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Travelling Out-Of-School Care Program Parent Hand Book 2016-2017



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About Oaklands Community Association

Oaklands Community Association is an intricate piece within the local community. The Association services the community through two facilities, Oaklands Community Centre and Oaklands Neighborhood House. Oaklands Community Centre offers a variety of health and wellness programs for all ages, and provides care for the children who attend Oaklands Elementary School with an Out of School Care Program. Oaklands Neighbourhood House also provides programs for all ages, rental space for community needs and is the ideal environment to offer a quality care program for children aged 30 months to 5 years. In addition to fostering a safe, nurturing day care experience, the staff will provide a pre-school curriculum. This meets the needs that have been expressed by parents who found it difficult to find quality care while still giving their children the opportunity for early childhood education.

Our Philosophy

Our goal is to help every child be happy, secure, and develop fully to his/her true potentials. To meet this goal we offer our families a safe, nurturing and stimulating environment dedicated to providing a warm and inviting atmosphere that allows children to develop at their own pace. Through play experiences and the guidance of staff, your child will be exposed to situations that will stimulate curiosity, initiative and independence.

Our Out-of-School-Care programs are based on children's interests and learning needs, and include the use of individual, small and large group activities, indoor and outdoor play, learning centres, outings and field trips. Activities will be varied frequently and designed to accommodate individual children's unique abilities.

At Oaklands Community Association we do not discriminate against a person or class of persons regarding any accommodation or services because of their race, color, ancestry, place of origin, religion, marital status, family status, physical or mental disability, sex or sexual orientation of that person(s).

Our Travelling OSC Program

Oaklands Travelling Out-of-School Care program is not a licensed program, but rather a recreational program that runs at the same time as the Oaklands OSC PM Care and it follows Oaklands Elementary School calendar. This program is comprised of one group of 15 children in grades 2 to 5. The Travelling OSC program is an off-site program and is staffed by one Travelling OSC Lead and three Activity Leaders. All staff are required to have a clean criminal records check, certification in first aid, a doctor's note stating that the individual is physically and mentally sound to care for children and a minimum of 20 hours related coursework, experience in an outdoor setting with groups of children and a class 4 driver's license. The Travelling OSC Lead and the Activity Leaders will plan age appropriate activities and excursions for their group which will implement our philosophy in their own way which helps aid in development of each child individually. The planned curriculum will be based on specific areas the children are interested in and want to learn. In addition to Travelling OSC Lead and Activity Leaders there is also an on-site Out-of-School Care Program Coordinator at The Oaklands Community Centre.

Primary Goals of Travelling Oaklands Out-of-school Care

- To create a setting in which children will find warmth, comfort, and gentleness as well as an abundance of opportunities for movement, exploration, and self-discovery according to individual needs, interests, and abilities.
- To assist each child to grow to his fullest potential by recognizing each stage of development and fashioning an environment (i.e. curriculum, facilities, staff) designed to nurture and facilitates growth during each stage.
- To help children achieve independence, self-discipline, social competence, self-knowledge, enthusiasm for learning, positive attitudes, intellectual growth, and an organized approach to problem solving.
- To assist parents in understanding the developmental stage of their child enabling them to contribute most effectively to the child's growth and enrichment.

As the Travelling OSC Program is a pilot program, this document will remain a working document for the first year of program operation, to allow for any necessary changes and revisions as they arise.

Program Hours of Operation

After School Care Only

2:48 – meet and sign-in children at designated meeting place on school grounds

3:00 – 3:15- board Oaklands bus, prepare for departure

3:30/3:45 (approx.) – Arrive at location – children sanitize/wash hands – snack

3:45 (post-snack) - 5:00- Planned Activity

5:00 – board Oaklands bus, prepare for departure

5:15/5:20 – arrive at Oaklands before 5:30 pick-up time

The OSC Program Coordinator is in the office on weekdays between the hours of 9:30am-5:30pm dependent on workload and can be met with in person or be contacted by telephone or by email.

Program Closure

We are closed on Statutory Holidays as well as the following dates:

Labour Day (September)

Thanksgiving (October)

Remembrance Day (November 11)

Christmas Eve/Christmas Day (December 24,25)

New Year's Day (January 1)

Family Day (February)

Good Friday/Easter Monday (March/April)

Victoria Day (May)

Additionally, the Program will be closed the following:

During the 2016-17 school year the Oaklands Community Centre and OSC program will be closed the second week of winter break – December 26-30, 2016.

