



# OUT OF SCHOOL CARE PROGRAM

## PARENT HANDBOOK

### School Year Program 2025/2026

Welcome to Esquimalt Recreation Centre Out of School Care! We are pleased you are joining us and have many opportunities available for your child(ren). We are an Island Health Licensed Group Child Care (School-Age) program with 78 spaces for Grades K-5 attending Macaulay Elementary School.

#### Our Philosophy

We believe that OSC is a place where caring staff provide child-directed opportunities for families to make community connections for a lifetime.

#### Our Goals

- To provide a safe and nurturing environment for children aged five to twelve years
- To provide a healthy learning atmosphere where each child can feel safe, respected, and valued while meeting their social and emotional developmental needs
- To work with each child's parents/guardians and with child & family related professionals to provide a holistic approach in meeting the child's needs
- To encourage each child to develop to his or her full potential

#### School Year Program

##### **Before School Care**

Staff will provide a safe and calm space for your child to start their day. Children are welcome to bring their own breakfast if they choose. Children can participate in crafts, group games, board/card games, and creative play. Each group will walk to school, rain or shine, for the start of the school day. Please have your children dropped off by 8:30AM.

##### **After School Care**

Staff will greet the children at Macaulay School at the conclusion of the school day for check-in and playground time. Each group will walk, rain or shine, back to the Esquimalt Recreation Centre for the afternoon's activities. Children will have opportunities to enjoy swimming, skating, gym games, crafts, science, out trips to local parks and other special events. We ask that parents pack healthy snacks for children to eat as they will be given a snack time.

#### **Esquimalt Recreation Centre OSC Contact Information**

OSC Manager/Supervisor: Liz Rivard

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Recreation Programmer: Chelan Wallace

Office: 250-412-8506

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## PROGRAM HOURS

Before School Care	Monday to Friday	6:30am – Morning Bell
<i>Children must arrive at the Esquimalt Recreation Centre by 8:30am to be transported (walk) to Macaulay School</i>		
After School Care	Monday to Friday	Dismissal – 6:00pm
<i>Children must check-in within 10minutes of the dismissal bell</i>		
Pro-D Days/Camps	Varies	6:30am – 6:00pm

## TRANSPORTATION

### School Year Program

Children will walk to/from the Esquimalt Recreation Centre accompanied by staff. Please ensure your child is dressed for the weather. Jackets are **mandatory** from October to April.

### Camps

Children may be transported by BC Transit or a rented 24 passenger bus, driven by a staff member with a valid Class 4 driver's license.

## SCHOOL CLOSURES

### Statutory Holidays

Before and After School Care Programs do not run on statutory holidays.

### Pro-D Days

Pro-D Days will have priority registration for current 2025/2026 school year OSC participants – first come, first served. Applications will be accepted in June 2025 and processed in the order of which they are received. Application forms will be made available on June 1<sup>st</sup>, or as soon as the information is announced by the school. You will be notified of your registration status for requested Pro-D Days. Withdrawals will be permitted up to 7 days prior to the start of a program to receive a full refund or credit.

### Holidays

Esquimalt Parks & Recreation offers a variety of camps during Winter, Spring, & Summer Breaks, including Licensed OSC Camps. Please note that space is limited, and early registration is recommended. Winter Break Camp will be available on the same application form as Pro-D Days. Spring Break Camp will be available for registration in January 2026 – date TBD. Summer Break is separate from OSC, and dates will be advertised early 2026.

### Early Dismissal

Early Dismissal days are a separate registration and are **not included** in regular After School Care fees. Children must be registered to attend the After Care portion of Early Dismissal Days. Registration will only be available for those registered in the After Care program. Before Care is not affected by this and will run as normal on Early Dismissal days. Applications will be accepted starting June 2025 and processed in the order of which they are received. You will be notified of your registration status for requested Early Dismissal days by reception.

