



Fernwood NRG

Your Neighbourhood Resource Group



Parent Manual 2014

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PHILOSOPHY

Fernwood NRG – Nurture, Respect, Grow

Fernwood Neighborhood Resource Group Society's (Fernwood NRG) Child Care Programs are based on providing a family-centered approach to care, taking the needs of each child and family into account. Fernwood NRG offers Fernwood Neighbourhood Out of School Care (FNOSC). The Family Programs Coordinator will work in partnership with you to ensure consistent care for your child and to build a trusting reciprocal relationship with you. Our objectives are to provide children with a safe, nurturing, supportive, and respectful environment. We believe in working cooperatively with parents to provide a high level of quality care for all children.

FINANCIAL

Deposits

All deposits and fees are made payable to the Fernwood Neighbourhood Resource Group or Fernwood NRG.

A \$25 non-refundable administrative fee is due at the time of enrolment. This non-refundable fee covers administration costs only and does not go towards the first month childcare fees.

Registration: Upon registration, the administrative fee plus a non-refundable deposit of ½ the first month's fees are due immediately. The balance of your first month's fees must be paid at the time of enrolment in the form of a post-dated cheque, postdated for the first day of the month your child starts care. The pre-authorized debit (PAD) withdrawal is initiated for the second month of care.

Monthly Fees

The monthly fee for Out of School Care is \$250 per month.

Except for your first month, fees are due in full by pre-authorized debit on the first of each month. Please note that there may be changes in fees from time to time with due notice. Fernwood NRG agrees to give a minimum of 60 days notice of any fee changes.

Parents are responsible for any administrative charges for insufficient funds (\$40).

Early Dismissal Day fees are an extra \$5/hour until 2:45pm.

Professional Development Days (Pro-D Day) are full school closers. The fee for Pro-D Day care is \$30/day.

Spring Break Camps, Holiday Camps, and other full week school closers fees are \$195/ week.

Subsidies

Parents are responsible for ensuring that all subsidy authorizations are completed prior to enrolment. Fernwood NRG assists parents by completing the required section of the application form with our license number and signature of our authorized director.

If subsidized, the parent agrees to pay the full amount of childcare fees when the subsidy expires. The parent portion of fees is required in full and by the first of each month.

Absences

In order to maintain a place in our out of school care program, full fees must be paid for any period of time in which children are away from the centre. Time away from the centre includes vacation, statutory holidays, sickness, or other absence. No refunds will be given for these absences. Parents are not permitted to sublet their child's position for any reason.

Cancellation of Services

Failure to pay out of school care fees by the first day of the month or failure to make alternate payment arrangements with Fernwood NRG's Accounting Department will result in a notice of cancellation of child care services. Non-payment may result in immediate cancellation of services.

In order to cancel services, parents agree to give two calendar months' notification on cancellation of childcare services to Fernwood NRG.

Fernwood NRG agrees to give a minimum of four weeks written notice to the parents if we are no longer able to provide out of school care services to your child due to either the centre being unable to meet the needs of your child or the working relationship between the centre and yourself being incompatible. This does not apply to situations in which we have asked you to have your child assessed.

GETTING STARTED

Forms

All forms are to be filled out and submitted to the Family Programs Coordinator when you register your child. Emergency cards, attendance records, and a first aid kits are required for all outings; therefore these forms must be completed in order for your child to participate in the program. Unless there are legal concerns, files are destroyed seven years after a child has left the care of the organization.

A letter regarding fees paid will be provided for annual tax purposes. Replacement letters are available for a \$10 service fee.

HOURS OF OPERATION

Daily Hours

Out of school care hours are Monday – Friday 2:45-5:30pm.

Full day school closure hours are 7:30am-5:30pm.

Statutory Holidays

The centre will be closed for Family Day, Good Friday, Easter Monday, Victoria Day, Canada Day, BC Day, Labour Day, Thanksgiving Day, Remembrance Day, and from at least December 25th to the 1st business day in January. If a statutory holiday falls on a weekend, the centre will be closed the following business day.