Professional Development Days, Early Dismissal and Spring or Winter Break

This program runs on Oaklands Elementary School's calendar. This program starts on the first day of school and ends on the last day of school. It does not include Pro-D Days, Winter and Spring Break camps. If you are requiring regular Pro-D Day care registration into our regular OSC program is available as separate registration. On Early Dismissal days we will do our best to provide care at an additional fee outlined in our program fees section of this handbook.

Program Planning

The Travelling OSC Program will be off-site daily. Included in registration papers will be a general Out-Trip Permission Agreement form. It is required that this form be completed before their child will be allowed to partake in this program. A weekly schedule will be emailed to families of activities planned.

During all trips safety measures will be taken to protect your children. When children leave the Centre with the staff members, they will all wear an Oaklands identifier and staff will wear their Oaklands staff shirts or vests so that they can be easily identified.

Please dress your child appropriately for the current weather, we will try our best to make sure children wear coats and hats during colder weather and sunhats and sunscreen during the hotter days. Rain or shine, we have the children outside everyday so dressing in a way that allows your child to play comfortably in all weather is very important.

Children participating in this program need to be properly prepared with the following:

- Backpack sufficient enough to hold their school day supplies plus program supplies
- High quality outdoor/rain gear when needed (no hoodies in late Fall – early Spring)
- Proper footwear for the day's weather and activities (no flip-flops allowed)
- A hat for either a hot or a cold day
- Extra clothing – socks, mittens/gloves and layers
- Reusable water bottle
- Sunscreen

Children who show up for program poorly prepared will not be allowed to participate in the day's activities and will either be placed into regular OSC program if space allows or their parents will be called for pick-up.

Children in program will be provided with the following:

- Whistle
- Orange garbage bag (to use as weather protection if needed)
- Emergency thermal blanket

Because of the unique nature of the Travelling OSC Program children should be:

- Experiential learners who enjoy hands-on experiences in an outdoor setting
- Be creative, inquisitive and open to new experiences
- Cooperative and interested in working in a variety of settings

- Be able to follow instructions while in a busy active outdoor environment
- Be able to follow instructions from a variety of Leaders
- Interested in being outdoors, in most types of weather, for up to 1.5 hours each day of the program
- Be willing to walk at least 30 minutes or longer if part of the program planning
- Be willing to be dressed appropriately for most types of weather, being aware that they may get wet, dirty or muddy while in program

Indoor Days

On certain days when the weather does not permit for an outdoor excursion such as

- Severe wind, which may cause tree branches or debris to fall
- Severe cold-temperature below -5 degrees Celsius
- Heavy snowfall

The program will move to an indoor location that provides an age-appropriate activity for the children to engage in. It is preferred that no toys or electronics be brought from home, except on special days. Our staff will not be responsible for items that have been brought from home that get broken or lost while in program. The responsibility remains with the child and the parents.

Snack time

Snack time serves many purposes. In addition to providing a nutrition break, it also gives the opportunity to learn vital social skills. While the staff encourage a “fun” snack time, we ask the children to observe certain rules to ensure safety:

- Children need to wash hands before eating.
- Children are to remain seated at all times.
- Sharing of food is not permitted.
- Staff will sit with the children while eating

Each day our staff will provide afternoon snack for the children that is included in the fees. Please notify us of any special nutritional requirements your child may have. Once informed, our staff can take necessary precautions to ensure the safety of your child. If your child cannot partake in the posted snack for the day, the staff will offer your child an appropriate option. In cases of extreme allergies, parents often choose to provide their own snacks. Space will be made available if you choose that option.

We are NOT a nut-free facility however we are allergy aware. We take into consideration children with allergies and we provide a safe eating environment for all children.

Strike Camps

In case of strike action at Oaklands Elementary the Travelling OSC program will not run, however we will do our best to provide full day care through our regular OSC program. We will contact families in regards to space availability and fees as soon as we are notified of a confirmed strike action. Regular OSC Camps are one week at a time and are priced as such. Should the strike be called off at any point during a camp a refund of the remaining balance will be reimbursed. Strike camps are open to in-house families needing full week care first, then to the public needing full weeks and then, if space is still available, to single days of care.

Practicum Students

Oaklands Community Association is very involved in the development of the students at local educational institutions. At times throughout each year, the Centre may approve the placement of a practicum student in the programs. This placement could be a one hour placement or as long as eight weeks. It is a great learning opportunity for the children, the students, and the staff. This is one of many ways that the student acquires new ideas and skills.

