

CAMP PRINGLE LICENSED CHILDCARE
PARENT HANDBOOK



Out of School Care Program
September - June 2019 / 2020

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*** This OSC Parent Handbook contains important information regarding Camp Pringle’s Licensed Childcare Programs. Please read thoroughly and keep this handbook convenient while your child is registered and attending our out of school care programs.**

WELCOME

Welcome to Camp Pringle out of school care! We are pleased your family is joining us for the school year. The before and after school program is licensed by the Vancouver Island Health Authority. This handbook offers a brief introduction to the Before & After School Care programs and the philosophies they are built on.

PHILOSOPHY

We provide opportunities for children to experience recreation in a close relationship with other people and the natural environment.

We provide a fun and safe environment offering stimulating activities such as swimming, mini-bus trips, arts and crafts, and active play. All Before & After School Care programs promote inclusion and co-operation and provide children with a friendly and safe play environment with an opportunity to develop social skills and enjoy the many benefits of group interaction. Children will be grouped according to age, whenever possible. The childcare staff are always available to answer your questions about programming.

PROGRAM OVERVIEW

LOCATION	DESCRIPTION
Before School Care (7:00am-7:50am) <i>Branter Lodge</i>	Kindergarten – Grade 5 Children will be transported to school from Camp Pringle by SD79 departmental vehicles.
After School Care (2:50-6:00pm) <i>Branter Lodge & Spencer Rec. Hall</i>	Kindergarten – Grade 5 Children will be transported from school to Camp Pringle by SD79 departmental vehicles. Camp Pringle after school care operates in two spaces onsite. Branter Lodge and Spencer Hall. Camp Pringle features multiple fields and an outdoor sport court. Programs have daily access to Lower Spencer Rec Hall (with a variety of mats, crafts, costumes, pool and ping-pong) and occasional access to archery, low ropes course, climbing wall, boating, swimming, hiking and orienteering.

PROGRAM INQUIRIES

Administration is completed through the Camp Pringle main office. You may contact our Registrar or Licensed Childcare Manager at 250-743-2189.

Please familiarize yourself with the information contained in this handbook and if you have any questions or concerns, please contact:

For registration, changes, program questions or concerns:

Licensed Care Manager, located at Camp Pringle
Phone: 250-743-2189
Email: registrar@camppringle.com
Office Hours: 9:30am – 5:30pm, Monday – Friday

For monthly payment information and updates:

Head of Reception, located at Camp Pringle
Phone: 250-743-2189
Email: registrar@camppringle.com
Office Hours: 9:30am – 5:30pm, Monday – Friday

PROGRAM INFORMATION

OSC Admin & Reception	Main Office	250-743-2189
OSC Childcare Staff	Cell Phone / Message Line	250-466-9170

Messages concerning attendance must be left on the message line. Please specify your child's name, and the day and date of absence. If we do not receive a message that your child will be absent, the lost child procedures will be followed. Please do not email this information.

PROGRAM HOURS

Before School Care

Monday-Fridays 7:00 – 7:50am

After School Care

Monday-Fridays 2:50-6:00pm

TRANSPORTATION

Transportation for Ecole Cobble Hill, Mill Bay Nature, George Bonner and Discovery Elementary School Students is provided by the School District Transportation Dept. Students are dropped off at the end of Camp Pringle's driveway where they are met by the OSC Staff.

To book your child's spot on the bus, please contact:

Selena Hayes – SD79 Transportation Supervisor
2557 Beverly Street
Duncan BC - V9L 2X3
(250) 748-1066 Ext 275
transportationsupervisor@sd79.bc.ca

SCHOOL CLOSURES

Statutory Holidays

Our out of school care programs do not run on statutory holidays.

Pro-D Days

Dates for District Wide Pro-D Days 2019/2020, will be announced as soon as information is made available from the School Board.

Before and After school programs do not run on Pro-D Days however Camp Pringle offers full day programming as alternative care for District Wide Pro-D days. Parents may register for these days, starting in September through June. Please note that spaces are limited and early registration is recommended.