Closures Due to Severe Weather

Closures due to severe weather conditions will generally follow the lead of School District 61 or may be closed at the discretion of the Executive Director or designate. If notice is given on the radio (e.g. CFAX) or TV that schools are closed due to weather, then our centres will also be closed. If it is announced that schools will be closing, please prepare to pick up your children as soon as possible as we will also be closing our centres as soon as all children are picked up.

Closures Due to Emergencies

In the event of an unforeseen emergency situation that requires closure of Fernwood Neighbourhood Out of School Care Centre, the following conditions apply:

An unforeseen emergency situation includes, but is not limited to:

- 1) Natural hazards such as communicable disease outbreak, severe weather, earthquake, and flooding
- 2) Technological hazards such as fire, utility disruption (e.g. heat, water, power), hazardous materials (e.g. gas leak)
- 3) Bomb threat or threatening phone call

In the event of unforeseen emergency situation that necessitates facility closure, closure is described as temporary or permanent.

Temporary closure is defined as a shutdown with the intent to resume services.

Permanent closure is defined as a cessation in operations with no intent to resume services due to damage to the centre beyond repair, economic conditions, or other reasons.

PROGRAM DESCRIPTION

The program hours are Monday to Friday from 2:45pm-5:30pm.

The program is located at the Fernwood Community Centre at 1240 Gladstone Avenue.

Children meet staff at the front entrance of George Jay Elementary School at 1118 Princess Street. Attendance is taken at this time.

When all children are accounted for, staff walk with the children back to the Fernwood Community Centre. All staff and children walk on the sidewalk and cross only at designated crossing zones.

Once at the centre, children place their belongings in the provided area and attendance is taken again with children being signed in to the site sign-in sheet.

The afternoon schedule is as follows:

- 2:45pm - 3:15pm: Meet at George Jay Elementary and walk back to Fernwood Community Centre
- 3:15pm - 3:30pm: Check in and sign in- discussion of daily activities
- 3:30pm - 4:00pm: Snack
- 4:00pm - 5:00pm Daily activity
- 5:00pm - 5:30pm: Free play- children available for pick up

A calendar of the daily activities will be provided each month. Children may choose from two activities each day excluding out-trip days. All children attend out-trips days.

OUT-TRIP PROTOCOL

Parents have reasonable access to their child at all times as out-trip information is available via calendar. Please send your child prepared for the out-trip. If you prefer is that your child not attend the out-trip please make arrangements for alternate care. If your child is unable or unwilling to attend the out-trip please make arrangements for alternate care. We endeavor to return to the program space by 5:00 pm. Speak to FNO SC staff in advance to arrange to pick up your child from the out-trip location.

ABSENTEEISM

If your child is away, please call the site by **2:45pm** and either talk to the Family Programs Coordinator or leave a message informing staff your child will be absent and the duration of the absence. Looking for

children at the school or calling the police if we think your child is missing because you forget to call, causes undue stress for everyone.

A \$10.00 fee will be charged if you do not call and notify the FNOSC staff prior to the after school pick up time.

Late and Missing Child(ren)

If staff have not been notified of a child's absence and the child has not arrived at the meeting place within five minutes after the bell has sounded, FNOSC staff will check with the school office to see if a child was absent from school or left early.

If the child left or was absent from school FNOSC staff will call the parent and emergency contacts to confirm. Parents will be charged \$10 for this situation.

If the child was not absent from school FNOSC staff will ask the school office staff to page the child to come to the meeting place. If within two minutes of the page, the child does not come to the meeting place, staff will begin calling the emergency contacts. Staff will call all contacts until they get confirmation regarding the child's location. If an emergency contact cannot be reached, staff are obligated to phone the Victoria Police Department.

If a child has been accounted for and then goes missing, staff will complete a five minute search of the area and then call 911.

AUTHORIZED PICK-UP

Children may only be released to persons named on the child's registration form. Authorized pick-up contacts must be responsible adults who are of the age of majority in BC (19 years). Staff will request to see photo ID and a local phone number.