At times, the student will be observing a child and recording his/her actions and reactions. The names of the children do not appear anywhere in their observations or assignments and written consent will be obtained from the parent/guardian before any direct observations on a child are made. The purpose is to help the student learn the various observation techniques that they will use when they are in the field. The students are supervised at all times and are never to be left alone with a child at any time.

Program Fees

The Travelling OSC Program is separate from the OSC Program but fees can be combined and are outlined as such below. Subsidy from Ministry of Children and Family Development can only be applied to our licensed OSC programs, which the Travelling OSC program is not a licensed program. See Child Care Subsidy on page 10.

Program Care Provided	Monthly Fee
Travelling OSC - PM Care only	\$370
Regular OSC AM Care + Travelling OSC	\$460
Travelling OSC + Regular OSC Pro D Day	\$407
Regular AM Care + Travelling OSC + Regular OSC Pro D Day	\$497
Regular OSC Pro-D Day or single days camp care (licensed)	\$40/ day
Travelling OSC Early Dismissal or Regular OSC Early Dismissal (licensed)	\$45/day \$24/day
Winter or Spring Break Camp (licensed – not Travelling OSC)	\$170/ week (5/days)
*prices may change, please contact Oaklands OSC to confirm prices	

Oaklands OSC Parent Policies

Payment, fees, refunds and cancellation policy

Requirements for Enrollment

These things must be in place to successfully have enrolled your child:

1. All paperwork must be complete and signed and submitted to the OSC Coordinator
2. A \$100.00 deposit for fees (will be applied to the last month of care for the year)
3. A \$25 non-refundable resource fee
4. Payment options must be finalized and must be one of the following:
 - 10 post-dated cheques dated the first of each month
OR
 - Pre-Authorized Debit forms completed and signed (with a VOID cheque option)

Monthly fees

All fees are processed on the 1st of each month. We accept payment in the form of direct debit, and post-dated cheques.

If your payment is returned NSF, you will be notified and asked for payment by cash or debit. There is a \$25.00 charge for each NSF cheque.

Fees are the same for each month of the year, regardless of the number of days care is provided or you choose to utilize. We do not offer part time or shared spaces in our Out-of-School Care program

Fees are the same amount for each month regardless of the number of days in a month. The monthly fee is determined using the average number of school days in a year (175) divided by the number of months the school is in operation (10).

Please note: the 175 days of school **does not include** Pro-D Days, Early Dismissal Days or Winter and Spring Break; these specific days **require separate registration and extra fees** to cover the cost of the hours of care and staffing.

For Families who decide to pay for Professional Development Days with their monthly fees these are calculated by the number of Pro-D days in the school year divided by number of months school is in operation.

Child Care Subsidy

The Travelling OSC program is not a licensed program and subsidy from the Ministry of Children and Family Development cannot be applied to the Travelling OSC program fees.

If your child is registered into AM care and/or Pro-Days with our OSC Program, subsidy can be applied to those fees.

Refunds

No refunds will be given if your child is absent due to illness or holidays.

Changes in Care or Cancellation of Care

If you choose to withdraw your child from care or change the care provided (add/remove options), Oaklands Community Association requires one calendar month's written notice (given before the last day of the previous month). Failure to

provide sufficient notice will result in the Association charging a full month's fees. The \$100.00 Registration deposit will be applied against the last month your child attends the Travelling OSC Program.

OSC Receipt Policy

Unless you specifically request monthly payment receipts you will receive one receipt at the end of the year for all child care payments received. If you misplace your receipt, an administration fee of \$10.00 will be charged for the issuance of a replacement.

Attendance Notice Policy

Oaklands Travelling OSC Program requires parents/guardians to give notice when their child(ren) will not be attending, for any reason. Notice can be given by phone, email or in writing. Failure to advise the Travelling OSC Program of an absence will result in a charge of \$25.00 for each occurrence. If the fee is not paid within 48 hours the fees will automatically be billed to the following months fees.

Please note that if you call Oaklands Elementary safe arrival system you are still required to call Oaklands OSC directly as we are NOT part of the school's safe arrival system.

Steps taken when a child does not show up at their meeting spots by 3:00pm after school

- 1- Activity Leaders radio into Program Coordinator via walkie-talkie to alert that a child has not arrived at the meeting spot.
- 2- Coordinator phones Oaklands Elementary to see if children were in school or if they left school for any reason.
- 3- If children were in attendance at school and did not leave for any reason from school property the school office will do an "All Call" (page) to the student to Oaklands Out-of-School Care
- 4- If the child has not arrived within 5 minutes to meeting place after the "All Call", leader will go to child's classroom to see if child is there or if teacher knows if child was picked up by parent or guardian.
- 5- If child is still not in care of the Travelling OSC Leaders OSC Program Coordinator will telephone parents.
- 6- If parent cannot be reached secondary contacts will be telephoned.
- 7- If children have still not been located and parents cannot be contacted the police will need to be notified.

