



OUT OF SCHOOL CARE PROGRAM PARENT HANDBOOK

School Year Program 2023/2024

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 ages of 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 have the opportunity to participate in crafts, gym games, board games, and creative play. Each group will walk to school, rain or shine, for the start of the school day.

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 a healthy snack for children to eat as they will be given a snack time.

Esquimalt Recreation Centre OSC Contact Information

OSC Manager/Supervisor: Alex Judge

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Recreation Programmer: Shannon Phelps

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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
<i>Children must arrive at the Esquimalt Recreation Centre by 9:00am</i>		

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** 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 2023/2024 school year OSC participants – first come, first served. Applications will be accepted starting June 14, 2023, and processed in the order of which they are received. Application forms will be made available on June 1st, or as soon as the information is announced by the school. You will be notified of your registration status for requested Pro-D Days by June 28, 2023. Withdrawals will be permitted up to 1 week 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 (please see above for dates.) Spring Break Camp will be available for registration in January 2024 – date TBD. Summer Break is separate from all school year OSC, and dates will be advertised early 2024.

Early Dismissal

Early Dismissal days are a separate registration and are **not included** in regular After School Care fees. Children must be registered in order 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 14, 2023, and processed in the order of which they are received. You will be notified of your registration status for requested Early Dismissal days by June 28, 2023.

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.

2023/2024 Proposed School Year Calendar

Designation	Proposed Calendar
Non-instructional Days:	Friday, September 22, 2023 Friday, October 20, 2023 Monday, November 20, 2023 Friday, February 16, 2024 Friday, May 17, 2024 *Sixth NID to be chosen by each school
School Opening Day	Tuesday, September 5, 2023
National Day for Truth and Reconciliation	Monday, October 2, 2023
Thanksgiving Day	Monday, October 9, 2023
Remembrance Day	Monday, November 13, 2023
Last day of school before Winter Vacation	Friday, December 22, 2023
Schools re-open after Winter Vacation	Monday, January 8, 2024
Family Day	Monday, February 19, 2024
Last day of school before Spring Vacation	Friday, March 15, 2024
Schools re-open after Spring Vacation	Wednesday, April 3, 2024
Good Friday	Friday, March 29, 2024
Easter Monday	Monday, April 1, 2024
Victoria Day	Monday, May 20, 2024
Last day of school for students	Thursday, June 27, 2024
Year-end Administrative Day (& School closing day/year-end)	Friday, June 28, 2024

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

The above dates are based on SD 61 proposed calendar for the school year in 2023-2024. A final calendar (which will include confirmed Pro D days & Early Dismissal days) will be available September 2023

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.

Swimming Days: All groups have scheduled swim days on Thursdays each month. Please send your child with a bathing suit, towel and 25¢ for a locker. Children will be in the pool until 4:30pm and out of the change rooms and ready for pick-up by 5:00pm. Please note: children 5-6yrs MUST wear a lifejacket regardless of swimming ability. Children 7yrs+ must pass a swim test to swim without a lifejacket.

Skating Days: All groups have scheduled skating days on Thursdays 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 1 scheduled play late day at Macaulay School per week. 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.
Swimming, 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 speak with the OSC leaders to discuss possible arrangements.

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 and Stuff 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 a healthy snack that can be eaten during this snack time.
2. A special 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 be available to children at all times. 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

Esquimalt Parks & Recreation is committed to providing a safe and healthy environment. If your child is sick or displays the following symptoms, we ask that you make alternate arrangements: **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.

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, a 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: August 25, 2022

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

What to Do When Sick

The management of COVID-19 in the community is now more aligned with the management of other respiratory infections.