### Other School Closures

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

### 2025-2026 Proposed School Year Calendar

Designation	Dates
Non-Instructional Days:	Monday, September 22, 2025 Friday, October 24, 2025 Friday, November 21, 2025 Friday, February 13, 2026 Friday, May 15, 2026 One additional day to be chosen by school
School Opening Day	Tuesday, September 2, 2025
National Day for Truth and Reconciliation	Tuesday, September 30, 2025
Thanksgiving Day	Monday, October 13, 2025
Remembrance Day	Tuesday, November 11, 2025
Last day of school before Winter Break	Friday, December 19, 2025
School re-open after Winter Break	Monday, January 5, 2026
Family Day	Monday, February 16, 2026
Last day of school before Spring Break	Friday, March 13, 2026
School re-open after Spring Break	Monday, March 30, 2026
Good Friday	Friday, April 3, 2026
Easter Monday	Monday, April 6, 2026
Victoria Day	Monday, May 18, 2026
Last day of school for students	Thursday, June 25, 2026

\*One additional professional development day with date to be chosen by Macaulay\*

\*\*The above dates are based on SD 61 proposed calendar for the 2025-2026 school year. A final calendar (which will include confirmed Pro D days & Early Dismissal days) will be available September 2025\*\*

### ACTIVITY CALENDAR/NEWSLETTER

A monthly activity calendar and newsletter will be emailed to parents at the beginning of each month. This handout will outline the month's daily activities and reminders to parents. One email address per child will be used for the OSC account; ensure the Front Desk has your preferred email address on file.

**Skating Days:** All groups have one scheduled skating each month, Sept to March. Please send your child with a helmet, gloves and warm clothes. Children will be on the ice until 4:30pm at the Archie Browning Sports Centre and will return to the OSC room by 5:00pm.

**Play Late Days:** All groups have one scheduled play late day at Macaulay School per month. Please send your child with a hat, gloves, sweater & jacket during the winter months and sunscreen during the spring and early fall. Children can be picked up at Macaulay School until 4:10pm or once they return to the Centre by 4:30pm. Please do not pick up along the roadway during the walk back to the Centre.

\*Skating and Play Late days are subjected to change\*

**Lessons:** If your child would like to participate in a program (swimming, art, dance, music, sport) which takes place in the Esquimalt Recreation Centre during program time, please fill out the attached Transfer of Care form at least 1 week before the program begins. This form must be filled out each time your child begins a new program.

Active Play: Participants will spend an average of 60 minutes per day involved in Active Play, including walking to and from school, playground time, gym time, and various games and activities that promote physical literacy.

Screen Time: Participants will only have screen time allotted during the one monthly Movie Day. There will be no other screen time provided during the program.

Food & Drink Policy:

1. Snacks are not provided in our OSC programs. Staff will provide the OSC groups with a snack time. We ask that all parents pack their child healthy snacks that can be eaten during this snack time.
2. A treat may be provided on special occasions or holidays, for example, candy or ice cream (CCLR 56.e). Proper food safety guidelines will be followed. Children are not permitted to purchase food or merchandise during program time. This includes purchasing snacks from vending machines.
3. Children will never be forced to consume any food or drink (CCLR 48.4).
4. Safe drinking water will always be available to children. It is important for children to bring a water bottle each day to OSC (CCLR 48.5).
5. On Early Dismissals, Pro-D Days, OSC Winter/Spring Break/Summer Camps, the child must bring their own healthy lunch, morning and afternoon snack, and water bottle.

**PROVIDING A SAFE ENVIRONMENT**

As a Licensed VIHA program, the Esquimalt Recreation Centre OSC programs have health and safety policies in place to protect the needs of our OSC children, staff and families.

Staffing Levels

There is an OSC Supervisor for the 4 rooms. The staff to child ratio is 1:12 for Grades K/1 and 1:15 for Grades 2-5; however, we aim for a 1:10 ratio. All Esquimalt Recreation Centre staff must meet the following criteria:

- First Aid & CPR C certification
- Criminal Record Check
- Minimum 20hrs of relevant training

Licenses & Inspections

Esquimalt Parks & Recreation Staff is committed to providing quality leadership and care for all children involved in licensed care programs. All rooms are licensed by Island Health and are regularly inspected by licensing officers. The Esquimalt Fire Department has inspected and approved all sites and there are monthly fire drills.