Pick-Up Policy

The Travelling OSC program expects you will arrive before program ends at 5:30pm. If you are late, fees will be charged as follows: \$1.00 per minute you are late past 5:30pm. Payment is due same day as pick-up or will be added to the following months' fees.

Parent(s)/guardian(s) will be contacted if your child has not been picked up 15 minutes after the program end time. The staff will call alternative person/s from the authorized pick-up list if the parent(s)/guardian(s) cannot be contacted. If those people are unavailable and the parent has not contacted Oaklands by 6:00pm we are required to notify the Ministry for Children and Family Development. If late pick-up is an ongoing problem, then notice of termination of services may be given.

Injuries and Illness Policy

Illness

While the staff appreciates all children get sick, we can all do our part to minimize the spread of germs. For the safety of all the children and staff and the comfort of your own child, please choose to keep your child home if ANY of the following are present:

Acute cold: Contagious with obvious discharge of infected green or reddish brown mucus – child can 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: 38C (100.4F) or over – may return when fever has remained at 37C (98.6F) for 24 hours **without the aid of medication**.

Vomiting: Child can return after 24 hours after the last bout of sickness.

Diarrhea: Must be symptom free for 24 hours and have had one solid bowel movement.

Antibiotic: Can return 24 hours after the antibiotic is first taken as long as criteria above are also met (i.e. coughing is minimal).

Infected skin or eyes: A doctor must examine undiagnosed skin irritations, and provide written medical clearance prior to a child's return to program. Conjunctivitis (pink eye) is very contagious and must be treated with antibiotics for 24 hours before the child may return.

Ear Aches and Infections: Because VIHA says untreated ear infections can lead to hearing loss and are potentially infectious, we require children to see a Doctor for direction *and* 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 after 24 hours once they have been treated with an effective lice treatment and **all lice and nits** have been combed or picked out of hair. A doctors note stating that the child is lice and nit free will need to be presented before a child is allowed back into program. Follow up shampooing must be administered to complete treatment.

Communicable Diseases: Communicable diseases such as chicken pox and measles must be reported to the Early Childhood Manager as soon as they are diagnosed. The duration of the child's treatment and exclusion from child care will depend on the VIHA's Communicable Disease recommendations which staff will be able to provide.

It is important for parents to inform the staff of illness or communicable disease. When necessary, the OSC Coordinator will advise other parents of illnesses present within the center.

If a child comes to the program ill the Program Lead or Activity Leaders should make attempts to reach parents prior to departure to advise them of symptoms and request that the child be picked up at the centre. If the program is already on the road, the Program Leader will contact the OSC Program Coordinator and then the parent will be called to pick up from the location the children are programmed to be at for as long as they are scheduled to be there.

If a parent cannot not be reached, emergency contacts will be called.

If no one is available to pick-up the child while in program, the child will remain with the group in a quiet location where they can be supervised by staff and then return with the group for pick-up at the centre.

Please keep your child at home if you feel that your child is too sick to participate in the program including outdoor activities. A child who is too sick to play outside is too sick to attend the program. Please call and let staff know if your child will be absent, failure to do so will result in fees being charged – see Attendance Notice Policy.

If your child does require medication during Program hours (both prescription and non-prescription) you need to fill out a *Permission to Administer* form (available from the OSC Program Coordinator). This includes children who have Epi-Pens or Asthma Inhalers, see Allergies and other Medical Concerns below.

Injuries and Other Emergencies

Minor cuts and abrasions suffered while in program will receive proper care -- specifically, they will be washed with soap and warm water and properly bandaged. Treatment will be logged and the staff will tell you how and when the injury occurred. Each staff member is trained with up to date First Aid training.

If a medical emergency arises, the staff will try to contact a parent first, unless taking the time to call the parent(s) endangers the child's life. In this extreme case we will take necessary steps, putting the child safety first (calling hospital, doctor, poison control, etc.). If need be, we will take your child to the nearest hospital via ambulance. Then try to call you when we arrive. If a parent is unable to be reached, a staff member will keep trying until s/he has spoken directly to the parent(s).

