



ROGERS
SOCIETY

PARENT/GUARDIAN Information
&
Frequently **A**s ked **Q**uestions

Licensed Programs
2020/2021

CONFIDENTIALITY

All Staff are committed to the protection and privacy of personal information received from parents/guardians and children. We only collect information that is necessary for the delivery of our licensed services, and this information is treated as confidential. No information is released without permission from the parent/guardian, unless required by law (reporting abuse, legal investigations, licensing requirements, etc.), during medical emergencies, when necessary to collect debt, to consult with Rogers Elementary School and SD61 when a child's whereabouts need to be determined, or when incidents involving the children need to be communicated to the Centre or school.

CODE OF CONDUCT

We expect children, parents/guardians, community members and staff to adhere to the following principles:

BE SAFE

BE KIND TO ONE ANOTHER

HAVE FUN

LEARN AND GROW

With the goal of providing a safe and enjoyable environment, we expect appropriate behavior from children, members/parents/guardians and staff through clear communication, education, consistent messaging of licensing requirements and rules and the application of appropriate consequences. Some of the approaches the Centre uses are:

- **Reminders -** explain expectations
- **Repetition -** repeat expectations with reasonable consequences
- **Follow through -** provide accountability
- **Redirection -** provide alternative actions when applicable
- **Reparation -** encourage apologies and relational remedies
- **Rewards -** celebrate appropriate behavior
- **Removal -** when in the best interests of the greater community

The Centre will not tolerate foul language, verbal or physical aggression, abuse, disrespect of others or their personal belongings or general unruly behavior. In the event of a child, parent/guardian or staff behaving inappropriately, the Centre will use the following guidelines:

- Request the individual to remove themselves from the environment
- Contact appropriate authorities
- Document and report incidents to licensing and/or The Ministry of Children and Family Development, as required
- Arrange a meeting to discuss a mutually agreed upon plan for moving forward

If it is determined that the Centre is unable to provide adequate support for the child, parent/guardian or staff, we retain the right to terminate the relationship immediately should safety be compromised.

As required by licensing, staff cannot use any form of physical punishment, verbal or emotional abuse or denial of needs, even if suggested by parent/guardian. (Examples of these behaviours would be: shaking, shoving, hitting, belittling, degrading, humiliating, restricting access to food, water, toileting, washing facilities or adequate rest.) Staff will not engage in conversation with parents in regards to the misconduct or negative behaviour of their children unless a prior meeting has been arranged with the Licensed Program Coordinator and all are in attendance. Specific concerns or questions from parents/guardians should be directed towards the Licensed Program Coordinator. If staff are made aware of or see evidence of abuse or neglect of a child, the incident or suspected incident will be documented and reported to the authorities immediately, as required by law.

In the event of a conflict with Centre policies, all communication should immediately be brought to the attention of the Executive Director. With face-to face, phone and email conversation, the Executive Director and Board will be committed to dialogue and understanding, working for positive ways to arrive at cooperative agreements in the best interest of the Centre.

Is there a registration fee for licensed programs?

Yes, we have an annual registration fee required for all families enrolled in our licensed programs. We offer two types of registration:

Full Registration -	\$100.00 fee (September 1st- August 31st, includes \$1 annual society membership)
Drop-in Registration -	\$10.00 fee (per registration)

Please note: All of our registration fees are non-refundable and not tax deductible

Do you have an Active Play policy?

Yes, **Child Care Licensing regulations** require caregivers to provide children with indoor and outdoor activities that encourage healthy growth and development. We at the Centre do this in a variety of ways:

- Make being active a normal part of our programs
- Provide a variety of active toys such as hula hoops, jumping ropes, bean bags and a variety of balls in different sizes
- Encourage active sports in our daily choice of activities, ie, soccer, hockey, basketball, wide games, hikes
- Offer a mix of open-ended/free play and adult-led play experiences outside on the adjacent field and playground
- Provide a safe setting
- Make activities fun and offer choices of active play ideas

Do you have a Screen policy?

Yes, Child Care Licensing Regulations allow no more than 30 minutes per day of screen time in a child care environment. As such, we, at the Centre, do **NOT** allow children in care to bring or use their own screen devices and we do **NOT** offer screen time as a general daily practice.

Screen activities, including computers, movies or active video games are reserved for inclement weather activities or special occasions with no more than 150 minutes of screen time accumulated per week.

Do you provide snacks?