Holidays

Camp Pringle offers full day programming during winter and spring breaks. These camps take place at Camp Pringle and may include a variety of activities such as boating, climbing wall, low ropes, archery, orienteering, games and crafts. Parents may register for the holiday programs at Camp Pringle (by phone or email). Care days during school breaks are subject to cancellation if enrolment is less than 8 children.

Cancellation policy for Pro-D Day and Holiday Care:

Cancellation is required 2 weeks prior to the pro-d day or winter/spring break care program. After that time, no credits or refunds will be issued without a medical note.

Early Dismissals

On early dismissal days, Camp Pringle provides care between the hours of early dismissal and the normal start time of the After School Program. The district school busses run on the earlier schedule to transport the children to Camp Pringle.

Other School Closures

In the event of school closures due to strikes, weather or other imposed causes outside the control of Camp Pringle, reimbursement of fees will apply if the program does not operate.

Camp Pringle will be closed for all School District snow days due to the inaccessibility to West Shawnigan Lake Road.

Before & After School Care Program Calendar Dates for 2019/2020 school year:

School Opens	Tuesday, September 3, 2019
First Day of OSC Program	Tuesday, September 3, 2019
Last Day of School before Winter Break	Friday, December 20, 2019
First Day of School after Winter Break	Monday, January 6, 2020
Last Day of School before Spring Break	Friday, March 6, 2020
First Day of School after Spring Break	Monday, March 23, 2020
Last Day of School	Thursday, June 25, 2019
Last Day of OSC Program	Friday, June 26, 2019

Statutory Holidays and School Breaks for 2019/2020 school year:

Our out of school care programs do not run on statutory holidays.

Thanksgiving	Monday, October 14, 2019
Remembrance Day	Monday, November 11, 2019
Christmas Day	Wednesday, December 25, 2019
Boxing Day	Thursday, December 26, 2019
New Year's Day	Wednesday, January 1, 2020
Family Day	Monday February 17, 2020
Good Friday	Friday, April 10, 2020
Easter Monday	Monday April 13, 2020
Victoria Day	Monday May 18, 2020

ACTIVITY CALENDAR

A monthly activity calendar is distributed to parents at the beginning of each month. This handout outlines the month's daily activities, snacks, and scheduled out trips. Calendar activities are subject to change due to weather. Please note a waiver will be signed for children to participate in Camp Pringle activities and leave property for out trips. A fee may be requested to cover additional lifeguard staffing for water activities.

Swimming Days

Our program has scheduled free swim days. Please send your child with a bathing suit and towel. Waterfront days will be noted on the monthly activity calendar.

Out Trips

Several walking or bus trips take place for the OSC program participants. Staff will accompany children on all outings. Some out trips will not return to the site until 5:30pm. If your child needs

to be picked up before this time on any particular day, please advise the onsite program team leader and arrangements can be made for you to pick up your child from the out trip location.

Boating

The OSC program will include scheduled canoeing, kayaking & paddle boarding days. Please send your child with a change of clothes and/or bathing suit and towel. Boating days will be noted on the monthly activity calendar.

Archery

The OSC program has scheduled archery days during good weather year round. Archery days will be noted on the monthly activity calendar.

Climbing Wall

The OSC program has scheduled climbing wall days during good weather year round. Climbing Wall days will be noted on the monthly activity calendar.

Low Ropes Course

The program has scheduled low ropes days during good weather year round. Low Ropes days will be noted on the monthly activity calendar.

Active Play Policy

All children will engage in a minimum of **30** minutes of daily outdoor active play throughout their daily program routine. Active play will consist of un-facilitated play and facilitated games and activities.

Staff will incorporate Fundamental Movement Skills (run, jump, hop, skip, throw etc) and injury prevention into all active play activities guided by the concepts of Physical Literacy. Physical literacy can be described as the motivation, confidence, physical competence, knowledge and understanding to value and take responsibility for engagement in physical activities (Whitehead, 2016).

Children who are physically literate move with competence and confidence in a wide variety of physical activities in multiple environments that benefit the healthy development of the whole person (PHE Canada, 2010)

Screen Time Policy

Children will not receive any screen time during daily OSC programs. Once a month a movie may be scheduled. Use of electronics are not permitted at Camp Pringle.

