



**Fairfield Gonzales Community Association
Out-of-School Care**

Parent Handbook

Fairfield OSC
Margaret Jenkins OSC
Sundance OSC

Revised March 2010

Welcome

Welcome to the Fairfield Gonzales Community Association (FGCA) Out-of-School Care (OSC) Program. We are excited that you will be joining us and look forward to creating positive relationships with you and your child. Please familiarize yourself with the information contained in this handbook as it provides an introduction to our childcare programs and philosophies.

The FGCA operates three OSC programs:

- **Fairfield OSC** (90 licensed spaces) operates out of the Fairfield Gonzales Community Place and serves children attending Sir James Douglas Elementary School.
- **Margaret Jenkins OSC** (90 licensed spaces) operates on site at Margaret Jenkins Elementary.
- **Sundance OSC** (30 licensed spaces) operates on site at Sundance Elementary School.

Child Care Coordinator's Note

On behalf of the Executive Director, the Board of Directors, and OSC management, we warmly welcome your family to our Out-Of-School Care programs. We look forward to building healthy relationships and creating happy memories.

Fairfield Gonzales Community Association Out-of-School Care Philosophy

Our OSC programs are play-based and child-focused in nature. Our staff view children as individuals with their own ideas, cultural beliefs, abilities and interests, and strive to provide a safe and stimulating environment (physically, intellectually, mentally and emotionally). The FCGA believes that children have a desire to grow, play and learn, as well as to explore and construct knowledge about the world around them through peer and play based experiences. While recognizing family diversity and structure, our program encourages the development of positive relationships among peers, as well as, respectful communication between children, staff, and families.

Fairfield Gonzales Community Association Code of Conduct

As an association dedicated to enhancing the quality of life in Fairfield and Gonzales, we have developed a code of conduct by which we hope to foster positive relations among all. It is understood that all board members, staff, volunteers, participants, and users adhere to the following to guide all behaviour and activities related to the FGCA:

- We will interact with respect, courtesy, objectivity, and inclusiveness
- We will work towards the good of all community members, and not for personal benefit
- We will promote collaboration, cooperation and partnership with each other and with other groups
- We will promote health, wellness, and safety for the entire community

Our Staff

Our staff members possess a wide range of skill, interest, and education and are required to meet the following FGCA and VIHA licensing standards.

- 20 hours of accredited child care training
- A doctor's note indicating mental and physical wellness
- Standard First Aid and CPR C
- Criminal Record Check and 3 child care specific references

Program Information

Your child must be a registered student in grade (K-5) in order to attend our program.

Based on OSC enrollment our centres offer the following programs from September to June:

- Before School Care: 7:30-9:00 am
- After School Care: 3:00-6:00 pm (2:00-6:00 pm on Wednesdays)
- Pro-D days: 7:30-6:00
- Camp days: 8:00-5:00

Program Location and Contact Numbers

Fairfield OSC	
Message Line & Manager's Phone	382-2065
Small OSC	661-7612
Large OSC	661-8020
Portable	661-6462
Family Room	686-3438

Margaret Jenkins OSC	
Message Line & Manager's Phone	592-8800
Annex A	661-8016
Annex B	661-8017
Portable 84	661-2642
Portable 73	858-0136

Sundance OSC	
Message Line & Manager's Phone	661-0458
Gym	661-8014

Fairfield OSC

1330 Fairfield Rd
Victoria BC
V8S 5J1

Phone: 382-2065
ffosc@fairfieldcommunity.ca

Margaret Jenkins OSC

1824 Fairfield Rd
Victoria, BC
V8S 1G6

Phone: 592-8800
mjosc@fairfieldcommunity.ca

Sundance OSC

1625 Bank St
Victoria, BC
V8R 4V5

Phone: 661-0458
sunosc@fairfieldcommunity.ca

Child Care Coordinator: Candace Negm

Email: osc@fairfieldcommunity.ca

Executive Director: Joan Kotarski

Email: executivedirector@fairfieldcommunity.ca

Fairfield Community Place

Tel: 1-250-382-4604
Fax: 1-250-382-4613
1330 Fairfield Road
Victoria, BC
V8S 5J1

Website: www.fairfieldcommunity.ca

Email: place@fairfieldcommunity.ca

OSC Fee Structure

Care Options	Full Time	3 Days M-W-F (SUNDANCE ONLY)	2 Days T-Thurs (SUNDANCE ONLY)
Before Care	\$100	\$60	\$45
After Care	\$300	\$180	\$125
Before & After Care	\$360	\$215	\$150
Pro D Day (when space allows)	Included	\$25	\$25
Early Dismissal Days (when space allows)	Included	\$15	\$15
Drop In Fee (when space allows)	\$20 (After School Care)	\$5 (Before School Care)	
NOTE: Fees are averaged over the school year, although some months have fewer days, fees do not vary and discounts are not applied.			

