



SCHOOL OF ARTS

Welcome Package & Parent Handbook Summer/Spring/Winter Break Camps

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WELCOME

Our WOLO Philosophy

At WOLO, our aim is to provide an environment that invites active engagement and exploration for all children in our care. Our belief is that educators must take into account each child's interests, needs and strengths in order to successfully co-create the curriculum with the children.

We understand that each child is unique and will approach their learning in a variety of ways. We strive to accommodate each type of learner through the activities, equipment and materials offered.

The staff at WOLO recognize social and emotional development as fundamental to each child's success. Through positive teaching/modelling of these important life skills, it is our belief that children can reach their full potential. By building strong, nurturing and caring relationships, children will be primed for pro-social behaviour.

PREPARATION FOR CAMPS

Clothing & Possessions

Please label all items with the child's first name and last initial, including food items, water bottles, etc. As the children participate in a variety of indoor and outdoor activities each day, it is preferable that your child wears washable, comfortable clothing that is weather appropriate.

Some important points to remember:

1. Bring: a pair of soft, skid-proof indoor shoes (to remain in their backpack)
 - a. a change of clothes
 - b. water bottle
2. Electronic toys and toys from home are not allowed at the centre.
3. Please check your child's backpack regularly for notices, book orders, receipts, etc.

Meals & Snacks

There is a designated eating area for children to eat their snack anytime they want. We will also all sit together at designated snack times to eat together. We will always have fresh filtered drinking water available and have emergency snacks on hand for children who may need them. Children will be encouraged to wash their hands before and after eating. Please keep us updated on all allergies, food allergies, sensitivities, and foods to avoid in regards to personal beliefs. An additional form will need to be completed for all children who have identified and severe allergies.

PAYMENT POLICIES

Payments

We accept payment via credit cards and E-transfers. We are currently not accepting cash payments. In order to reserve your child's space, **the full fees must be paid for at the time of booking.**

Issuance of Invoices and/or Receipts

An official receipt for fees paid will be issued upon payment. You can access your receipts through your online account. Please inquire if you need assistance.

WITHDRAWAL POLICIES

Cancellation

Camps may be canceled due to insufficient registrations. Full refunds will be issued for any programs canceled by WOLO. You will have the option to transfer to another camp week or day and/or use it as a credit for all other WOLO programs.

Early Bird Withdrawals

Early bird discounted camps require a minimum of 2 weeks notice of withdrawal through email to receive WOLO credits. No refunds will be given for early bird discounted camps.

Regular Withdrawals

To receive a full refund, a minimum of 2 weeks notice of withdrawal is required through email. We provide refunds via cheque or account credits for the camp fees. All refunds include an administration fee of \$20 applied to each person per program. Alternatively, you can receive credits for any future WOLO programs instead of a refund. The administration fee is not applied to credits so you would receive a credit for the full amount paid that can be applied towards any WOLO programs including camps, childcare and our School of Arts programs. **Less than a minimum of 2 weeks notice will result in no refund and/or transfers.** There is no charge for same day refunds.

Termination

Termination of camps may be initiated by the centre under various circumstances, including but not limited to:

1. Failure to pay program fees regularly and on time, such that suitable arrangements cannot be agreed upon
2. Recurring late pick ups
3. Situations that require specialized services that WOLO is unable to provide
4. If a child puts staff or other children's safety at risk (ie. walking safety)
5. Parents or children who exhibit abusive behavior towards staff, volunteers, and other children and families
6. Failure to provide required & accurate information upon request, to the extent that we cannot adequately provide care and/or guarantee the continued safety of the child.

In the event of a centre initiated termination, written notice of such will be provided to the family. It is the intention of the centre to pursue as many avenues of assistance and intervention in assisting with meeting the needs of all the families enrolled in the centre as possible, however this cannot be at the expense of providing quality service to other clients.

Written observations of children's behaviours, interactions, development, interests, etc. will be kept on file in an effort to attempt to assist with any challenges the child may be experiencing. Additionally, written documentation of incidents and the strategies used while handling these incidents will also be recorded by the centre's staff and maintained on the child's file. There will be no refund of remaining fees for the camp of termination, however any payments paid in advance and not exercised will be refunded to the family.