PROVIDING A SAFE ENVIRONMENT

Staffing Levels

There is an onsite manager for the program. The staff to child ratio at least is 1:12.

All Camp Pringle, out of school care staff must meet the following criteria:

- Hold a valid Standard First Aid & CPR-C Certificate
- Have a clear Attorney General Criminal Record Check
- Have a minimum of 20 Hours in Child Development Training

Licenses and Inspections

1. Camp Pringle staff is committed to providing quality leadership and care for all children involved in our licensed care programs.
2. Our site is licensed by the Vancouver Island Health Authority and is regularly inspected by licensing officers.
3. The Shawnigan Lake Fire Marshall has inspected and approved all sites and there are regular fire drills at all locations.
4. Childcare staff have current CPR-C, First Aid certification, 20 hours of training and Criminal record checks.

Smoking

There is no smoking or vaping permitted on site at any time by parents or staff.

Illness

Camp Pringle is committed to providing a safe and healthy environment. We ask that you make alternate arrangements, if your child is sick or displays the following symptoms:

A persistent fever (38.8C or higher), unexplainable rashes, vomiting, diarrhea, cough or pink eye, or is too ill to enjoy out of school care programming. *Our staff reserves the right to refuse attendance of a child who appears to be too ill to participate or who appears to have a contagious condition.*

During the program, if your child becomes ill, our staff will follow these procedures:

- 1) Contact the parent(s) or guardian listed on the registration form.
- 2) If the parent(s) or guardian listed on the registration form cannot be reached, arrangements will be made to contact the alternate persons listed.

Discipline Policy

1. Discipline is based on safety & respect for all.
2. A child is not allowed to hurt them self or others.
3. Children are given clear, simple, consistent limits regarding appropriate behaviour.

4. Choices are offered whenever possible.
5. Verbal direction and re-direction are the main means of guidance and discipline.

At all times children will be treated with respect. Their feelings will be acknowledged and accepted, and they will be encouraged to talk about their problems in a non-threatening supportive environment.

If it is necessary to use a 'time out' or break, children will not be removed to an unsupervised area. Children are supervised at all times. If a child is in physical danger to themselves or others they will be removed from the situation to protect the child until self-control is regained. Under no circumstances is physical punishment used.

If a child is unable to co-operate in a program, staff will meet with parents to resolve the situation and at that time a letter may be sent to the parent/guardian in follow up to the discussion. If there is no satisfactory improvement in the child's behaviour, Camp Pringle reserves the right to terminate providing care.

Accidents

The first priority is the safe care and treatment of the children. In the case of an emergency, accident or illness, Camp Pringle will phone an ambulance and a staff person will accompany the child to the hospital.

Additional Support

If your child has extra support needs that we need to be aware of, please inform the Licensed Childcare Manager and a Care Plan will be completed. If your child has additional support in school, you will need to make arrangements through Recreation Integration Victoria or the Clements Centre for additional support in our OSC programs. For more information please contact the Licensed Care Manager at 250-743-2189 or by email at registrar@camppringle.com

Lost Child Procedures

It is imperative that parents call by 2:00pm if your child is not going to be attending the program that day. Please do not email this information as it is time sensitive.

If a child is not at the designated pick up location and we have not received a message on the OSC cell phone (250-466-9170) to inform us that your child will not be attending the care program that day, the following lost child procedures will be initiated:

1. The leader will try to contact the parent(s) at work/home.
2. Emergency contacts will be called to find any information regarding the child.
3. The leader will call the school office.
4. If the child still cannot be located after the above steps have been taken, the police will be contacted.

The Failure to notify of absence fee will be charged after the second offence.

Emergency Situations

Staff has been trained to follow Camp Pringle Emergency Procedures during emergency situations such as fire and earthquake. Emergency Evacuation Procedures are posted in each facility. Fire drills are conducted monthly for staff and children. Please note that the OSC program are equipped with cellular phones and staff will attempt to contact parents/guardians at the earliest possible time during emergency situation.

Persons Authorized to Pick up & Emergency Contacts

Staff will not dismiss your child to anyone but a parent or guardian and they must be designated on your registration form. The parent or guardian is required to notify staff **in writing** if someone other than the parent or guardian will be picking up the child. If arrangements have been made for an alternate person to pick up your child, ID must be presented upon pick up.