Part Time Requests

- Part-time requests must be submitted in writing to the on-site manager.
- Part time families may choose Monday and Wednesday and Friday OR Tuesday and Thursday.
- Requests will be considered on a case by case basis depending on program needs and manager discretion. Part-time care families will be asked to move to full-time if another full time application is submitted.
- Full time registrants are given priority for Pro D days and Early Dismissal days.
- Pro D Day /Early Dismissal Care cannot be guaranteed as space is based upon staffing and VIHA licensing expectations*

Registration Information

To register your child in one of our OSC programs you must:

- Provide 10 post-dated cheques
- Pay a \$30.00 one-time administration fee per family
- Pay a \$100.00 non-refundable deposit against first months fees
- Provide subsidy authorization forms, if applicable
- Meet with on-site manager and fill out completely all appropriate paperwork
- Provide your child's immunization records, or check off "I choose to not immunize my child" on the form
- Provide useful information regarding medical, family and behaviour history
- Provide three **local** emergency contacts (name, number and relationship to child)
- Provide custody and separation agreement, if applicable

Please note that in order to register;

- Your child must be toilet trained
- Your child must be registered in K-5 in a FGCA catchment elementary
- Notify the FGCA if your personal contact information changes during the year
- It is the parent's responsibility to pick-up monthly newsletters, calendars, invoices, etc.
- Parents are responsible for informing themselves of Pro-D days and scheduled early dismissals
- Toys from home are not permitted unless it is scheduled in our calendar
- Electronics are not permitted in our OSC programs
- Please do not send your child with any candy, pop, gum or junk foods
- Please send your child with weather appropriate clothing
- Supply indoor shoes or slippers

Probationary Period

Each new child is accepted on a one month probationary period. Based on our discretion, the FGCA reserves the right to refuse care. During the first two weeks of this probationary period we will be observing how your child fits into our program. If at this time, we feel that our program does not effectively meet your child's needs, we will provide you with notice to make alternate care arrangements. The FGCA reserves the right to extend the probationary period.

Withdrawal and Cause for Discharge

To withdraw or change registered days without penalty, families are required to give **one month's written notice, received by the 1st day of the preceding month**. If one month's notice is not given, you will be charged one month's fees in lieu of notice. The FGCA follows a **Three Strike Policy** to regulate non-payment, non-notified absences, and late pick-ups. Once three warnings have been issued, immediate de-registration from the program will follow.

Grounds for discharge include, but are not limited to:

- Three late payments, NSF cheques or non-payments
- Three late pick-ups
- Three *non-notified* absences
- Inability of the child or family to follow FGCA expectations and policies
- Inability of the program to meet the needs of the child or family

Absentees

- If your child will be absent from program, please phone the message line and leave a detailed message stating your name, your child's name, your child's program space and the date of absence. **DO NOT SEND AN EMAIL**
- If we do not receive a message that your child will be absent, our lost child procedures will be followed. (Please refer to the Missing Child Procedures)

Non-Notified Absence

- If you fail to phone in your child as absent by 3:00 on the day of their expected registered arrival, your account will be charged \$50.00. If you have failed to phone in your child as absent **three times** the FGCA will discharge your child from the OSC program

Payment Requirements

- Fees are due on the 1st of each month and can be paid by way of: Cheques, Cash and Debit and Credit Card
- Pre-authorized credit card payment MC, Visa, and AMEX (offered for a fee)
- Each family is required to pay a one time administration fee of \$30.00
- Upon registration a \$100 non-refundable deposit is due. The deposit will be applied to your first month's fee
- 10 post-dated cheques (Sept. – June) made payable to **The Fairfield Gonzales Community Association**
- On the memo line indicate your **child's name** as well as (**FFOSC, MJOSC or SDOSC**)
- Alternate payment methods (cash & debit) must be arranged in advance with the on-site manager