Illness and Communicable Disease Policy

Esquimalt Parks & Recreation is committed to providing a safe and healthy environment. If your child is sick or is suffering from a communicable disease or displays any of the following symptoms, please do not send your child to program. Please report any communicable disease to the OSC Supervisor or Recreation Programmer within 24hrs of being diagnosed to prevent further spread to program participants.

**Illness Symptoms: a persistent fever (38.3c or higher), unexplainable rashes, vomiting, diarrhea, cough/sore throat/runny nose** (with listlessness) or is too ill to enjoy Before/After School Care activities.

Communicable Diseases – Please do not attend if your child is suffering from a communicable disease such as: **Chicken Pox, Hand//Foot/Mouth Disease, Impetigo, Influenza, Measles, Meningococcal Meningitis, Mononucleosis, Mumps, Pink Eye, Rubella, RSV, Shingles, Streptococcal, Pinworms, Ringworm, Scabies, Lice, etc.**

*Program 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 a parent/guardian to come pick-up the child. If you cannot be located, the staff will contact an alternate pick-up person to take the child home (CCLR 55).
2. A record of any notification of illness or injury will be maintained by OSC staff (CCLR 57 f).
3. The child will be provided with a quiet and clean resting place, under the supervision of program staff, while waiting for pick up (CCLR 54).

**Supporting Child Wellness: Public Health Guidance for Communicable Disease (including COVID-19) Management in Child Care Setting (BCCDC)  
Updated: January 31, 2024**

The Esquimalt Recreation Centre OSC will continue to follow guidelines for childcare settings set out by Public Health.

What to Do When Sick

- Staff, children, or other persons in the childcare setting who are exhibiting symptoms of illness, such as respiratory illness, should stay home until they are well enough to participate in regular activities or otherwise advised by a healthcare provider. Those experiencing certain illnesses, such as gastrointestinal illness caused by norovirus, may be advised to stay home for longer. Staff, children, or other persons can attend childcare if their symptoms are consistent with a previously diagnosed health condition (e.g., seasonal allergies) or symptoms have improved enough to return to regular activities or otherwise advised by a healthcare provider. If you are unsure or concerned about your symptoms, connect with your health care provider, or call 8-1-1.
- If a staff member, child, or other person develops symptoms of illness at childcare and is unable to participate in regular activities, they should be supported to go home until their symptoms have improved or otherwise advised by a healthcare provider. Appropriate infection control precautions should be taken while the person is preparing to leave the childcare premises, including use of appropriate hand hygiene and cleaning/disinfection of surfaces soiled with bodily fluids. They may use a mask if they are experiencing respiratory symptoms unless they are under two years old. Infants under two years of age should not wear masks as it may make it difficult for them to breathe and may become a choking hazard (BCCDC, 2024).

Hand Hygiene

- Rigorous hand washing with plain soap and water or using an effective hand sanitizer reduces the spread of illness. Everyone should practice diligent hand hygiene and childcare facilities should facilitate regular opportunities for staff and children to wash their hands. To learn more about how to perform hand hygiene, please refer to the How to clean your hands poster. Children should be supervised or assisted in using hand sanitizer. Hand sanitizer should not be used on infants. Some hand sanitizers should not be used on children, so labels should be read carefully (BCCDC, 2024).

### Respiratory Etiquette

Children and staff should practice routine respiratory etiquette:

- Cough or sneeze into their elbow sleeve or a tissue. Throw away used tissues and immediately perform hand hygiene.
- Refrain from touching their eyes, nose, or mouth with unwashed hands.
- Refrain from sharing any food, drinks, unwashed utensils (BCCDC, 2024).

### Non-Medical Masks & Face Coverings (Masks)

The decision to wear a mask beyond when it is recommended by public health is a personal one, based on individual preference. Some children over two years old and staff may choose to wear a non-medical mask or face covering throughout the day or for certain activities. The choice of staff, families, or children to choose whether they practice (BCCDC, 2024).