Allergies and other Medical Concerns

If your child is on any type of medication (Asthma Inhalers or Epi-Pens) licensing requires us to have *Permission to Administer* form and Emergency Care Plans in place. Please ask the OSC Coordinator for these forms for your child's file.

Food and Drink Policy

To help promote the importance of healthy eating, we provide a nutritious afternoon snack each day, consisting of at least two (2) food groups. We also encourage children to drink water during their time with us. We offer a wide variety of foods and where possible, offer local, organic and homemade options. A weekly snack schedule will be available for parents to see in the sign-in/out binder.

While we encourage a wide variety of foods in the offered snack, however if a child wishes to eat something from their own packed lunches we ask that certain foods remain at home. These include fruit juice and sweets (such as chocolate bars or candy of any kind).

During all meal times (snack and lunch), staff will sit with the children to model appropriate behavior while eating as well as provide supervision and assistance when needed. Children are encourage to use self-help skills by being able to open their own containers and make appropriate choices as far as healthy foods first before treats.

Behavior/Guidance/Discipline Policy

It is our policy to treat every child with respect. We believe the best way to teach respect is to act as role models and demonstrate appropriate behavior at all times. We strive for open communication with families regarding the well-being of your child while in our care.

Every child in our program will be under an introductory trial period to ensure that our program is a good fit for them and their family. Each incident will be treated on an individual basis as we see each child is an individual.

We outline our expectations for the children at the beginning of the program to provide them with their best chance at success. The children will be encouraged to practice problem solving when dealing with challenges. When a child has made an attempt to solve a problem involving another child, the staff member will offer guidance and suggestions without 'stepping in'. This gives the ownership of the solution to the child.

If a child has repeated/reoccurring incidents of inappropriate behaviours that is witnessed and documented by Travelling OSC staff, the Behaviour Management Guidelines, as per our Out-of-School Care Program, will be put into place regarding that child

OAKLANDS OUT OF SCHOOL CARE BEHAVIOUR MANAGEMENT GUIDELINES

1. The first incident of inappropriate behaviour will result in removing the child to a separate supervised space. The staff will discuss with the child the rules that were broken and the reason for being separated from the group. The parent may be called to pick the child up immediately depending on the severity of the incident. Program leaders will discuss the incident with the pick-up parent/guardian. An internal incident report will be filled for documentation. Reports are available for parents to review.
2. If inappropriate behaviours continues or progresses in frequency and escalates in peril, the parent may be called to pick the child up immediately. This behaviour will be addressed and solutions will be sought immediately with the parents. All incidences will be discussed with parents/ guardians of the child and documented on internal incident reports. The incident may be documented for our Licensing Officer to review. All reports can be reviewed by parents.
3. Should the solutions arranged by the staff and parents prove ineffective, another meeting will be scheduled to look at alternative solutions. The parents may be advised that the child cannot attend the program temporarily if the alternative solutions are unsuccessful.

4. If the behaviour is still a concern, the OSC Program Coordinator reserves the right to discharge the child from the program.
5. If the child displays inappropriate behaviour involving physical violence of any type towards anybody, it will be documented by staff and the parent will be called to pick up their child immediately. **The child will not be unable to attend the program the following day.** If the child is asked to not attend Travelling OSC Program on a designated day, alternate arrangements for childcare is the responsibility of the parent/guardian.

Our Behaviour Management Guidelines refer to inappropriate behaviours that include but are not limited to:

- leaving program leaders without permission (ex: running away or bolting and/or hiding);
- swearing and other verbal forms of violence;
- emotional forms of violence (bullying)
- physical violence including all physical attacks towards staff or children and/or throwing of self or objects at staff, children or in general with intent to harm;
- harm to self;
- continual and blatant defiant and unsafe behaviour which displays disrespect and threatens the safety of themselves, the staff or the other children.

All incidents of inappropriate behaviour will be discussed with the parents/ guardians of the child and documented on internal incident reports and when required, the incident reports will be submitted to our Licensing Officer for further review.

Special Note:

If a child has been suspended from school, the child will not be able to attend the Travelling OSC program during the time of suspension.

Oaklands Travelling OSC Program is intended to stimulate and engage children. This program is built to increase a child's intellectual, emotional, social and physical development through enjoyable and educational activities.