Charges and Refunds and Withdrawal

- If payment is not received by the 1st of the month, a late fee of \$5.00 per day will be charged
- If payment is not received by the 15th of the month your child may not return to program until full fees are paid
- If your credit card number changes or has expired please notify us in advance of the next monthly payment
- There will be a \$20.00 administration fee charged on all declined credit cards and NSF cheques
- The FGCA reserves the right to request payment by cash, debit, or certified cheque if cheques are returned NSF
- If you are late to pick up your child you are required to pay \$10.00 cash per quarter hour at the time of pick up
- If you choose to withdraw your child from one of our OSC programs, we require you to submit, one month written notice accepted on the 1st of the month precluding the month of withdrawal. All subsequent cheques will be returned upon request and other financial documentation will be shredded
- In the case that your child is discharged from the program without notice a pro-rated reimbursement will be issued

Subsidy

- The Ministry of Children and Family Development Child Care Subsidy does not cover the entirety of your child's monthly fees. Please be advised that authorization from the Ministry can take from six to eight weeks to process. In order to register with The FGCA you must have your subsidy in place and/or provide an authorization number to the Child Care Coordinator. In addition we require 10 post-dated cheques for 35% of your child's monthly fees
- Parents are responsible for renewing their subsidy before their pre-existing subsidy expires. Parents on subsidy are required to sign the FGCA **Parent Subsidy Agreement**. Your manager will provide the form.

Pro-D Days

- Full time families have registration priority; however your child's registration is not guaranteed as space is limited and occurs on a first come first serve basis.
- Sign up sheets will be located in program spaces three weeks prior - you **MUST** sign up to reserve a space
- **IF space allows, part-time** family's may register and pay a fee of \$25.00 for care
- Registration will close one week prior to the Pro-D Day
- Please drop your child off no later than 9:30 to assist with smooth transitions for out-trips
- If you must pick-up your child at the out trip location, you are responsible for making arrangements with the on-site manager in advance
- If your child requires the support of a *Supported Child Care Aide* please discuss care needs with the on-site manager. While all attempts will be made to provide care for your child, if a SCD worker is unavailable the FGCA is unable to guarantee a space

Early Dismissals

- **Whenever possible**, we provide regular care for scheduled early dismissal days (i.e. parent/teacher meetings)
- Although full-time families will not have to pay additional fees for ED day's; space is not guaranteed as limited registration occurs on a first come first serve basis
- Full time families have registration priority; your child's registration is not guaranteed as space is limited and occurs on a first come first serve basis.
- Sign-up sheets will be located in program spaces three weeks prior - you **MUST** sign up to reserve a space
- **IF space allows, part-time** family's may register and pay a fee of \$15.00 for care
- If your child requires the support of a *Supported Child Care Aide* please discuss care needs with the on-site manager. While all attempts will be made to provide care for your child, if a SCD worker is unavailable the FGCA is unable to guarantee a space

Winter Camp & Spring Camp

- The cost is in addition to your regular monthly OSC fees
- Registration and payment are required prior to the first day of camp
- Families receiving subsidy are required to provide parent portion on or by the first day of camp
- Holiday camp hours are between 8am and 5pm
- Full time registration will have priority for a two week period. Part-time registration will be available for either Mon/Wed/Fri or Tues/Thurs blocks
- Registration will take place with on-site manager

Summer Camp

- The cost is in addition to your regular monthly OSC fees
- Registration and payment are required prior to the first day of camp
- Families receiving subsidy are required to provide parent portion on or by the first day of camp

Centre Closures

The FGCA will be closed the second week of Spring Break as well as the last week of August for facility maintenance. Other closures include but are not limited to:

New Year's Day	Canada Day	Remembrance Day
Good Friday	BC Day	Christmas Day
Easter Monday	Labour Day	Boxing Day
Victoria Day	Thanksgiving Day	

Emergency Closure

In the event of an emergency (including but not limited to, snow days, earthquakes, fire, flood, health emergencies, power failure, renovations or teachers strike), the FGCA will be closed. If emergency closure is necessary during operating hours you will be contacted, by phone, to promptly pick up your child. There will be no refunds for emergency closures. In the event of a closure lasting more than two weeks, fee credits will be calculated and applied to your next invoice.

Emergency Situations

During emergency situations (fire, earthquake, tsunami, etc.) staff have been trained to follow the FGCA Emergency Procedures. Emergency Evacuation Procedures are posted in each program space. Programs are equipped with cellular phones and staff will attempt to contact parents during/after an emergency situation.