HOURS OF OPERATION & CLOSURES

Hours of Operation

Monday through Friday 8:00 am – 6:00 pm

*In-Person admin Available 10:00 am - 5:00 pm

Closure / Holidays

The Centre will close for the holidays listed below:

- | | |
|------------------|---|
| ★ New Year's Day | ★ Labour Day |
| ★ Family Day | ★ National Truth and Reconciliation Day |
| ★ Good Friday | ★ Thanksgiving Day |
| ★ Easter Monday | ★ Remembrance Day |
| ★ Victoria Day | ★ Christmas Day |
| ★ Canada Day | ★ Boxing Day |
| ★ BC Day | |

Closures

WOLO is committed to having our program open and available on all scheduled days. We recognize there are emergencies that can occur beyond our control such as interruptions of essential services or inclement weather days. If the centre must close early due to health or safety issues, you will be notified to come pick up your child. No refunds or credits will be available.

Extreme weather closures

In the event of extreme weather and unsafe road conditions, we may decide to close for the day. Updates for closures will be found on our website's (www.wonderoflearning.ca) homepage, and an email will also be sent out to families by 7:30am. WOLO will make every effort to inform families of centre and program closures. No refunds or credits will be offered for these closures.

PICK UP & DROP OFF PROCEDURE

Parking

Free parking is available behind and around the centre. No parking available at the front of the building between 3pm-6pm Monday to Fridays. If you park at the front, you may be subject to being towed.

Drop-offs

Upon arrival, please **sign your child in** and talk to staff about your child's needs for the day. Sign in and record of arrival time is required at the time of drop off. All sign ins/sign outs forms must be completed by the parents. **Please contact the centre 24 hours in advance if your child will be absent.** Drop-off location will be dependent on the camp you sign up for (school-age or preschool-age camp). Please refer to the confirmation email you receive after your registration for more information.

Pick-up

Pick up location is dependent on the camp you sign up for (school-aged camp or preschool camp). Please refer to the confirmation email for more information. You will be greeted by staff who will inform your child

that you have arrived. Children must be **signed out at pick up**. When you pick up your child, sign out and record the departure time on the same sheet you used to sign them in.

If you have made arrangements for another authorized person to pick up your child, please inform staff. If the authorized person picking up your child is not known to the staff, we will need information from you about the person (their name, address, telephone number and a physical description). The person will be asked to provide photo identification to the staff and be expected to sign out your child.

Should the authorized person to pick up a child appear incapable of providing safe care (appears to be impaired by alcohol or drugs), staff will offer to call a friend or relative to pick up the child. In the case an emergency arises during the day, alternate arrangements can be made over the phone.

Late Pick-Up Fee

Parents must notify WOLO as soon as possible if they are unable to arrive at the centre by scheduled pick up time. Late pick-ups will incur a \$1 fee per minute and the late fee will be automatically charged on your behalf through your credit card based on the classroom's clock. The late fee must be paid within 48 hours or your child's care will be withdrawn until the fee is paid in full. Staff will determine late charges based on the clock in the classroom. If there are more than 3 late pick ups, WOLO may ask parents to make alternative care arrangements.

Unauthorized Person

If an unauthorized person arrives to pick up your child, the child will remain under the supervision of the childcare staff. If difficulties arise, all reasonable efforts will be made to ensure the safety of the child, other children and the staff. If necessary, the supervisor may need to call the police for assistance.

Custody & Access

If parents live separately, WOLO expects that the information provided by the enrolling parent is accurate. Without a custody agreement or court order on file at the centre, staff cannot deny access to the non-enrolling parent. If one of the parents is not authorized, the policy on unauthorized persons will be followed. If custody has not been legally determined and conflict between the parents and/or their family members is evident, the centre may not be able to care for the child unless both parents and/or other family members sign a written agreement confirming details re: authorization for pick up and access to information about the child. If a family has a custody agreement or court order, a copy must be provided to be placed in the child's file.