No, we do not provide snacks in any of our Licensed programs. Although we have in the past, in 2020, we recognize that parents and guardians need to make food choices in collaboration with their children. As so, to encourage healthy choices and support families in their own dietary choices, we will continue to offer dedicated 'snack times' in our programs so children can eat the food they've brought from home. *(On occasion, we may offer food in pre-planned activities. In such cases, parents and guardians will be informed ahead of time.)*

Please note: We respectfully request NO nuts or nut products be brought to the Centre

Do you host out-trips?

Yes, pre-planned out trips are an essential part of our regular programs and are made possible with the use of the Centre's very own school bus and/or public transportation.

They are primarily hosted in our After School Care program and parents and guardians will be asked to give permission before their child can participate.

In camps and on extra care days, out-trips are more frequent and permission is embedded into our registration process.

What types of Licensed Programs do you offer and how much do they cost?

Program	Age	Time	Fee
Before School	K - Grade 4/5	7:30 am - 8:40 am Monday - Friday (excluding holidays)	\$160/month \$15/day for Drop-in (max. 5 times/month)
After School	K - Grade 4/5	2:40 pm - 5:30 pm Monday - Friday (excluding holidays)	\$310/month
Winter / Spring Camps	K - Grade 4/5	7:30 am - 5:30 pm Monday - Friday (excluding holidays)	\$210/week \$55/day
Summer Camp	K - Grade 4/5	7:30 am - 5:30 pm Monday - Friday (excluding holidays)	\$210/week \$55/day
Extra Care Days (Pro-D Days)	K - Grade 4/5	7:30 am - 5:30 pm (See annual school calendar)	\$55/day
Early Dismissal Days	K - Grade 4/5	11:30 am - 2:40 pm (See annual school calendar)	\$40/day
Kindergarten Gradual Entry Days	K	8:40 am - 2:40 pm (See annual school calendar)	\$50/day

Do I have to become a member of the Society?

Yes and No! Society membership is MANDATORY for Before and After School Care licensed program registrations. It is not required for Extra Care Day and Camp registrations but is automatically included in the Annual registration fee. *(Members are entitled to vote in the Annual General Meeting, join the Board of Directors for Society governance and have access to our non-profit facility rental rates)* All membership fees (\$1/year) are non-refundable.

What are your payment/fee policies?

- Before and After School Care Fees must be paid by pre-authorized debit monthly on the first or semi-monthly on the first and fifteenth of the month (PAD forms are required to confirm enrollment)
 - Four weeks' written/email notice is required for changes/withdrawals
 - Refunds will NOT be given for absences, withdrawals or changes in enrollment (no exceptions)
- All other Licensed Program fees are due at registration and can be paid online by credit card or e-cheque
 - \$10 fee for any adjustments to registrations ie, switching weeks and/or days
 - \$55 daily rate for drop-ins (subject to availability and with additional member fee required)
 - Refunds will NOT be given for absences, withdrawals or changes in enrollment (no exceptions)
 - For Camps:
 - \$45 last-minute registration fee/week or day (within 7 days before start date)
 - 100% refundable with 30 days or more notice
 - 50% credit with less than 30 days notice
 - For Extra Care Days:
 - \$15 last-minute registration fee/day (within 7 days before start date)
 - 100% refundable with 30 days notice
 - 50% credit with less than 30 days notice

Summary of Fees

Fees for 2020/21

Registration	
Full Annual Registration	\$100.00 annually <i>(September - August, includes 1 voting membership per household \$99 registration + \$1 annual society membership)</i>
Drop In Registration	\$10.00 per registration

Penalties	
NSF (Not Sufficient Funds)	\$25.00 per occurrence (after 3 occurrences, we reserve to right to terminate care)
Late Payments	\$5.00 per day late
Early Withdrawal	1 month fees, in lieu (30 days/4 weeks)
Late Pick-Up	\$25.00 per quarter hour after 5:30 p.m. (after 3 occurrences, we reserve to right to terminate care)
Failure to Notify Absence (Missing Child)	\$25.00 - 1st occurrence \$50.00 - 2nd occurrence \$75.00 - 3rd occurrence (after 3 occurrences, we reserve to right to terminate care)

Late Registration for Extra Care Days (within 7 days)	\$15.00 per registration
Extra Care Day registration adjustments	\$10.00 per occurrence
Camp registration adjustments	\$10.00 per occurrence
Late Camp Registration (within 7 days)	\$45.00 per week of registration
Late Payment Fee (On Day of event)	\$25.00 per registration

Program Fees	
Before School Care	\$160.00 per month
After School Care	\$310.00 per month
Winter/Spring Camps	\$210.00 per week/\$55.00 per day
Summer Camp	\$210.00 per week/\$55.00 per day
Extra Care Days	
Non Instructional / Pro-D Days	\$55.00 per day
Early Dismissal Days	\$40.00 per day
Kindergarten Gradual Entry Days	\$50.00 per day

What do I do if my child will be absent?