### Head Lice

If your child has lice, they are not permitted back into the program until treatment has taken place. Notify the OSC Supervisor every time your child has lice so information can be sent home to the rest of the families to be able to check their children.

### Accidents

In case of an emergency, the staff will contact parents/guardians. If the parents/guardian cannot be located, the staff will attempt to locate an alternate contact to take the child to the doctor/hospital/home. If the incident is serious and requires calling Police/Fire/Ambulance they will be called first as the child's health and safety will be the priority. We will then notify parents/alternates as soon as possible.

### Emergency Situations

OSC Staff are trained to follow Esquimalt Parks & Recreation Emergency Procedures during emergency situations such as fire and earthquake. Emergency Evacuation Procedures are posted in the Centre. Fire drills are conducted monthly at each location. Please note that programs are equipped with cell phones and staff will attempt to contact parents/guardians during/after an emergency by way of text so that phone lines can be kept clear for emergency personnel and emergency situations only.

### Missing Children Policy

If your child does not check in with OSC staff within **10 minutes** of the school bell we will immediately follow the procedures listed below:

1. Check for written and phone messages at the Centre before leaving to pick up from school
2. Check the absentee list at school
3. Ask teacher (if available) of child's whereabouts
4. Have the child paged through the school intercom system
5. Call your place of employment, cell phone, and home
6. Call emergency contacts and all authorized pick-up people on file

If, at this point, your child has still not been located:

#### **7. WE WILL CALL THE POLICE TO REPORT YOUR CHILD AS MISSING.**

We will continue to attempt to establish contact with parents/guardians/alternate contacts to ensure they are aware of the situation.

**Please reinforce with your child the importance of coming directly to the program after school.** If your child will be walking home from school and not attending OSC, please text the group cell phones or email the OSC supervisor that your child will be doing so and not attending OSC.

### Pick Up Procedure

When a child is picked up the parent/guardian/alternate is responsible for signing out and ensuring a staff member is made aware that the child is being picked up from the program. Staff will require **Government issued Photo Identification** from anyone picking up a child whom they have not previously met or recognize. This includes parents, siblings, babysitters or anyone else on the authorized pick-up list. Children are not permitted to sign themselves in/out; this includes walking to or from program without a parent/guardian/alternate.

### Late Pick Up

If the parent/guardian has not picked up the child by 6:00pm, OSC staff will try to contact the parent/guardian. If unable to make contact, staff will make all attempts to contact an alternative contact person to pick up the child. If all authorized adults are unavailable and the parent/guardian has not contacted the OSC program by 6:30pm, OSC staff will notify the Ministry for Children and Family Development. A late fee of \$5 for every 5 minutes late will be charged. If late pick-up is an ongoing problem, childcare services may be terminated.

### Unauthorized Pick Up

Children will not be permitted to leave the Centre with anyone who is not named as a responsible alternate person on the pick-up list unless OSC staff have **permission in writing from the legal guardian** to release the child into their custody. If an unauthorized person arrives to pick up a child, the child will not be released. OSC staff will speak to the individual and explain the policy that children will not be released without written authorization from the parent/guardian. If difficulties arise, all reasonable efforts will be made to ensure the safety of the child and the other children (CCLR 50). If necessary, the police will be called for assistance.

### Alleged Impaired Pick Up

It is OSC staff responsibility, to the extent it is possible, **not to release a child to an authorized person who is unable to adequately care for a child**. If OSC staff believe a child to be at risk and feel comfortable in approaching the individual, they will offer to call an authorized alternate to pick up the person and child or offer to call a taxi to pick them both up. If the person is driving a vehicle, OSC staff will explain that they are obligated to ensure the safety and well-being of the child. If the presumed impaired person chooses to get in the car with or without the child, OSC staff will immediately notify the police and provide a description of the car and geographic vicinity. If OSC staff believes the child needs protection, they will call the Ministry for Children and Family Development.

