



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

**Parent Handbook**

Fairfield OSC  
Margaret Jenkins OSC  
Sundance OSC

## **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 and lasting 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 as well as the philosophies which guide our programs.

The FGCA operates three OSC programs:

- **Fairfield OSC** (60 licensed spaces) operates out of the Fairfield Community Place and serves children attending Ecole Sir James Douglas Elementary School.
- **Margaret Jenkins OSC** (90 licensed spaces) operates on site at Ecole Margaret Jenkins Elementary.
- **Sundance OSC** (30 licensed spaces) operates on site at Sundance Elementary School.

## **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 and in conjunction with the School Districts Kindergarten classes, our centres offer the following programs from September to June:

- Before School Care: 7:30-9:00 am
- Morning Kinder Care: 9:00 am-1:00 pm (no program on Wednesdays) WHEN REGISTRATION ALLOWS

- Afternoon Kinder Care: 12:00-3:00 pm (9:00-2:00 pm on Wednesdays)
- After School Care: 3:00-6:00 pm (2:00-6:00 pm on Wednesdays)

**Program Location and Contact Numbers**

<b>Fairfield OSC</b>	<b>Message Line &amp; Manager's Phone</b>	<b>382-2065</b>
Kinder & Grade 1	Small OSC	661-7612
Grade 2 & 3	Large OSC	661-8020
Grade 3, 4 & 5	Portable	661-6462

<b>Margaret Jenkins OSC</b>	<b>Message Line &amp; Manager's Phone</b>	<b>592-8800</b>
Kinder	Annex A	661-8016
Grade 1	Annex B	661-8017
Grade 2 & 3	Portable 84	661-2642
Grade 3&4&5	Portable 73	858-0136

<b>Sundance OSC</b>	<b>Message Line</b>	<b>661-8014</b>
Group 1	Gym	661-8014
Group 2	Library	686-3438
Roaming Phone		661-4870

**Fairfield OSC**

1330 Fairfield Rd  
Victoria BC  
V8S 5J1

Phone: 382-2065  
[ffosc@fairfieldcommunity.ca](mailto:ffosc@fairfieldcommunity.ca)

**Margaret Jenkins OSC**

1824 Fairfield Rd  
Victoria, BC  
V8S 1G6

Phone: 592-8800  
[mjosc@fairfieldcommunity.ca](mailto:mjosc@fairfieldcommunity.ca)

**Sundance OSC**

1625 Bank St  
Victoria, BC  
V8R 4V5

Phone: 661-0458  
[sunosc@fairfieldcommunity.ca](mailto:sunosc@fairfieldcommunity.ca)

**Child Care Coordinator:** Candace Negm

Email: [osc@fairfieldcommunity.ca](mailto:osc@fairfieldcommunity.ca)

**Executive Director:** Joan Kotarski

Email: [executivedirector@fairfieldcommunity.ca](mailto:executivedirector@fairfieldcommunity.ca)

**Fairfield Community Place**

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

Website: [www.fairfieldcommunity.ca](http://www.fairfieldcommunity.ca)

Email: [place@fairfieldcommunity.ca](mailto:place@fairfieldcommunity.ca)

**OSC Fee Structure**

Part-time requests must be submitted in writing to the on-site manager. 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\*

Program	Full Time	3 Days	2 Days
Before Care	\$100	\$60	\$45
After Care	\$300	\$180	\$125
Before & After Care	\$360	\$215	\$150
Kinder Care	\$335	\$205	\$145
Before & Kinder Care	\$395	\$240	\$170
Kinder & After Care	\$500	\$305	\$210
Before & Kinder & After Care	\$545	\$330	\$230
Professional Development Day	Included	\$25	\$25
Early Dismissal Days	Included	\$15	\$15

**NOTE: Fees are averaged over the school year, although some months have fewer days, fees do not vary and discounts are not applied.**

**Payment Requirements**

- Fees are due on the 1<sup>st</sup> of each month and can be paid by way of: Credit Card, Cheques, Cash and Debit
- 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**)
- Pre-authorized credit card payment (MC, Visa, and AMEX). Your manager will provide the form
- 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 1<sup>st</sup> of the month, a late fee of \$5.00 per day will be charged
- If payment is not received by the 15<sup>th</sup> 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 1<sup>st</sup> 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

- Although full-time families will not have to pay additional fees for Pro-D day's; space is not guaranteed as limited registration 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
- Part-time family's pay a fee of \$25.00 for care
- Registration will close one week prior to the Pro-D Day
- Please drop your child off by 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 **Families with Kinders registered in "Kinder Only" will need to pick up their child at Early Dismissal Time**
- Early Dismissal care is available at a cost of \$15 for part time families
- 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 – 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 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. **SEE INSERT**

### 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. **SEE INSERT**

### **Registration Information**

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

- Provide 10 post-dated cheques or fill out the pre-authorized credit card form
- 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
- Please 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.

### **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 1<sup>st</sup> 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.

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)

### **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 designated out trip
- Please send your child prepared for the out-trip (appropriate attire and possible parental donation)
- If you 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 time (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.

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.

### **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.