Because of the unique nature of the Travelling OSC Program children should be:

- Experiential learners who enjoy hands-on experiences in an outdoor setting
- Be creative, inquisitive and open to new experiences
- Cooperative and interested in working in a variety of settings
- Be able to follow instructions while in a busy active outdoor environment
- Be able to follow instructions from a variety of Leaders
- Interested in being outdoors, in most types of weather, for up to 1.5 hours each day of the program
- Be willing to walk at least 30 minutes or longer if part of the program planning

- Be willing to be dressed appropriately for most types of weather, being aware that they may get wet, dirty or muddy while in program

Supported Child Care Policy

Due to the nature of the Traveling OSC Program, if a child has received support or shared support in their classroom it is asked that the parent/guardian contact the Program Coordinator and Program Lead to discuss if this program would be a good fit for the child.

At Oaklands Community Association we welcome and try our best to accommodate children with special needs. Whether the special needs are physical, mental, emotional, behavioral, or dietary, from severe or mild, we strive for inclusion and to ensure integration with children their age. When children with special needs require care in our programs, Oaklands Community Association will consider the feasibility on whether the centre/staff can safely care for that individual in combination with the other children in the program at the same time. If Oaklands Community Association is able to enroll a child with special needs, there will be a written care plan created in consultation with and agreed to by the parents of the child and staff members of the Centre.

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 will have on the program.

Step Four:

Decide whether or not the centre can 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 changes if the plan is not working for the child being supported.

The Oaklands Community Association cannot always guarantee placement for children with special needs. We will strive to accommodate as many Supported Child Care children as we can, however, 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 a child who 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. The child will not be able to attend the program until a support worker has been hired.

Communication Policy

As partners in caring for your child, we have a number of systems meant to assist communication between parents, caregivers, and the management team. Look for the following means of communication in your individual program:

- Direct contact with your child's Activity Leaders: Try to take a moment each day to check in with an Activity Leader in your program. This is an opportunity to discuss details that are relevant in your child's individual day to day care. If you have information to pass to your child's Activity Leader, you can do so verbally, or by way of a note in the communications notebook in the sign-in/sign-out binders.
- Program specific information: The Travelling OSC Program will post Staff Bios, and program information on the Oaklands website and will email families copies of weekly schedules and snack menus as well as a monthly newsletter. Leaders may attach notices to the sign out sheet, or send notices home with the children.
- Centre-wide information: Oaklands Community Association offers a newsletter with general information to all families. Contents within this newsletter will vary, yet gives updates on upcoming activities and events. To join please feel free to sign up to receive once a month email. It's a great way to stay up informed with events within the community. The link is on our website <http://www.oaklandscommunitycentre.com>

Questions, comments, concerns, suggestions that are not directly related to the day to day care of your child will be welcomed by the Out-Of-School Care Program

Coordinator, who is in the office on weekdays between the hours of 9:30am-5:30pm dependent on workload or by Email osc@oaklandsca.com

Conflict Resolution Policy

- At Oaklands Community Centre we treat the children and our staff in a very respectful manner. We require that all family members follow this policy by speaking in a respectful manner at all times to Activity Leaders, Program Coordinator and other staff in the building.
- If a parent has a serious matter that they wish to address, they may set up an appointment time with the Out-of-School Care Program Coordinator and/or Staff member. At no time will serious matters be discussed in front of children.
- If a conflict cannot be resolved, the Oaklands Out-of-School program has the right to terminate the care that is provided for your child. If it appears that the safety of the children or staff members is in any way in jeopardy, this termination will be effective immediately.

Duty to Report

Reportable Incidents of Abuse

- If the reportable incident is an allegation of abuse from a parent to a child, Ministry of Children and Family Development must be contacted immediately.
- If the reportable incident is an allegation of abuse from a staff member to a child, the staff member will be suspended immediately, a report will be made to licensing, and an investigation will be initiated by licensing. If the investigation proves that the allegations are unfounded, the OSC Coordinator and/or Executive Director will evaluate the results and determine whether to continue the contract of employment with that staff member

Reportable Incidents include the following:

"aggressive or unusual behaviour" , which means aggressive or unusual behaviour by a child towards other persons, including another child, which has not been appropriately assessed in the child's care plan;

"attempted suicide" , which means an attempt by a child to take his or her own life;

"choking" means a choking incident involving a person in care that requires emergency care by a medical practitioner or nurse practitioner, or transfer to a hospital;

"death" , which means any death of a child;

"disease outbreak or occurrence" , which means an outbreak or the occurrence of a disease above the incident level that is normally expected;

"emergency restraint" , which means any use of a restraint that is not approved and documented in a child's care plan;

"emotional abuse" , which means any act, or lack of action, which may diminish the sense of well-being of a child, such as verbal harassment, yelling or confinement, perpetrated by a person not in care;