Attendance is expected unless notification is received, in advance, via the absent text line available 24/7:

778.977.0343

- Failure to Notify will result in our missing child protocol being enacted and the proper authorities notified
- **Failure to Notify Absence (Missing Child)**
 - \$25.00 - 1st occurrence
 - \$50.00 - 2nd occurrence
 - \$75.00 - 3rd occurrence
- With more than three (3) Failure to Notify occurrences, registration in the program will be terminated

When are the licensed programs closed?

All licensed programs are closed on the following holidays: New Year's Day, Family Day, Good Friday, Easter Monday, Victoria Day, Canada Day, B. C. Day, Labour Day, Thanksgiving Day, Remembrance Day, Christmas Day, Boxing Day, and the Last Day of each Summer. Additionally, the Centre is closed for approximately one week between Christmas and the New Year annually.

What happens if the programs close for weather or emergencies?

As our facility and grounds are owned by School District 61, we are obligated to close based on unusual weather, health concerns, facility damage or other factors that put the health and safety of children or staff at risk. If Rogers Elementary School is closed, we will also be closed.

In case of emergency, parents and guardians will be contacted via phone and/ or email to arrange for immediate pick up.

In the event of more than three consecutive days of emergency closure, fee credits will be **considered** by the Board of Directors. (Due to ongoing operational costs, credits cannot be guaranteed even under emergency circumstances.)

Do you accept the Affordable Child Care Benefit?

Yes, we are happy to support families who receive the ACCB. Please note that parents and guardians are responsible for applying and understanding all information provided by the Ministry regarding how the ACCB is calculated and paid, and for paying Rogers Society the balance of all child care fees not paid by the Ministry.

As ACCB is only paid for child care that is provided, if there are fewer days of the stipulated type of care provided in a certain month, adjustments to the family's account will be made the following month, once Benefit claims have been processed.

Can I get a tax receipt?

Yes, in February of each year, a statement of fees paid the previous calendar year will be provided in the Child's name with reference to the member/parent/guardian payee. The Annual Fee statement is the total amount of child care fees paid to Rogers Elementary Out of School Care Society, monthly Before and After School Care fees, Extra Care Day and Camp fees.

Who can enroll in your licensed programs?

Program	Enrollment
Before School	K - Grade 4/5 at Rogers Elementary School ONLY
After School	K - Grade 4/5 at Rogers Elementary School ONLY
Winter / Spring Camps	OPEN for K - Grade 5 from any school/district
Summer Camp	OPEN for K - Grade 5 from any school/district
Extra Care Days (Pro-D Days)	OPEN for K - Grade 5 from any school/district
Early Dismissal Days	K - Grade 4/5 at Rogers Elementary School ONLY
Kindergarten Gradual Entry Days	K - Grade 4/5 at Rogers Elementary School ONLY

Do you enroll children with support needs?

Yes, children with support needs are welcome in our programs.

If your child has support needs, the following is required to properly enroll:

- Full disclosure of the child's support needs at the time of registration
- Face-to-face meeting with Centre staff
- A licensing-required care plan developed and signed by family and Centre staff

What happens if my child is sick and/or needs to take medication?

Illness and accidents do happen. Should a child be injured or require medical attention while in care, the Centre will contact parents immediately. In extreme cases, emergency medical care will be contacted first, with parent(s) being contacted immediately after.

Children will NOT be allowed to attend our programs if they exhibit any of the following symptoms:

Fever, dry cough, shortness of breath, vomiting, diarrhea, flu symptoms (runny or stuffy nose, muscle or body aches, headaches, tiredness), sore throat, skin rash, lice or nits, eye infections or ringworm

If we suspect a child may have a communicable disease, parents will be required to arrange for immediate pick up and then present a doctor's note clearing them to return to our program.

Children requiring medications while in our care **MUST** have their parent/guardian complete a Licensed Care plan and a Permission to Administer form. Once the forms are completed, all medications must be in their original containers, labeled with clear directions and surrendered to staff upon drop-off/sign-in.

What happens if I have a custody agreement?

We will not deny a parent access to their children unless in receipt of a court order denying or limiting access. All custody arrangements are the responsibility of the parent/guardian and we assume no liability for check in or check out. Parents/guardians are responsible to include all people approved to check in/check-out their children in their online account. ***Any and all communication arrangements to staff members, school/school board/school teacher/school district will NOT be honored or recognized as legally binding.***

Can I hang out at the Centre after work and play with my child or other children?