Late Pick-up

If you are late (pick-up at **5:30pm**) and we have not heard from you, the following steps will be taken:

- 1) We will call you
- 2) We will call the emergency contacts and authorized pick-up persons
- 3) If we are unable to reach a contact within half an hour, we will call the Ministry of Children and Family Development Emergency Daycare Services (MCFD)
- 4) MCFD will take the child into their custody until a parent is located
- 5) A note will be left at the centre stating where your child may be picked up

Staff are required to treat late pickups as if something serious has happened to the child. Please call ahead if you find yourself delayed in picking up your child. In the event of late pick-up you will be invoiced, \$15 per quarter hour per family. FNOSC staff are not authorized to waive fees and are required to inform the Family Programs Coordinator of the late pick-up.

UNAUTHORIZED PICK-UP

If you wish to have an unauthorized person pick up your child, we require advanced written authorization by fax or letter. Pick up contacts must be responsible adults who are the age of majority in BC (19 years). Staff will request to see photo ID and a local phone number.

RELEASE OF CARE

Parents must sign their child out of our program with the correct time and their initials in pen. Staff members are not permitted to release children for play-dates, school, or other special extra- curricular after school arrangements. Your child may never sign themselves out, walk home or leave the premises without being signed out by a responsible adult from the pick-up list. FNOSC does not facilitate play-dates for children; our staff will not provide the phone for children to use or call on behalf of children. All play-dates must be prearranged off-site and prior to 2:45pm.

INCAPABLE OF PROVIDING SAFE CARE

If a person arrives to pick up a child and he/she appears incapable of providing safe care, staff will advise the person of the concern and an emergency alternate contacts will be phoned.

If an emergency contact is unavailable, the Family Programs Coordinator and MCFD will be contacted. The Family Programs Coordinator will come to the site, if not on site, to replace the staff if the incident goes after closing hours of the FNOSC program.

As per Child Care Licensing standards, “in situations when an individual who appears to be incapable of providing safe care or is “not permitted access to a child” attempts to remove a child in care from the facility, the licensee/staff member is obliged to consider the health or safety of all involved, including other children in care, staff, and him/herself” (“Safe Release of a Child from a Care Facility VIHA Infosheet). If staff are unsuccessful in suggesting alternate pick-up choices and the parent removes their child from the care facility, which places the child at risk, staff will contact the Victoria Police Department at 9-1-1 immediately and MCFD as well.

CUSTODY

We require all legal documentation regarding custody. FNOSC is a neutral body and cannot withhold a child from a parent and will not intervene in custody issues. In the case that we have a copy of a custody order that is not being abided by, we will contact all concerned parties. This may include phoning the police and/or MCFD.

Fernwood NRG Custody Arrangement Document

We require written paperwork indicating the agreement plan outlined by separated or split families. Both parents/guardians are required to fill out the documentation and paperwork to ensure that information is shared. If you have joint custody of your child, we expect payments, pick-up persons, and penalty fees to be provided by the parent who has care of the child on that registered day. If you have sole custody of your child we expect payments, pick up persons, and penalty fees to be your sole responsibility. In the event that fees are accrued on your day of registered pick up you are responsible for paying fees before the child can attend your next registered day.

ALLEGED CHILD ABUSE

We are required by law to call MCFD if we suspect any form of child abuse or if a child discloses information to a staff member. FNOSC staff are not permitted to discuss details of legal investigations with families.

THINGS TO CHECK DAILY

Parent Information Board and Calendar

Parent Information Boards and Calendars are set up in the entrance to the Studio. Up and coming events and issues you should know about are posted in one of these areas. From time to time, there will be receipts, notices, or letters provided through the Family Programs Coordinator.

Sunscreen Policy

FNOSC staff will supervise and provide direction for the application of SUNSCREEN SPF 30+ during the season when at risk of the sun. FNOSC does not supply sunscreen; families must provide their child with a bottle of sunscreen clearly labeled. We ask that if your child(ren) has allergies to sunscreen, parents must provide a reasonable safety plan to ensure their child(ren) will not be at risk of sunburn or sunstroke. This plan must be agreeable to FNOSC facility.