Emergency contacts must be kept current and should consist of family members or friends who are available to pick up your child (if you are unable to be contacted). In the event of an emergency, we must be able to contact someone to whom we may release your child.

Attendance Sign Out Sheets

When picking up a child, the daily attendance log must be initialed by an authorized pick-up person.

Custody Restrictions

If a custody or court order exists, a copy of the order needs to be placed in the child's file. The guardian is responsible for providing accurate 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 legal guardian must provide all consents.

SITUATIONS REQUIRING ASSESSMENT

If a person is authorized to pick up a child and is incapable of safe care for themselves and/or the child the OSC staff will:

1. Assess the situation.
2. Contact the other parent as an alternative.
3. Contact the emergency contact person as an alternative.

If a person authorized to pick up a child is incapable of safe care for themselves and/or the child and ***insists on taking the child***, the OSC staff will call the police.

If no one arrives to pick up a child by 6:00pm, the staff will:

1. Contact the parent(s) or emergency contact(s).
2. If no contact can be made, contact the Ministry of Children and Families.

If an unauthorized person requests the release of a child, the staff will:

1. Not release the child.
2. The child will remain under the supervision of staff and they will explain to the unauthorized individual the policy that no child will be released without written authorization by the parent or guardians.
3. Contact the parent or legal guardian for written confirmation that this person present is allowed to take the child. The parent can email in a request but the signature must be compatible with the one on file on site.
4. Make all reasonable efforts to ensure the safety of the child and other children present.
5. If necessary, the police will be called for assistance.

PARENTAL RESPONSIBILITIES

Attendance

To prevent any “lost child” concerns, it is imperative that a message be left on the OSC cell phone message line before 2:00pm if your child will be absent that day. Please specify the child’s name, and date of the absence. Please do not email this information.

If the OSC staff do not receive notification that your child is going to be absent, staff will start Lost Child Procedures (see page 10).

Medical Forms & Immunization Records

Licensing requires a current medical form be on file for every child registered in the care programs. *Parents/guardians are required to fill out a new medical form each year and immunization records must be complete, signed and dated.* As this information is extremely important, please keep us informed regarding any updates throughout the school year.

Medication

First aid treatment does not include any form of orally ingested medications. In order to assist with medication, an *Authorization to Administer Medication form* must be on file.

EPI Pens

A completed epi-pen information form must be submitted prior to the child’s first day attending the program. The child is responsible for carrying the epi-pen at all times. Children will not be accepted into the program with expired epi-pens.

Photograph of Child

Licensing regulations requires a recent photo of the child to be kept on location of the OSC program. Please submit a clear photo with your child's registration form (photocopies are acceptable).

Clothing Requirements and Lost/Found

There will be days when outdoor play is an activity. Ensure your child is appropriately dressed or supplied with indoor and outdoor clothing on these days (outlined in monthly activity hand out to parents). Each child will be charged an annual Uniform Fee of \$40.00 to be supplied with a Camp Pringle sweatshirt & sweatpants for use during OSC programs. These items will be left at camp and labeled with the child's name for use during programming.

We recommend your children's clothing and belongings are clearly labeled (name and phone number) and we encourage children leave precious and valuable toys and items at home. Camp Pringle has a lost/found area for items left behind during OSC programs.

Sunscreen and Hats

Please send sunscreen and a hat with your child during the warm months. Reminders will be sent home. Children must bring their own sunscreen to before and after school program due to individual sunscreen allergies or preferences. Children must apply their own sunscreen, staff may assist if needed.

Food and Drink Policy

Camp Pringle provides an after school snack that is listed on your monthly schedule. If your child does not care for the scheduled snack, please provide an alternate snack. We promote healthy eating and nutritional habits at Camp Pringle. Safe drinking water is available for all children at all times and we encourage them to drink as much as they would like. We will provide a healthy and nutritious snack every afternoon consisting of a variety of food choices; however, if your child has severe nutritional requirements, please ensure that you send extra food in your child's lunch kit daily to compliment the snack that we offer. **Camp Pringle does not serve any items containing peanuts or tree nuts.** Please be aware what you are sending with your child and at all times send food that does not contain nut products.