Missing Child On-Site

If your child does not arrive to our program within fifteen minutes after the school bell, we will follow the procedure below:

1. Check message line and parent communication book
2. Ask teacher and/or school office (if available) of child's whereabouts
3. Have the child paged through the school intercom system
4. Call the parents and contact numbers indicated on your registration form
5. If by thirty minutes after the bell, your child has not been located **we are required to call the police and report your child missing**

Missing Child Off-Site

If at any point during an out-trip a child is missing we will do a five minute area search. After 5 minutes, we will call 911

Out-trip Protocol

Please follow the below Out trip procedures:

- The FGCA will ensure that parents have reasonable access to their child at all times
- Out trip information will be available in your program space as well as sent via email prior to your child's out trip
- Please send your child prepared for the out-trip (appropriate attire and possible parental donation)
- If your child is unable or unwilling to attend the out-trip please make arrangements for alternate care
- Wednesdays are out-trip day please do not pick-up earlier than 5:00 pm. Speak to a manager in advance to arrange pick-up from the out-trip location

Authorized Pick-up

No child will be released from the FGCA to anyone other than persons indicated on the child's registration and emergency form. Authorized pick up contacts must be a responsible adult who is of the legal age 19. The first time an authorized individual picks up your child they will be asked to show photo identification. Please sign out your child **directly** from their program leader.

Unauthorized Pick-up

If you wish an unauthorized person to pick up your child we require **advanced written** authorization. This can be in the form of a fax or letter. In the case that a FGCA staff member does not recognize the pick-up person they will be asked to present photo identification.

PLEASE NOTE: Staff members are not permitted to release children for play-dates, school or other special after school arrangements without prior notice from parents. 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.

Late Pick-up

If your child remains at the centre after closing (6:00pm), and we have not heard from you, we will take the following steps:

1. We will call you
2. We will call the emergency contact 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. The 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 will be required to treat every late pick up as if something serious may have happened. Please call ahead if you find yourself delayed. **In the event of late pick-up you are required to pay the staff in attendance \$10 per quarter hour upon arrival.** Staff onsite are not authorized to waive the fee. The Manager will be advised of late pick-ups and will inform the Child Care Coordinator of occurrences. Three late pick ups will result in dismissal from the program.

Alleged Impaired Pick-up

The FGCA must take reasonable steps to prevent any person unable to provide care from gaining access to a child. If a staff member believes the child to be at risk, they will offer to call a taxi, relative, or friend to pick up the person and child. As required by law, the FGCA staff may call Child Protection Services and/or the police in the event that a child is taken off premises by an allegedly impaired person.

Custody

We require, with registration, all legal documentation regarding custody and custody orders. The FGCA 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 The Ministry of Children and Family Development.

Alleged Child Abuse

We are **required by law** to call the Child Protection Services without hesitation if we suspect any form of child abuse. If a child discloses to a staff member we are duty-bound by law to call Child Protection Services. The FGCA staff members are not able to discuss details of pending legal investigations pertaining to a disclosure with parents or guardians.

Medication and Administering Medication

Medications (prescriptions and non-prescriptions) may be administered by staff if medications are in their original container, the child's name is indicated on the container, and a "Permission to Administer Medication" form has been completed.

The staff will administer to the child in the amount and at the times specified by the parent, in the child's record or care plan. The medication will be readily accessible to employees and not accessible to any child except for instances when the child may have access to their own medication if the parent has instructed the caregiver to permit this, and that the nature of the child's medication is such that, without immediate access to the medication the child's health is at risk.

If the parent instructs in the child's care plan that the child is permitted to self administer, then a staff member will monitor the administration of the child's medication. The staff member will document the administration of medication each time in a log book.

Care Plans

If your child requires extra support, or has a special medical or behavioural need a care plan must be created. The care plan will include instructions for specialized care and will be created by the caregiver, parent, and possibly outside resources. Your on-site manager will guide you through the creation of a care plan.

Illness and Communicable Disease

If your child becomes ill, **immediate** arrangements should be made to have your child picked up. In the interim, your child will be provided a supervised quiet resting area.

Do not send your child to OSC if they are sick. This includes but is not limited to, extremely runny nose, excessive cough, fever, stomach ache, tooth ache, infections and ear ache. If you drop off your child and they are ill we will either decline care until your child is better or send them home as we notice the symptoms.