SAFETY & COMMUNICATION POLICIES

Emergency Procedures

In the event of an emergency where it is not safe to stay on or near the premises, families may pick up or seek their children at our emergency meeting point located 450 metres away at Glen Park (3999 Glen Drive, between East 23rd and East 24th Avenue).

Attendance

Parents must notify WOLO as soon as possible if your child will be absent or if there is a change in plans. If a student is away or unable to attend for the day, please notify the centre within 24 hours or as soon as possible through email if you will be absent. Your child may not attend if he/she has a fever, vomiting, or

having diarrhea in the last 24 hours. Missed lessons due to sickness or illness will not be made up, credited or refunded. Pro-rating or rolling hours over is not permitted. A missed session is a missed session.

Absence notices can be provided through:

1. Direct conversation with a staff member
2. Emailing admin@wonderoflearning.ca (please email at least 24 hours prior to your scheduled date)
3. Call the centre 604-829-1346 to speak with a WOLO staff directly (do not leave a voicemail).

Children's Records

It is the responsibility of the enrolling parent/guardian to keep all children's records up to date and inform WOLO of all changes regarding but not limited to:

- Child's Registration/Information Form
- Emergency Consent Forms
- Immunization Records*
- Care Plan if applicable*
- Custody forms if applicable

*Care plans and Immunization records must be updated annually.

All written confidential information will be stored in a secure place. No information about the child or parent will be released without written consent of the enrolling parent/guardian with the exceptions of situations related to child protection or when information is subpoenaed by the court.

In order for WOLO to provide quality care, planning and programming, parents are to inform WOLO prior to registration if the child requires extra support during their time at WOLO. Personal information will be collected on a "need to know" basis.

Suspected Child Abuse

The Child, Family and Community Service Act states that all children in the Province of British Columbia "are entitled to be protected from abuse, neglect, harm or threat of harm". The Act also states that "any person who has reason to believe that a child needs protection must promptly report the matter" to the Ministry of Children and Families. WOLO staff and teachers are legally required to report any suspicion of abuse or neglect of the children in our program. If parents need any help or information about parenting or community resources, we would be happy to assist.

Behaviour Guidance

Each child will be encouraged and supported to develop positive adult & peer relationships. Our goal is to provide a safe and healthy learning environment in which each child feels secure, is able to develop new friendships and social skills.

Care Plans

At WOLO, we accept and welcome children and families of all abilities. Our program supports the inclusion of children who have additional support needs of a physical, social and emotional nature. Should a child require extra support, a care plan shall be made in consultation with the teachers and healthcare professionals or provided by the families.

Care Plans are created when:

- A child requires extra support (made in consultation with the program staff and health care professional or provided by the family)
- A child has identified any severe allergies
- All children who require an Epi-pen must have a care plan with WOLO.

*The strategies stated for guiding and caring may not apply to children who are on a behaviour modification program.

Photography

With your permission, staff and children will take photographs and/or video recordings of your child. These images will solely be used in the centre as part of our practice to make children's learning visible to themselves and their families. Please ask us for a copy of your favourite photographs, we are happy to share them with families. We will also be placing a picture of your child in his/her files for identification purposes. We will request written permission if we want to use photos of your child for any other purposes.

Field Trips

The children may be taken on a variety of program outings. All trips will be carefully planned and supervised. Parents will be informed prior to the scheduled date, with the exception of impromptu field trips in the neighbourhood and nearby parks. Children will, on occasion, travel on public transportation or on chartered buses. Should students bring money to be used during the field trips, please put the money in a ziploc bag along with the amount and the child's name.

COVID-19 PROCEDURES

Sickness & Illness

Your child will **not** be admitted to the Centre if he or she is ill. Your child needs to be well enough to participate in all the daily activities, both indoors or outdoors. Alternative care will need to be arranged by the family. WOLO believes in promoting the health and safety of all persons involved with the centre, from clients to staff. In order to meet this goal, the centre observes the recommendations for controlling communicable diseases as outlined by VCH Licensing. Students with certain illnesses and infections must stay at home to ensure they receive appropriate care. This will also help prevent the infection from spreading to other children and staff in the school.