Late Pick Up

Please phone the leader as soon as possible when you are going to be late to pick up your child. If a parent/guardian has not picked up a child or called by 6:00pm, the staff will try to contact the family and then the alternative person(s) from the authorized pick up list. If that person is unavailable and the parent has not contacted the caregiver 20 minutes after the site closes the staff is required to notify the Ministry of Children and Families. If late pick up becomes a problem, you will receive a warning letter. If late pick up continues to be an ongoing problem and reasonable effort has not been made to solve it, Camp Pringle may choose to terminate care.

Please note there is a late pick up fee of \$15.00 per child per 15 minutes (or portion of).

OSC Program Fees 2019 / 2020

Rates are calculated on a per day basis using the daily rate. Please note we have a minimum of a two-day per week care fee for children in our OSC program.

FACILITY	DAILY RATE
Before School Care Camp Pringle	Part time \$7.00 per day
After School Care Camp Pringle	Part time \$15.50 per day
Pro-D Day Care Camp Pringle	\$32.50 per day

*Please Note, families who are eligible for subsidy from the Province of BC will need to contact the main office at Camp Pringle (250-743-2189) to arrange payment.

PAYMENT AND FEE INFORMATION

Monthly Payments

Registration forms must have the Pre-Authorized Debit Plan (PDP) section completed upon application. PDP payments are processed on the first business day of each month and may be made using Visa or MasterCard.

**Please Note: American Express, debit credit cards, post dated cheques or automatic withdrawal from your bank account are not accepted at this time.*

Please immediately inform the Reception, Camp Pringle (phone 250-743-2189 or email registrar@camppringle.com) of any changes to your credit card information. All changes to PDP information require 4 days notice to take effect. Failure to give adequate notice may result in additional fees.

Dishonoured Payments

There will be a \$20.00 administration fee charged for all dishonoured payments. Payment is due immediately following notification. Accounts which remain in arrears may result in disruption of childcare. Repeat declined payments may result in removal from the pre-authorized payment program. Monthly fees will need to be prepaid to attend the program.

New Applicant Registration Fee

New applicants will be charged a one time \$25.00 registration fee (per child) at the time of registration. Payment may be made using Visa or MasterCard. This application fee is not processed if your child is not offered a space in the program.

Late Pick Up Fee

Pick up time for program participants is by 6:00pm. Please note that a late fee charge applies to parents who pick up their child after 6:00pm. The late fee is \$15.00 per child, for every 15 minutes (or portion thereof). Late fee payments will be processed using the payment method indicated on the Pre-Authorized Debit Plan portion of your registration form.

Failure to Notify of Absence Fee

If your child is not attending the Program on a particular day, it is your responsibility to notify us on the message line by 2:00 PM that day. Please do not email this information. Failure to notify will result in the following fines:

First Offence Verbal warning

Second Offence Written warning

Third Offence \$25.00 fine (per family) and a letter from Camp Pringle.

Missing children involve many people and a great deal of effort as well as disruption to our programs. If a message is not received on the message line by 2:00 pm the lost child procedures will be followed (page 10).

Subsidy

Families, who may be eligible for subsidy from the Province of BC please contact the Office at the Camp Pringle at 250-743-2189.

Registration Confirmations

Monthly registrations confirmations will be emailed to the email address indicated on the registration form. Confirmations may only be emailed to one address. Confirmations indicate care at time of registration. An updated confirmation will be emailed for any changes made throughout the school year.

You can log into your on-line registration account for copies of your receipts for income tax purposes.

Registration Changes and Program Withdrawals

Withdrawals require one month's written notice and will be in effect for the first of the following month. If one month's notice is not given, a one month fee charge will apply.

Notice of withdrawal must be given by the last day of the month. For example notice given by Nov 30 will take effect on Jan 1. Withdrawals or refunds are not given for a partial month.

Notice for withdrawal and registration changes may be given to the Licensed Care Manager by email at registrar@camppringle.com

Refunds and Cancellations

No refunds or credits are given for days absent due to illness, appointments, extra-curricular activities, visiting friends, vacations, etc. In the case of extended illness, a medical note must be provided and refunds or credits will be considered on an individual basis. In the event that Camp Pringle cannot provide care due to all staff being ill and no subs are available for coverage, families will be reimbursed in full for those days within 30 days.