"fall" , which means a fall of such seriousness, experienced by a child, as to require emergency care by a medical practitioner or nurse practitioner, or transfer to a hospital;

"financial abuse" , which means

(a) the misuse of the funds and assets of a child by a person not in care, or

(b) the obtaining of the property and funds of a child by a person not in care without the knowledge and full consent of the child or the child's parent;

"food poisoning" means a food borne illness involving a person in care that requires emergency care by a medical practitioner or nurse practitioner, or transfer to a hospital;

"medication error" , which means an error in the administration of a medication which adversely affects a child or requires emergency intervention or transfer to a hospital;

"missing or wandering person" , which means a child who is missing;

"motor vehicle injury" , which means an injury to a child that occurs during transit by motor vehicle while the child is under the care or supervision of the licensee;

"neglect" , which means the failure of a care provider to meet the needs of a child, including food, shelter, care or supervision;

"other injury" , which means an injury to a child that requires emergency care by a medical practitioner or transfer to a hospital;

"physical abuse" , which means any physical force that is excessive for, or is inappropriate to, a situation involving a child and perpetrated by a person not in care;

"poisoning" , which means the ingestion of a poison or toxic substance by a child;

"service delivery problem" , which means any condition or event which could reasonably be expected to impair the ability of the licensee or his or her employees to provide care, or which affects the health, safety or well-being of children;

"sexual abuse" , which means any sexual behaviour directed towards a child by an employee of the licensee, a volunteer or any other person in a position of trust, power or authority, and includes

(a) any sexual exploitation, whether consensual or not, and

(b) sexual activity between children if the difference in age or power between them is so significant that the older or more powerful child is clearly taking sexual advantage of the younger or less powerful child;

"unexpected illness" , which means any unexpected illness of such seriousness that it requires a child to receive emergency care by a medical practitioner or transfer to a hospital.

Power Outages Policy

A power outage while off-site can pose a health and safety risk for the staff and your child. If the program is in an area where there is no power, the Program Lead will contact the OSC Program Coordinator of the situation and discuss relocation, being aware that intersection lights may also be out due to the power outage.

If the power is out at the centre, the staff will contact BC HYDRO to find out the estimated time of re-connection. If it is estimated that it will take more than 1 hour before the power comes back on, the OSC Program Coordinator will call the Travelling OSC Program back to the centre and staff will start calling parents to come pick-up their children. If the power comes back on and the staff has already started the evacuation process, they will continue until the centre is empty.

Weather Policy

During the fall and winter the weather will be assessed each day by the Program and Activity Leaders and determine a safe location for the program that day. Possible weather hazards to be assessed on a day-by-day basis include:

- Severe wind, which may cause tree branches or debris to fall
- Severe cold-temperature below -5 degrees Celsius
- Heavy snowfall – See Oaklands OSC Snow Policy below:

Closure of program BEFORE program is scheduled to begin:

Closure of program may be due to inclement weather, including snow, ice, and wind causing dangerous driving conditions as well as power outages. Within the Greater Victoria School District, the Superintendent of Schools will provide media outlets with information about the status of their facilities (including Oaklands Elementary School) and transportation services by 6:30am. If Oaklands Elementary School is closed, the Travelling OSC programs will always be cancelled until we are advised that it is safe to re-open. In addition, although we will do our best to be open, during inclement weather we may choose to close independently of the schools in accordance to police advisories to ensure the safe of the children, families and staff. If we do open, we may need to adjust our hours of operation to take into consideration staff's challenges to travel to the facility.

If the weather conditions change suddenly during the day, and Oaklands Elementary School chooses to remain open, the OSC Program Coordinator can decide to cancel programs. If the program is in progress or is set to begin that afternoon and the decision has been made to shut down, parents will be notified by staff. Parents will then be responsible for ensuring that their child(ren) is (are) picked up:

If child(ren) is (are) attending Travelling OSC programs, please pick up:

1. If it is during school hours (pre 2:48pm) – from school
2. If it is during the Travelling OSC program (post 2:48pm) – immediately from Oaklands Community Centre.

Safety Procedures

Safe Release of Children

Our staff is well trained in the Release of Children. It is important for all parents to understand their role in ensuring the safety of their child.

Children will only be released to the following:

- Parents
- Emergency Pick-ups
- Authorized adults noted on the registration forms

*Please note:

- All persons must be over age 16 years to be eligible to pick up a child in our care.
- If a person picking up a child is under 16 years of age (for example, a sibling), he/she will be required to give the leader in the room a written note of permission from the parent(s) before the child will be released into their care.