It is the parents' responsibility to inform the caregiver if the child has contracted a communicable disease (chicken pox, impetigo, head lice, scabies, etc). This will enable us to alert others as to the possible health risk. Your child will not be permitted to attend program during this time.

When a child returns to the program after having a communicable disease the FGCA reserves the right to ask for a 'physician's note' stating that the child is well and able to return. Please respect the health of other children and staff in our facility and honour our policy.

Food and Drink Policy

We promote healthy eating and nutritional habits at all Out of School Care sites. We do not allow gum, pop, chocolate or candy from home. 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. We will provide a healthy & nutritious snack every afternoon in conjunction with Canada's Food Guide and licensing standards. If your child has severe nutritional requirements, please ensure that you send extra food in your child's lunch kit to compliment the snack that we offer them.

Injury and Accident

- Should your child sustain an injury which we may require medical attention we will call you, or the emergency contact person, for direction.
- If the injury requires immediate medical attention we will call 911 or transport the child to a medical facility.
- All injuries are documented. If an injury requires medical attention we will report to the parent, Manager, Child Care coordinator, Executive Director and VIHA licensing.
- Minor injuries such as bumps, bruises, small scrapes or surface cuts etc., will be tended to by staff, documented, and brought to the parent's attention at pick-up time.

Guidance and Discipline

The FGCA will ensure that behavioural guidance is age-appropriate, applies logical consequences and will take into consideration the cultural and individual needs of the child. The FGCA views children as individuals deserving of respect. Our staff support and encourage children to express their feelings, make positive choices and work towards solving their own problems. Our guidance policy is based on the below:

1. Role Modeling
2. Discipline is based on safety, respect and cooperation.
3. A child is not allowed to hurt themselves or others.

4. Children will be given clear, simple and consistent limits regarding appropriate behaviour.
5. Choices will be offered whenever possible
6. Verbal direction and re-direction will be the main means of guidance and discipline.

If it is necessary for the child to have time away from the group, the child will be supervised. Under no circumstances will physical, emotional or verbal punishments be used. The FGCA does not tolerate inappropriate behaviour such as, but not limited to: rude and disrespectful behaviour towards staff, resistance to follow expectations or directions, offensive and course language, bullying behaviour, verbal and physical aggression or abuse, emotional abuse, malicious behaviour, teasing, cliques, peer pressure, physical discrimination, inappropriate discussion and touching, sexual abuse, theft, unauthorized absence or departure from program, disrespect of others' belongings and FGCA property. Religious, racist or socio-economic discrimination will not be permitted.

Behaviour Management

If a child is having difficulty co-operating in a program the following steps will be taken:

1. Encourage the child to make a positive choice.
2. Explain the importance of appropriate behaviour and re-direct the child
3. If child is still non-compliant, offer the choice to follow the expectation or have time away until child is ready to problem solve.
4. If undesirable behaviour continues, the manager will discuss and problem solve with the child.
5. If manager deems necessary, a phone call to parent/guardian will be made. The parent/guardian may be asked to pick-up the child immediately.
6. A meeting with manager will be scheduled to discuss concerns and solutions.
7. If the above steps are unsuccessful, a meeting with the Child Care Coordinator will be scheduled and a care plan will be discussed.
8. If the care plan is unsuccessful alternate childcare arrangements will have to be made.

All of our staff members are trained to document notable behaviour. The FGCA reserves the right to inform parents that alternate childcare arrangements will need to be made if we feel our safety and behaviour expectations are not being met.

Conflict Resolution

The FGCA believes that a successful Out-of-School care program intrinsically relies on the cooperation and cohesiveness of children, their families, the OSC staff, management, the community and various integral outside resources. In the event of a conflict, the FGCA takes a problem solving and family-centered approach. We value open communication, mediation, and the FGCA encourages parents to discuss any concerns regarding their child and their child's experience in our OSC programs. Managers have an open door policy and will address a parent's/guardian's concerns in a respectful environment. Whenever possible please make an appointment with the on-site manager to assist in discussing the matter in a timely fashion.

In the event that an issue is unresolved between the manager and parent please make an appointment with the Child Care Coordinator. If a resolution is not achieved please bring the matter to the Executive Director. If, after meeting all of the above, concerns have not been remedied, parents may contact the Board of Directors.