If either of these two above events occur for a child receiving a subsidy, Camp Pringle will work with Ministry of Children and Families to reimburse them for the remaining days unused in their month within 30 days.

Removal from OSC Program

If it is deemed that a child is not a good fit to continue to attend Camp Pringle at the discretion of the Licensed Childcare Manager, families will be reimbursed for the remaining days that the child does not attend that month. This process can take 15-30 days to administrate.

Waitlist Policy

If space becomes available for your child you will be emailed the information and you will have 72 hours to respond before we remove your child's name from the waitlist.

Extended Absences

Families who wish to remove their children from childcare programming for a defined period of time, for example vacation, cannot be guaranteed space availability upon their return. Special circumstances may be accommodated.

REGISTRATION & WAITLIST PROCEDURES FOR 2020/2021 SCHOOL YEAR

Registration for the School Year 2020/2021

Applications for September 2020 will be accepted as of **April 1, 2020** by contacting registrar@camppringle.com. A non-refundable registration deposit of \$150.00 is required and will be applied to your child's first month of care.

Current Registrant Applications for September 2020 must be completed with the office prior to April 1, 2020. Applications are accepted first come / first served and will be processed as follows:

- **1st Current Camp Pringle Registrants without change**
Application must be submitted by April 1 to guarantee your child's current spot for September 2020
- **2nd Current Registrants requesting additional days / changes**
Application must be submitted by April 1 and will be processed first come first served
- **3rd Current Waitlist if applicable**
- **4th New Registrants**
New Registrant Applications will be accepted at Camp Pringle through the office and will be processed first come first served

New and Current Applicants

1. Complete separate application forms for each child. Incomplete forms will not be accepted.
2. Medical information on the application form must be filled out upon registration and updated annually.
3. A clear photo must be submitted with your child's application by emailing a jpeg file to registrar@camppringle.com.
4. A \$150.00 non-refundable deposit is required for each household application. Your deposit will be applied to your child's first month of care. Payment may be made by Visa or Mastercard.

Waitlist

The waitlist will be carried over to each subsequent year. To be on the waitlist you must fill out and submit an application and your child **must** be eligible to attend school during the current school year. The waitlist will include:

1. Current registrants wanting additional days
2. New registrants.

CAMP PRINGLE OSC PARENT HANDBOOK CHECKLIST

- COMPLETED APPLICATION (One form per child)
- RECENT PICTURE OF YOUR CHILD (Submit to Registrar by email)
- COMPLETED MEDICAL FORM
(Immunization record copy, Emergency contacts, Epi-pens, dietary, etc)
- CREDIT CARD INFORMATION PROVIDED
- COPY OF CUSTODY RESTRICTIONS (if applicable)
- HAVE READ THE REFUND POLICY
- HAVE READ THE TRANSFER OF CARE POLICY
- HAVE READ THE PARENT HANDBOOK

I have read through the Camp Pringle Out of School Care Handbook at my leisure and understand all the OSC program policies including the refund policy and transfer of care policy.

Parent/Guardian Signature:

Parent/Guardian Print Name:

Child(ren) Print Name:

Date:

Appendix: Transfer of Care Policy

Camp Pringle Transfer of Care Policy

Please be aware, Camp Pringle's Transfer of Care Policy protocol.

Your child is in the School's care once they board and until they disembark the district school bus at Camp Pringle. If for whatever reason, your child does not disembark from the district school bus at Camp Pringle and we have not received a call from you that your child is away, Camp Pringle staff will immediately respond to this as a "Lost Child" emergency. Camp Pringle After School Care staff will call you and everyone on your contact list to find out where that child is. If they are not able to reach someone on your call list, the school will be called and then the police to find your child and or reach someone that knows where your child is.

Please ensure that you contact the OSC cell phone, [250-466-9170](tel:250-466-9170) prior to 2:00pm if your child is not attending on any given day to avoid a "Lost Child" emergency response from our childcare staff.

Please sign our parent handbook checklist page to state that you have read and understood this Transfer of Care Policy.

Thank you.