### 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 file. The parent/guardian is responsible for providing accurate and up to date information concerning legal guardianship of the child. Without a custody or court order on file, OSC staff 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.

### OSC Expectations

Please find below the "OSC Expectations." These are guidelines for expected behavior while participating in the Out of School Care Program. We would like parents to take the time to read the rules and discuss them with their child. We also value that children need to take responsibility and be held accountable for their behavior.

**At Esquimalt Recreation Centre OSC we expect that participants, staff, and families will:**

1. **Stay Safe:** be aware of your surroundings and how your actions impact those around you and yourself (e.g., use walking feet, have a calm body, keep hands to ourselves, wear weather appropriate clothing, eat healthy snacks).
2. **Be Respectful:** to your friends, leaders, the environment and yourselves (e.g. listen to others, problem solve with words, talk calmly, take turns, share, look at nature, take a break from the group when you need to).
3. **Have Fun:** have a positive attitude and enjoy the activities available to you (e.g. play safe, include your friends, suggest activities to the leaders, be creative).
4. **Try Our Best:** try new activities and problem solving before asking a leader for help (e.g. ask friends for help, be patient, encourage friends in a new activity, keep your body calm with 3 deep breaths, use your WITS).

For OSC to be successful, it must be the right fit for everyone. The Esquimalt Out of School Care Program and parents/guardians will use the first 30 days of each school year (or first 30 days of being registered, if registering part way through the year) as a trial run to see if the program is suitable for everyone. Either party may decide at that time that the program is not the right fit and may withdraw without penalty.

Behavioral Guidance Policy

The Esquimalt Out of School Care Program follows the recommended discipline guidelines as set out by Island Health (CCLR 51). The purpose of guidance and discipline in this Centre is to provide a safe and healthy environment in which each child can feel safe, respected, and valued.

1. Discipline and guidance is consistent and is based on individual needs and development. We strive to promote self-discipline by using positive reinforcement techniques to help the child control or change his/her behavior.
2. The techniques we use include verbal reminders such as “walking feet” or “inside voices”; separating two or more peers; removal from the activity or room; practice expected behavior such as walking quietly in the hall; time with a different adult in another room; loss of an item, activity, or privilege; time out from the activity; physical guidance such as leading a child to their chair to clean up after snack; and physical holding which is used only when a child’s safety is in immediate danger, such as stepping into the road.
3. Children will never be subjected to harsh treatment of any kind such as shaking, striking or spanking. There will be no harsh or belittling language used at any time. Physical punishment or withholding food will never be used as a means of discipline.
4. The following behaviours are not acceptable in the Out of School Care Program and all incidents will be documented with a Behavior Incident Report: bullying, physical aggression, self injury, disruption/tantrums, inappropriate language, verbal aggression, non-compliance, social withdrawal/isolation, running away, property damage, unsafe behaviors. Parents will be notified by phone or at pick up time.
5. If a child/parent/guardian/alternate does not respect the OSC Expectations, an incident report will be written and the procedure will be as follows: talk with child, contact family, parent meeting, arrange behavioral consultation, early pick-up, reduce hours in program, and termination of care.
6. The OSC program reserves the right to suspend or terminate childcare service at any time, including when:



1. An incident is considered severe, such as threatening to injure another person, purposefully injuring another peer or adult, bullying, and running away from the program site or boundaries and refusing to return.
2. The OSC program has implemented all reasonable program modifications and strategies to support the child, and the frequency and level of challenging behavior continues to escalate.

### Children Requiring Extra Support

We are a facility that would like to adapt our program for children with special needs\*\* (including physical, mental, emotional, behavioral, developmental, or health needs). Parents/Guardians of children with known special needs **must** disclose and discuss their child's needs with the OSC Supervisor prior to enrollment. **Failure to do so may result in termination of services.**

If a child requires extra support, Esquimalt Recreation Centre OSC, in consultation with the parents, will develop an Individual Care Plan ("ICP") (CCLR 58) for the child that ensures the health, safety and well-being of the child, other children, and staff.