Food and Drink

FNOSC will provide snacks to children during afterschool hours. Afternoon snacks will comply with Canada's Food Guide and offer food from at least two food groups. The afternoon snacks comply with parents' wishes for their children and adhere to all allergy information provided. Children will never be forced to eat food they do not like and are given an equal alternative option.

Water will be made available to children at all times. And will be provided with a pitcher and cups at snack.

Food will never be used as a reward or a punishment.

Allergies

Please inform staff of any allergies. If a child has any allergies, FNOSC staff must be notified in writing including the symptoms resulting from the allergy. We do try to respect the needs of children with allergies. However, despite our efforts, we cannot guarantee the absence of specific allergens in the centre or the building as it is a community centre. It is the responsibility of the parent to develop a care plan with staff and to provide emergency medication (e.g. EpiPen).

BEHAVIOUR GUIDANCE POLICIES

Guidance and discipline at FNOSC is provided to ensure a safe and healthy learning environment in which each child can feel secure, respected, and valued. Each child is encouraged and supported to develop positive relationships with their peers and staff. Staff strive to be positive role models, showing respect to the children, parents, co-workers, and the environment.

In keeping with the legislative requirements and principles of the Family and Child Service Act, the safety and well-being of children in care must have paramount consideration. To this end, parents/guardians can expect that staff:

- 1) Demonstrate physical interaction as well as provide clean, simple, and consistent limits regarding appropriate behaviours within the centre; such limits will be offered in a positive manner.
- 2) Do not use harsh or belittling language at any time.
- 3) Do not use physical punishment at any time.

For any behaviour needing extra management, staff request to meet with parent(s) to come up with a mutually agreeable plan.

Intervention Strategies

FNOSC staff will use the following intervention strategies to help correct inappropriate behavior and encourage suitable behavior:

- 1) Give verbal direction or re-direction as the first and main means of guidance and discipline.
- 2) Communicate clearly the expectations of each child and logical consequences of inappropriate behavior.

For example, when a child uses physical aggression as a means of expressing anger we:

- 1) Acknowledge the child's feelings and remind the child that we cannot allow anyone to hurt anyone else at FNOSC
- 2) Model problem solving skills by explaining that other children do not like to be hurt and that the other child may not understand why the first child was upset. We then ask the child to tell the other child with words why he or she is angry. Together, with the support of the staff, the children will be given the opportunity to work through the situation.
- 3) Provide opportunity for the child to have some 'time away' if they need to gain self-control.

Time away is a method used to show children that being redirected from an unfavorable situation to a more calming area allows them to manage their own behaviors. When a child displays the same inappropriate behavior repeatedly, even after verbal intervention by staff, the child is given the choice to either change the inappropriate behavior or leave the activity they are involved in and go to a quiet space in another area of the room. When the child is calmer, staff discuss better ways to solve his/her problem in the future and/or engage the child in a dialogue on this subject. When the child has regained control of his/her emotional and physical state, staff encourage the child to participate in the activity with the group.

FNOSC does not tolerate inappropriate behavior such as, but not limited to, violence, bullying, discrimination, malicious, disrespectful or unsafe behavior, sexual, physical or emotional abuse, teasing, offensive language, cliques, peer pressure, theft, unauthorized absence or departure from the program, disrespect of others' belongings and the Fernwood Community Centre property.

In addition, FNOSC staff will:

- 1) Strive to recognize and identify the child's feelings in situations that may cause difficulties for the child.

- 2) Supervise the child at all times and do not remove the child to an unsupervised area as a means of discipline.

Parents/guardians are encouraged to question staff if they are unclear about the handling of any incident within the centre. As partners guiding your child through these key developmental years, it is imperative that staff and parents work closely and honestly together. Staff are pleased to discuss any questions you may have about any aspect of our Guidance and Discipline guidelines.

