age and have a Doctor's note stating they are in good health to work with children. All staff have a minimum of 20 hours of child related education, some have additional training and all are required to continue their professional development on an ongoing basis