No, due to licensing requirements, all individuals over the age of 12 at the Centre must have a current Criminal Records Check on file. While Licensing allows for parents/guardians to check in and check out their children without requiring a CRC, loitering is not allowed during our licensed care hours of 7:30 a.m. - 5:30 p.m, Monday through Friday.

Can my registration be terminated?

Yes, under the following circumstances, we reserve the right to terminate registration:

- 3 or more penalties have been charged to an account
 - (ie, NSF, late payments, Failure to Notify or late pick up)
- Failure to pay monthly fees for 30 days (NSF)
- Breach of code of conduct from either parent/guardian or child
- Programs provided deemed to not adequately meet the needs of the child
- The safety of a child, parent/guardian or staff are compromised

How do I check in/check out my child?

Parents/guardians are responsible to check their children in with a staff member upon arrival to the Centre in the morning. Check in and check out will be done by staff ONLY - all parents/guardians will need to report directly to staff at arrival and departure.

For After School Care, Kindergarten children are retrieved by Centre staff and children Grades 1-5 are expected to make their way to the Centre in a timely fashion, on their own, where staff will digitally check them in. At the end of the day, parents/guardians are responsible to check their children out with staff directly.

As licensing and insurance requires check in and check out, only those people indicated on a child's registration form will be allowed to pick them up, unless prior consent is received. No child will be released to anyone under the age of 16, including siblings or relatives.

The Centre will not be held responsible for a child's care until they are checked in or after they are checked out and reserves the right to refuse release of a child to any authorized person if they appear impaired or unable to adequately care for the child. In such cases, if a more appropriate and authorized person cannot pick up the child; the Centre will notify Child Protection Services and the local police

Do you have a waitlist?

Yes, we offer various waitlists as follows:

- Before and After School Care, Early Dismissal Days and Kindergarten Gradual Entry Days for K - Grade 4/5 for Rogers Elementary School children ONLY
 - If there are 2 or more children who have the same start or waitlist date, the youngest child will be offered the space first
 - Grade 5 enrollment will be considered on a case-by-case basis
 - Spaces available are determined by licensed ratio and staffing constraints
 - **See Waitlist FAQ below for more detail**
- Extra Care Days and Camps for K - Grade 5 children from any school/district
 - First come, first serve
 - Spaces available are determined by licensed ratio, staffing constraints and planned out-trips

Waitlist FAQ

Q. How does the waitlist work?

A: While our goal is to provide child care for as many Roger's Elementary families as possible, our wait list does not work on a "first come, first serve" basis. With a few exceptions, we give priority to current member families and to families whose children are enrolled at Rogers Elementary in K - Grades 4, living in the neighbourhoods around our Centre. Our Extra Care Days and Camp days are open for enrollment to all.

Q. Is there a waitlist application fee?

A: No application fee. But there is a \$100.00 annual registration fee (includes 1 society membership) if you accept a space.

Q. How long do I have to wait to get a child care space?

A: The length of time is different for each age group and type of care. Waitlist times can vary from 1 year to 3+ years. It is very difficult for us to estimate when a space might become available, as there are many factors which are used to offer spaces (i.e.: the date you came onto the waitlist, the type of

program you are looking for, etc.). We always suggest that you put your child's name on other child care providers' waitlists.

Q. How much notice will I be given when a space becomes available?

A:. When a space becomes available, we send a notification by email to a number of families on the waitlist to see if they are interested. From the responses received, we then offer the space to the first "eligible" child using our priorities. When we make a space offer, you will have 24 hours to respond. If we do not hear from you within 24 hours, we will move to the next child on the waitlist. It is important for you to inform us of any changes in your contact information.

Q. What happens if I turn down a space when it is offered?

A: If you turn down an offer for space, which matches your request on your waitlist application, your child's name will be moved to the bottom of the waitlist and you will lose your priority status. If you no longer need a child care space, please contact us so we can remove your name from the list.

Q. What if I accept a space and then decide I don't want it?

A: We have a 4 week notice of withdrawal policy. If you accept a space (submit an online registration form, including an e-signature confirming your agreement with all of the Centre's policies and agreement to pay the \$100.00 registration fee), you are responsible for a 4 week fee payment unless your notice for withdrawing is more than 4 weeks prior to your child's start date. Your child can then be placed back on the waitlist and he/she will have a new waitlist date.

Note: if you do not provide the 4 weeks notice/pay in lieu of notice, we will not put your child back onto our waitlist.

Q. Once my child is in a program, am I guaranteed a child care space in the next age group?

A: Although we cannot guarantee space, children already in our programs always have priority for the coming year.