Inclusion Policy

FNOSC tries to accommodate children with diverse needs and challenges, but cannot guarantee that we can provide special services; it is dependent upon the specific needs of the child. FNOSC is inclusive and supports children with diverse needs and challenges provided that:

- 1) Staff have the expertise to keep the child safe. For example, medical requirements do not exceed the staff's ability as an after-school care provider.
- 2) The child does not require more time and resources than is available at FNOSC.
- 3) Offering supported care does not deprive the majority of children of their typical daily experiences.

If the extra support needed by a child **does** deprive the majority of the children of their typical daily experience, parents/guardians will be asked to immediately pick up the child. The third time a parent/guardian is asked to pick up a child for this reason, they will be asked to have a behavioural assessment completed or exit the program. Out of school care will be suspended during the assessment and pending results. In order to hold the child's space, fees still apply in the interim between assessment and results. If results indicate that the child requires a support worker, the child can only be readmitted to out of school care with a worker. If the family chooses to exit the program, the cancellation policy does not apply.

For children requiring extra support:

- 1) A care plan is developed with the help of the parents and health care professionals that include all of the Vancouver Island Health Authority required information as outline in the Child Care Licensing Regulations
- 2) Care Plans are reviewed annually
- 3) All staff working at the centre are informed of care plans that have been put into place

Play Items from home

Children are asked to keep their personal toys at home. In our experience, toys get lost or could cause conflicts amongst the children over sharing these items.

EMERGENCY PROCEDURES

Child Care Licensing Regulations requires all licensed group child care facilities to practice monthly fire drills. These fire drills are posted in each centre. In case of an emergency, such as a fire or earthquake, children will be evacuated from the centres and parents will be telephoned. As soon as it is safe, children will be moved to the Victoria High School gymnasium where parents can pick them up.

If it is not possible to leave the building staff will avail themselves and the children of the earthquake and first aid supplies.

The current emergency plan is as follows:

- 1) If the building is safe, children will remain with staff at the centre until parents can pick up their children.
- 2) If the building is **NOT** safe, children will remain at or near the centre for up to a 2 hour period or as long as staff feel comfortable in their abilities to keep your child safe (e.g. in the playground area which is fenced to facilitate supervision). If the area is unsafe, if there is bad weather, or if it is becoming dark, Fernwood NRG has an agreement with School District 61 to take the children to the Victoria High School gymnasium provided their building is safe. Please Note: The Emergency plan may be changed as situations develops.
- 3) If plans are affected by uncontrollable circumstances, every possible effort will be made to properly inform parents where they can pick up their child. Staff will post a sign on the buildings to let parents know the location of their child.

Children who are not capable of walking out of the building: children with a pre-existing condition will be helped according to their care plan. All care plans will include this stipulation.

If the child is injured during the emergency they will be treated by first-aid certified staff and aided accordingly. Staff will determine whether it is safe to move the child.

Accident/ Injury Policy and Procedure

If a child is injured while on an out trip or at the facility they will be given immediate first aid attention by certified staff. The staff performing first-aid will instruct another staff to phone the necessary emergency response number (e.g. ambulance).

On field trips staff carry a first aid kit, children's contact cards with their medical information, and an emergency cell phone.

Field trips always have additional staff to maintain the staff to child ratios in case there is an emergency.

All staff have current first aid training and know of children's' pre-existing conditions.

HEALTH POLICY

Right of Refusal

There are many factors involved in ensuring a child's optimum growth and development; good health is a particularly important one. Children who are ill require a relaxed atmosphere and more individual attention than our centre can provide.

Do not send your child to FNOSC if they are sick (e.g. runny nose, cough, fever, stomach ache, tooth ache, infections, or ear ache). If we pick-up a child and they are ill, the child will be sent home. If your child becomes ill while at FNOSC, immediate arrangements must be made to pick up your child. In the interim, your child will be able to rest quietly in a supervised area.

