HAPPY CAMPERS
CHILD CARE LTD.

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

PARENTS HANDBOOK – (0-5 years)

Welcome to our childcare 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 year round, from 6:30 am - 6 pm (except for Bray which is open 7-5:30pm), Monday through Friday except statutory holidays. Drop off is until 9:30am. No children will be accepted after 9:30am. Please be prompt when picking up your child from daycare. If a child has not been picked up by 6 pm 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 within 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 15 minutes (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 – 2020

We will be closed on the following dates:

Wednesday January 1st 2020	New Year's Day
Monday February 17th 2020	Family Day
Friday April 10th 2020	Good Friday
Monday April 13th 2020	Easter Monday
Monday April 27th, 2020	Company wide professional development day
Monday May 18th 2020	Victoria Day
Friday June 26th 2020 (OUT OF SCHOOL CARE ONLY)	Summer Camp Set Up
Wednesday July 1st 2020	Canada Day
Monday August 3rd 2020	BC Day
Monday September 7th 2020	Labour Day
Monday October 12th 2020	Thanksgiving Day
DATE TO BE DETERMINED	Company wide professional development day
Wednesday November 11th 2020	Remembrance Day
Monday December 21st 2020 to Friday January 1st 2021	Christmas closure for all centers

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 via email. There will be no refunds for emergency center 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. If staff cannot safely make it into work, we reserve the right to close ALL centers to ensure that their safety is not compromised.**
Thank you for your understanding.

Emergency packs are located at each site. These include tents, first aid supplies, tools, radios, etc. 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.

CLOTHING

Please bring a change of clothes and a pair of slippers for your child to leave at daycare. Please make sure that you send your child in weather appropriate clothes on a daily basis. We will have outside playtime everyday (weather permitting). There will be a bucket available in the cubby room for your child's spare clothes. Please check it & refill on a regular basis. If your child attends one of our infant/toddler centers, please ensure you have enough diapers/pull ups/wipes always on site.

STAFF

All staff have a criminal record check, first-aid/C.P.R, ,epi-pen training are over 19 years of age. All staff have a minimum of 20 hours of child related education, some have their ECA, ECE, IT and/or SN, some have additional training and all are required to continue their professional development on an ongoing basis. If you have any questions, concerns or requests, please feel free to phone the office #250-391-0909 or talk to the manager.

FEES

Monthly Rates 0-3 yrs.	**Sept 2019**	**CCOF reduction**	**Reduced fees**	**Sept 2020**	**CCOF reduction**	**Reduced fees**
	$1275	$350	$925	$1400	$350	$1050
Monthly Rates 3 – 5 yrs.	**Sept 2019**	**CCOF reduction**	**Reduced fees**	**Sept 2020**	**CCOF reduction**	**Reduced fees**
	$980	$100	$880	$1080	$100	$980

Cheques are to be made payable to Happy Campers Child Care and must have your child's name written on the memo line. Any subsidy authorization numbers are to be attached prior to registration. Please note that the Ministry/Government agencies do not guarantee to 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 12months of the year and so the fee for December will remain the same even though we have closures. Tax receipts will be issued at the beginning of the following fiscal year. Fees will increase annually.

REPAYMENT AGREEMENTS

Fees are paid, in advance, on the 1st of each month. Effective the 3rd of each month, any unpaid fees are subject to $25/day late fee. If payment including late fees is not received by the 5th of the month your child may lose his/her spot at the center without further notice. 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.
There is an additional $25 charge for all NSF payments.

*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 July 31st. This will pertain to all future secured registrations.

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.

SCREEN TIME POLICY

There are no TV/s, computers, tablets or screens of any kind used within our ECE/IT facilities. An exception MAY be made as a special activity around Christmas in which alternative activities will also be available for the children.

ACTIVE PLAY POLICY

At Happy Campers ECE/IT centers, all children have outside physical play for at least 45 minutes in the morning and at least 45 minutes in the afternoon. Many centers stay outside for up to 3 hours a day. 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. If leaving the site by bus or walking, the following safety precautions are taken.

- Head counts prior to leaving the facility
- Head counts once on the bus.
- Staff positioned at front, middle & back for on walking field trips.
- Head counts upon arrival at destination.
- Head counts consistently during field trip.
- Head count s getting back on bus.
- Head count on bus.
- Head count getting off bus.
- Head count once back inside the center.