- Children who are exhibiting symptoms of illness (including but not limited to COVID-19 symptoms) should stay home until they are well enough to participate in regular activities.
- Children can attend child care if their symptoms are consistent with a previously diagnosed health condition (e.g., seasonal allergies) or symptoms have improved enough to where you feel well enough to return to regular activities and their fever has resolved without the use of fever-reducing medication (e.g. acetaminophen, ibuprofen).
- The When to Get Tested for COVID-19 resource or the B.C. Self-Assessment Tool provides more information on whether you should get a test for COVID-19. If you are unsure or concerned about your symptoms, connect with your health care provider or call 8-1-1.
- Children who test positive for COVID-19 should follow the guidance on the BCCDC website as to how long they should self-isolate. (BCCDC, 2023).

Hand Hygiene

Hand washing with plain soap and water or using an effective hand sanitizer reduces the spread of illness. Esquimalt OSC staff will provide regular opportunities for children to wash hands with plain soap and water for at least 20 seconds or use alcohol-based hand rub containing at least 60% alcohol. Staff will ensure children practice proper hand hygiene immediately before eating and immediately after using the toilet (BCCDC, 2023).

Respiratory Etiquette

Children should practice routine respiratory etiquette:

- Cough or sneeze into their elbow sleeve or a tissue.
- Throw away used tissues and immediately perform hand hygiene (“Cover your coughs”).
- Not touch their eyes, nose, or mouth with unwashed hands (“Hands below your shoulders”) (BCCDC, 2023).

Non-Medical Masks & Face Coverings (Masks)

Face coverings are no longer required by public health. Children over two years old in child care settings may wear a mask based on personal or family choice. Child care staff will supervise and support children to ensure safe and proper use of masks if a child or their family chooses to wear a mask. Information on non-medical masks is available from BCCDC.

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 reasonably 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 situation by way of text so that phone lines can be kept clear for emergency personnel and emergency situations only.

Missing Children Policy

Child abduction is a serious problem that concerns everyone. 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 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 persons 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.

Absence Notification

If your child will be absent from the After School Care Program, please notify OSC staff by one of the following methods:

1. **Text your child's OSC Group Cell Phone by 2:00pm** if your child will not be attending program that day.
2. Speak with OSC staff directly at the school when you pick up your child (no later than 3:00pm)
3. **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.**

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 **photo identification** from anyone picking up a child whom they have not previously met. 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 **expressed 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 is in need of 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 behaviour 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 behaviour.

At Esquimalt Recreation Centre OSC we expect 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 has to 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 program is not the right fit and may withdraw without penalty.

Behavioural 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 behaviour.
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 behaviour 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 Behaviour Incident Report: bullying, physical aggression, self injury, disruption/tantrums, inappropriate language, verbal aggression, non-compliance, social withdrawal/isolation, running away, property damage, unsafe behaviours. 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 behavioural 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 behaviour 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, behavioural, 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 has special needs, or subsequently develops special needs, 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 in light of 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 will not be attending 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 does not receive notification that your child is going to be absent, staff will start the Missing Child Procedures (see page 5)

Registration Forms & Immunization Records

Child Care Licensing requires a current registration form 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 carrying the epi-pen/inhaler at all times. 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 (stuffed animals, 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 program.

Please keep scooters, bikes, skateboards, etc. at home as children are not permitted to use them during program time and all belongings **MUST** fit in their backpacks for the walk to/from school.

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

After School Care Program – Sept to June Fee	\$16.00/day for 10 months
Before School Care Program – Sept to June Fee	\$9.00/day for 10 months
Professional Development Days & Winter Break	\$43/day
Early Dismissals	\$33/day
Late Pick Up	\$5 for every 5 minutes
Failure to Notify of Absence	\$25
NSF Payments	\$20
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 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 months 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 for cash/debit and 48hrs for credit cards.

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.

Parents Receiving Affordable Child Care Benefit

Obtaining & Maintaining ACCB

It is the parent's/guardian's responsibility 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 maximum ACCB they still pay a parent portion. The amount of ACCB coverage will vary per month, depending on the amount of school days.

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 \$5 for every 5 minutes. Late fee payment 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 the parent's responsibility to notify OSC staff via TEXT. Failure to do so will result in a \$25 fee. Missing children involve many people and a great deal of effort as well as a disruption to our programs. 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.