Additions to the Persons Authorized List may be made at any time by the parents but must be in written form (in person or by email). Verbal additions will not be accepted.

Custody and Related Court Orders:

If a custody or court order exists, a copy of the order needs to be placed in the child's files. The guardian is responsible for providing accurate and up to date information concerning the legal guardianship of the child. Without a custody or court order on file, the caregiver cannot deny access to the non-enrolling parent. If the non-enrolling parent is not listed on the authorized pick up list, the policy on unauthorized persons will be implemented. The guardian will provide the information on persons authorized to pick up the child.

Alleged Impaired Pick Up:

It is the care provider's responsibility, without putting themselves at risk, not to release a child to an authorized person who is unable to adequately care for a child. If the care provider believes that a child will be at risk, the care provider can try to contact the alternate persons for pick up as cited in the registration package. The care provider could also call a cab to pick the child and guardian up. If the person is driving a vehicle, it is the care provider's duty to remind the parent that it is illegal to drive under the influence of drugs or alcohol. The care provider is obligated to ensure the safety and well-being of the child. If the presumed impaired individual chooses to get in the car with or without the child, the care provider will immediately notify the police and provide a description of the car and the direction the individual was heading. If the

care provider believes that the child is in need of protection, the care provider will call the Ministry for Children and Families.

If for any reason a staff member feels the health or safety of a child is at risk, they are required by the Ministry of Child and Family Development to make a report.

Emergency Procedures

Earthquake and Fire Procedures

Earthquake-

Standards: As earthquakes happen without warning, action must be taken at the first indication of ground shaking. The following procedures will be taken:

- As soon as shaking begins DROP, COVER and HOLD ON
- Staff will make every attempt to protect themselves from personal injury as they have an important role to play in assisting children to stay safe, provide first aid if necessary and make sure all children are accounted for. Staff are instructed to stay with the group.
- Staff will count aloud for the duration of the earthquake. After the shaking stops, they will instruct everyone to stay where they are and start counting again to sixty (60).
- After sixty (60) second count is complete post-earthquake, staff should check themselves for any injuries and any dangerous objects such as broken glass before moving or standing up.
- Assess the scene and apply life-saving first aid interventions only. An evacuation process of uninjured children to the bus will begin.
- IF Emergency First Aid is required staff will follow the Emergency First Aid standards.
- Staff will not use phones except to report medical emergencies, fires, chemical spills, gas leaks or other hazards.
- If a secondary quake or aftershock occurs, staff and children should DUCK, COVER and HOLD ON. Repeat the previous instructions and continue with evacuation procedures.
- Locate the closest mustering area and contact can then be made to the OSC Program Coordinator to inform of location for families to find their children. If it is possible to return to the centre, staff will do so.
- Program Leaders are to stay with the children until all children are signed out by a designated parent or family member or have been relieved by another qualified staff.

If the program is in a moving vehicle the following procedures will be taken:

- Pull over to a safe place where you are not blocking the road.

- Avoid bridges, overpasses, underpasses buildings or anything that could collapse
- Stop the care and stay inside.
- If you are on a bus, stay in your seat until the bus stops, sit in a crouched position and protect your head from falling debris – instructing other staff and children to do the same.

Fire –

Standards: If a fire is discovered or started the following procedures will be taken:

- Depending on the size of the fire, one leader can do one of the following:
 - For smaller or recently started fires
 - Extinguish the fire using water and/or dirt
 - Retrieve the fire extinguisher from the bus to put out the fire
 - For larger fires or discovered fires that would require more than the small fire procedures, one leader should do the following:
 - Call 9-1-1 and request “Fire”
- Other staff will gather the children and stay together and in the bus, and if safe, stay until the emergency services arrive.
- Once the 9-1-1 call is complete call OSC Program Coordinator to inform of incident and of an alternate location the group is moving to.

Travel OSC Program Parent Agreement



I, _____, have received, read and agree with the following policies for my child(ren) while they attend Oaklands Out-of-School Care Program.

- Payments/ Fees/ Returns and Cancellation Policy
- Attendance and Late Pick-up Policy
- Injuries and Illness Policy
- Food & Drink Policy
- Behavior/Guidance/Discipline Policy
- Supported Childcare Policy
- Communication Policy
- Conflict Resolution Policy
- Duty to Report
- Power Outage & Weather Policy
- Safety and Emergency Procedures

Parent Signature

Date

Parent Signature

Date

Manager Signature

Date

Please detach and return this form with your child's paperwork