TOILETING POLICY

Children enrolled in our 3-5 age group centers are expected to be toilet trained (or in the process of being toilet trained). We do not allow diapers but if a child starts attending and is close to being toilet trained pull ups can be used for a short period of time.

FOOD & DRINK POLICY

We promote healthy eating and nutritional habits at all Happy Campers sites. As our centers are juice free, safe drinking water is available for all children at all times and we encourage them to drink as much as they would like. Please remember to send a water bottle with your child daily. We also have a no candy/junk food policy. These foods will be sent home and not fed to the children while they are at daycare. If a child has specific nutritional requirements, we will ensure that all staff at the site knows, understands and complies with these requirements to the best of their ability. We ask that you provide a healthy & nutritious lunch & snacks consisting of 2 servings of fresh fruits and vegetables. Please send fresh fruit rather than gummies as it will curb hunger longer and offer a lot more energy in-between meals that their little bodies require. 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 foods that contain no nut products. If you send "no nut butter" please label it so we know it's safe. We ask that pre packaged foods stay to a minimum and encourage parents/guardians to pack their children's lunches in reusable containers whenever possible. No child is ever forced to eat their food; however, the staff do encourage all children to try their food of choice. Food is never used as a punishment or reward at any center and all uneaten food will be sent home☺

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. Your child must be symptom free for 24 hours before returning. This includes when staff send your child home sick they may not return prior to 24 hours later. 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.
Please refer to the Conditions for Exclusion on the final page.

TOYS FROM HOME

New children are encouraged to bring a small comforting blanket from home to help make their transition to a new childcare center an easier one. Toys from home are not allowed except for "show & tell" days (please no weapons, electronic games or items of value) where the toy is shown and then put away.

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 building in the staff parking lot. Attendance sheets, first-aid kits and earthquake kits will be taken outside as well.
Staff can access your online files from outside the center should contact be necessary,
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. 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.

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. If an authorized person is unrecognized to the staff on site, they will be required to show photo identification e.g. valid driver's 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 for 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.

GUIDENCE

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. We use lots of re-direction when dealing with negative behavior and "time away" is used as a last resort. It is used if a child is showing 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.
- Through our pre-school based curriculum we educate the children to identify numbers, letters & colors in preparation for kindergarten although 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 circle time? 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)
- Staff constantly head count and communicate ratios all throughout the day to ensure the safety of all the children in our care.
- All disruptive behavior 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 behavior will be discussed at a staff meeting where a behavioral 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/parent portal log may be introduced to ensure complete communication between daycare staff & the child's parents.
- If children are acting aggressively towards staff or children or themselves, and after continuous conversations we reserve the right to terminate care after 3 strikes. This means 3 instances where children were sent home for causing harm excessively, whether medical attention was sought or not.

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 0 - 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.

CONDITIONS FOR CHILDREN TO BE EXCLUDED FROM CARE

- **Deep/hard Coughing:** 3-5 times an hour - return when cough has subsided

- **Fever:** 38°C (101°F) or over. - return when temperature has remained at 37°C (98.6°F) for 24 hours without the aid of medication, or 48 hours when a more serious illness (i.e.: H1N1) is circulating in the community

- **Vomiting:** return after 24 hour of last bout of sickness, or 48 hours when a more serious illness (i.e.: Norwalk Virus) is circulating in the community

- **Diarrhea:** twice in one day - return after one normal bowel movement

- **Acute Cold:** contagious with obvious discharge of infected green or reddish brown mucus – return when discharge has subsided (a swab may be requested by staff. Child will need to stay out of the center while waiting for results).

- **Antibiotic:** return after 24 hours from first dose

- **Infected skin or eyes:** return when the child has been examined by a doctor, diagnosis is confirmed and medication has been administered for 24 hours. Conjunctivitis (pink eye) must be treated and eyes clear before the child may return.

- **Communicable diseases (hand, foot & mouth, chicken pox etc.):** must report to the daycare as soon as possible and observe Public Health Standards for the safe return to daycare

- **Lice:** Children must be lice and nit/egg free before they may return to daycare. Staff will continue to monitor and children may be sent home again for further treatment

- **General Wellness:** Children must be physically and emotionally capable of program participation. Children who experience falls that result in potential concussion symptoms, broken/fractured or sprained limbs and who may require additional support could be asked to stay out of care until health wellness is known and managed.

****Please be advised that Happy Campers staff reserve the right to exclude from care based on health concerns for our overall group…a Doctors Note may not grant you medical clearance to attend****