It is the parents' responsibility to inform the caregiver if the child has contracted a communicable disease (e.g. chicken pox, impetigo, head lice). This enable us to alert other families regarding the health risk. Your child is not be permitted to attend program while they are ill. Upon returning, FNOSC reserves the right to ask for a 'physician's note' stating health status.

It is understood that keeping a child that is sick at home can mean a parent might miss valuable work hours. Please consider your options for alternate care if it is difficult for you to leave your work. It is your responsibility to arrange for alternate care in advance.

Please note, the conditions for exclusion listed below are recommendations by the Vancouver Island Health Authority (VIHA). This list may differ in some respect from your physician's opinion, primarily because the criteria are designed for children participating in group care.

Conditions for Children to be Excluded from Out of School Care

- **Acute cold:** Contagious with obvious discharge of infected green or reddish brown mucus – return when discharge has subsided.
- **Cough:** 3-5 times per hour, and especially if choking and/or vomiting accompanies the cough. Child may return when coughing has subsided.
- **Fever:** 37.8°C (100°F) or over – may return when fever has remained at 37° (98.6F) for 24 hours without the aid of medication and the child has not developed a secondary infection.

- **Vomiting:** Return after 24hrs of last bout of sickness.
- **Diarrhea:** Must be symptom free for 24hrs.
- **Antibiotic:** Return after 24 hours since first administered.
- **Infected skin or eyes:** A doctor must examine undiagnosed skin irritations and medical clearance for return is obtained. Conjunctivitis, commonly referred to as pink eye, is very contagious. It must be treated and eyes clear before the child may return.
- **Ear aches and Infections:** Because VIHA indicates untreated ear infections can lead to hearing loss and are potentially infectious, we require children to see a doctor for direction and the children must stay home for a minimum of 24 hours with or without antibiotic medication. This allows for the children to be monitored and assessed. Children may return when symptoms, such as fever and ear tugging, have subsided.
- **Lice:** Child may return once the child has been treated with an effective treatment and all lice and nits have been combed or picked out of hair. Follow up shampooing must be administered to complete treatment.
- **Communicable Diseases:** Communicable diseases such as, chicken pox and measles, must be reported to the Family Programs Coordinator as soon as they are diagnosed. The duration of the child's treatment and exclusion from out of school care will depend on the VIHA's Communicable Disease recommendations which staff will provide to parents.

Sudden Illness While in Care

If your child becomes ill during the day, we will contact a parent immediately. If we cannot reach you, the alternate person(s) on the registration form will be contacted to ensure your child gets prompt, appropriate medical attention.

Medication and Administering Medication

Parents must fill out a **Permission to Administer Medication Form** for children requiring any medication. This form gives written authorization to FNOSC staff to administer a prescribed medication and the necessary information to administer the medication safely, including the amount and the time specified by the care plan. Staff only administer medication if this form is filled out completely and precisely. Child Care Licensing requires your physician's prescription on the original pharmacy-issued medication container.

FNOSC staff ask children to give their medication to staff upon pick up. Medication will be placed in a lock box to ensure medication is inaccessible to other children. All medication must be given to staff upon pick up unless otherwise outlined in the child's care plan.

Our staff will assist/supervise and document the administration of a child's medication.

PARENT CONSENTS

In your contract for out of school care services with FNOSC, you are required to indicate your consent for the following items:

Photograph/ Video Permission

You will be requested to provide consent to have your child photographed or videotaped by staff or other authorized persons under contract to Fernwood NRG. Photos or videos may be used in the promotion of Fernwood NRG programs in print or video format, however names will not be used.

If you do not wish your child to be photographed or videotaped regardless of the circumstances, please inform the Family Programs Coordinator in writing.

RECEIPT/ FAMILIARITY WITH PROGRAM POLICY MANUAL

You are required to acknowledge receipt of the Program Policy Manual and indicate that you have made yourself familiar with the programs routines, policies and procedures. Should you have any questions or concerns regarding FNOSC, you are welcome to discuss these matters directly with the Family Programs Coordinator.