If Esquimalt Recreation Centre OSC, in consulting with the parents in making the ICP or after implementing the ICP, determines that the child's needs cannot be met considering the Centre's obligations to all children in the program and its staff, Esquimalt Recreation Centre OSC may decline to enroll or continue the enrolment of the child.

## **PARENTAL RESPONSIBILITIES**

### Attendance

To prevent any "lost child" concerns it is imperative that parents communicate all absences from program. **If your child will be absent from the After School Care Program, please notify OSC staff by one of the following methods:**

1. Text the OSC group cell phones by **2:00pm** if your child is not attending the program that day. Please be sure to identify yourself. The text must come from an approved parent phone number on the child's contact list. Group cell phone numbers will be emailed out to parents before the first day of OSC.
2. Speak with OSC staff directly at the school when you pick up your child (no later than 3:00pm)

**Failure to notify staff of your child's absence will result in a \$25 fee. Failure to notify staff 3 times may result in termination of childcare services.** If staff do not receive notification that your child is going to be absent, staff will start the Missing Child Procedures (see page 6&7). Failure to notify absence fee payments will be processed using the payment method indicated on the Pre-Authorized Debit Plan portion of your registration form.

### Registration Forms & Immunization Records

Child Care Licensing requires a current registration form to be on file for every child registered in the care programs. Parents/Guardians are required to fill out a new registration form each year and immunization records must be attached. All sections of the form **MUST** be completed in full. As this information is extremely important, please keep us informed regarding any updates throughout the school year.

### Medication

If your child requires the administration of medication during program time, it is the parent/guardian responsibility to deliver any medication and administration instructions directly to the program staff. Permission to Administer Medication Form must be completed.

### Epi-Pens & Inhalers

A completed Emergency Medication Care Plan must be submitted with this application. The child is responsible for always carrying the epi-pen/inhaler. Children will not be accepted into the program with an expired epi-pen/inhaler.

### Clothing Requirements and Lost/Found

Children will be outdoors every day for a minimum of 45 minutes for playground time and the walk back to the Centre. Ensure your child is appropriately dressed or supplied with indoor/outdoor clothing; a jacket is required from October to April. Umbrellas must be in safe working order with no sharp or metal ends. The Lost & Found table is located at the entrance to the OSC room, please check for your child's belongings regularly.

### Items from Home

We request that children DO NOT bring special items from home except for special events related to programming. All items MUST fit in the child's backpack. Children may not carry items (stuffedies, balls, skates, etc.) in their hands during the walk to and from the Centre.

The Out of School Care Program is not responsible for lost, stolen, or broken toys and articles that are brought to the program.

Children are not permitted to use personal cell phones (calling or texting) during the program. Cell phones must be turned off and stored in their bags.

## **PAYMENT & FEE INFORMATION**

### Fee Schedule

\*All fees below are before the Childcare Fee Reduction Initiative (CCFRI). Fees including the CCFRI to be determined\* Fees are increased annually in January as per the CCOF and CCFRI agreement.

Please see our ESTIMATED costs below after the CCFRI reduction:

<b>Kindergarten Only</b>	<b>Parent Fee Before CCFRI reduction applied</b>	<b>Est. Childcare Savings</b>	<b>Parent Fee After CCFRI Reduction</b>
Before School Care	\$8.00	\$2.50/day	\$5.50/day
After School Care	\$17.66	\$7.83/day	\$9.94/day
Before & After Care	\$25.66	\$15.66/day	\$10.00/day

<b>Grades 1-5</b>	<b>Parent Fee Before CCFRI reduction applied</b>	<b>Est. Childcare Savings</b>	<b>Parent Fee After Reduction</b>
Before School Care	\$8.00	\$1.00/day	\$7.00/day
After School Care	\$17.66	\$2.88/day	\$14.79/day
Before & After Care	\$25.66	\$5.75/day	\$19.91/day

Professional Development Days & Winter Break	\$43/day
Early Dismissals	\$33/day
Late Pick Up	\$5for every 5 minutes
Failure to Notify of Absence	\$25
NSF Payments	\$2
Registration Processing Fee (School Year Program)	\$30

Please keep all receipts for income tax purposes and for proof of payment in case problems occur (i.e. computer/human error, etc.). Space is limited for Pro-D Days, Winter/Spring/Summer Break Camps, so be sure to register with the front desk in advance to ensure a space for your child. Registration is done on a first come, first served basis.