Children exhibiting any of the following symptoms or conditions should not attend the centre until the following condition are met:

1. Fever (must symptom free for at least 24 hours from last fever reading)
2. Vomiting (must symptom free for at least 24 hours from last incident)
3. Diarrhea (must symptom free for at least 24 hours from last incident)
4. Continuous green or yellow nasal discharge (indicates infection, must wait until symptoms are improving without the use of medication)
5. Discharge from eyes (indicates infection, must wait until symptoms are improving without the use of medication)
6. Head lice (must wait until after first treatment has been applied)
7. Conjunctivitis (Pink Eye) (must wait at least 24 hours from beginning of treatment)
8. Any other communicable disease (until medical note can be provided to indicate safe return to centre)

If the child experiences any of the signs and symptoms of communicable illnesses listed above while at the centre, WOLO staff will contact the enrolling parent or one of the authorized pick up people to take the child home. While the child waits for pick up, they will be separated from the other children under proper supervision while parents, guardians, or emergency contacts are notified of the immediate need for the child's departure.

If your child contracts a communicable disease, the Centre must be notified immediately so that other families can be informed.

If your child becomes ill or injured to the point where they cannot participate, then the Centre will contact the parents to take the child home. If the parent is unavailable, the alternate care person will be contacted. If the child is seriously ill or injured the parents will be contacted and the child will be taken to the Hospital Emergency Department or to the child's family doctor immediately. An ambulance would be called if necessary.

COVID-19 Procedures for Camps

In order to keep our staff and students safe, we are following BC's Health & Safety Guidelines. We are also actively monitoring school exposures in our community indicated by Vancouver Coastal Health.

For camps, we are doing the following to keep our families and staff safe:

- Frequent hand washing
- Frequent sanitizing of commonly touched surfaces
- Variety of disposable medical grade masks available for staff and students
- Doors are open as often as possible
- Air purifiers run at maximum strength during operating hours

POLICY CHECKLIST

- For a full-day camp, I will send a snack with my child and if attending between the hours of 11:00am and 12:00pm, I will send a lunch.
- I will sign my child in and out on the Sign In/Out sheet posted by the program entrance.
- I will be reachable at all times and will let you know immediately with any changes to address, phone number, class schedule or place of work. I will inform you immediately if there are any changes to authorized pick up.
- To attend the program, my child must be well enough to participate in all aspects of the program including outdoor play.
- If I have any concerns about my child, I will schedule a meeting with the teacher.
- WOLO strives to be a fully inclusive environment for children and families from all different backgrounds and circumstances. The centre requests that the family provides detailed information on the child's specific needs so staff can make every attempt to ensure the child's success while attending the program. Children with needs that dictate the need for an aide are welcome to attend with their aide. I will disclose any information in regards to my child requiring specific needs, extra support or is currently having one-on-one support, or may who may need extra support.
- I will disclose all relevant information in regards to my child's health, physical limitations, allergies, immunizations and medications.
- If I wish for prescription or non-prescription medication (including dietary supplements) to be administered to my child, I will provide written instructions, on the form available from the staff, authorization from a physician and the medication in its original bottle.
- I will advise the staff immediately upon any change or event which may affect my child's health, mood or behaviour.
- In order to safeguard the health and safety of all, I understand that the staff have the right to exclude my child from the program temporarily without notice should my child appear unwell. Upon the staff request, I will provide written medical clearance from a physician before my child is readmitted.

- ❑ In the event of an emergency requiring medical attention, every attempt will be made to notify parents immediately.
- ❑ The staff (trained in First Aid and CPR) will use their best judgment, always erring on the side of caution, when taking appropriate action.
- ❑ I will notify staff verbally and/or in writing if someone other than those persons authorized by me on the Emergency Contact form will be picking up my child. Picture I.D. may be requested (must be at least 16 years of age).
- ❑ From time to time, photographs may be taken of the children in the Centre and on outings. These photographs will be used in our centre unless further consent is obtained from families.