#### Registration Processing Fee

A NON-REFUNDABLE Registration Processing Fee of \$30 per family is required upon registration.

#### Monthly Payments

##### School Year Program

Post-dated payments for each month of the school year are required upon registration, by completing the Pre-Authorized Debit Plan Agreement Form.

##### Pro-D Days, Winter/Spring/Summer Camps

Post-dated payments, due 4 weeks prior to camp start date, are required upon registration. Payments for Summer Camps starting in July must be made during initial registration.

##### Affordable Child Care Benefit (subsidy)

Post-dated payments (EFT or Credit Card) are required at time of registration. Once authorization has been received from Child Care Subsidy, you will be notified with the new amounts owing as your parent portion.

#### Dishonored Payment

Payments returned NSF will be subject to a \$20 NSF fee. Replacement of the payment will be due immediately by cash, certified cheque or debit/credit card. No more than two NSF payments will be allowed. If two payments have been returned NSF, all subsequent payments must be made by an alternative payment method.

#### Delinquent Account

If an account is more than two months or \$400 in arrears, you will be notified by letter or email, and the following process will take place:

- 50% of the total balance is due within two weeks from the date of the letter. Failure to do so will result in refusal of childcare service.
- A payment plan for the remaining balance will need to be discussed with Recreation Programmer, 250-412-8506 immediately. Failure to do so will result in refusal of childcare service.
- If payment is not received, no future payment plan is made, or there is no response from the parent/guardian acknowledging the debt, childcare service will stop immediately. The account will be forwarded to the finance department of the Township of Esquimalt for further collection proceedings.

- All outstanding fees must be paid in full before the child(ren)/siblings may be placed on the waitlist or permitted to re-join the program.

#### Withdrawal

To withdraw from the program(s), 30 days' notice must be provided in **writing** to the OSC Supervisor through email. Verbal notification to staff is not sufficient notice.

#### Refunds

Once a request to withdraw from an OSC Program has been received, the next month's fees will be prorated based on the 30 days' notice and future post-dated payments will be cancelled. Refunds for Pro-D Days and Camps will be processed within 2 weeks by cheque and 48hrs for credit cards.

No refunds or credits are given for days absent due to illness, appointments, extracurricular 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.

#### Parents Receiving Affordable Child Care Benefit Obtaining & Maintaining ACCB

It is the parent's/guardian's responsibility to fill out and submit application forms directly to ACCB and re-apply for ACCB before the current claim expires. The Ministry for Children and Family Development (MCFD) childcare section recommends submitting your forms by mail one month before the claim expires. We have 'Caregiver Information' forms already filled out for your convenience and available at the front desk.

#### Parent Portions

There is always a parent portion. Even when a family has the maximum ACCB funding they still pay a parent portion. The amount of ACCB coverage will vary per month, depending on the amount of school days.

#### **Acknowledgment:**

1. I/we have read, understand, and agree to the OSC Application and the above policies.

Parent/Guardian Name: \_\_\_\_\_

Parent/Guardian Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Parent/Guardian Name: \_\_\_\_\_

Parent/Guardian Signature: \_\_\_\_\_

Date: \_\_\_\_\_

#### **Thank you for choosing Esquimalt Recreation Centre OSC!**

Please ensure this application form is completed in full, and all pages of the Parent Handbook are initialed and attached. **Attach your child's immunization record**, and any other paperwork required. **Submit completed application packages to [osc@esquimalt.ca](mailto:osc@esquimalt.ca)**. A copy of the handbook can be found on the website for future reference.