



SCHOOL OF ARTS

Welcome Package & Parent Handbook - Break Camps & Pro-D Day Camps

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WELCOME

We are pleased you have chosen Wonder of Learning Organization and would like to extend our warmest welcome to you. We look forward to working with you and your family to provide quality care for your child in a safe and nurturing environment.

The intention of the Parent Handbook is to provide parents and guardians with the information they will require to have a successful working relationship with the WOLO Team.

All new families shall have the opportunity to review the Parent Handbook online or by booking an appointment with the WOLO Director or Program Supervisor. Amendments, additions, or deletions to this handbook will be provided to families currently attending the centre by way of email or other centre bulletin posting, or through the newsletter, and to new families through periodic updates to this manual throughout the year as required.

This handbook shall be reviewed no less than once per year by the program director(s), WOLO director(s), or a combination of the two. Families are encouraged to provide feedback on policies and procedures that affect them through the use of the comment and suggestion box, or through discussion or emails with the program director at any time during the year. Families are encouraged to provide their feedback in writing so we have a record of when the feedback was provided as well as the details.

Please take a few moments to familiarize yourself with our program policies and family handbook.

Warmest,
WOLO Team

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.

At WOLO, we aim to:

1. Co-create a stimulating and an evolving environment to foster children's love of learning
2. Model positive prosocial behaviours to strengthen the social-emotional development of children in our care.
3. Foster autonomy by respecting the needs of all the children as unique and individual, using encouragement to help build self-esteem.

4. Work closely with our community as actively involved citizens, embarking on regular local field trips as well as having guest speakers come into our centre to share their knowledge and/or skills.
5. Work closely with all educators and parents by observing and planning curriculum based on the children's interests as well as exchange of ideas.
6. Adhere to the guidelines of the British Columbia Ministry of Education's Early Learning Framework in order to support all domains of child development.
7. Hold a strong image of the child as competent, capable, full of wonder and curiosity.
8. We believe that each child is an important member of our classroom community.
9. Encourage children to use their peers as resources.
10. Allow children to be creative without direction.
11. To create an environment where children have a healthy and positive school-like experience.
12. Provide interesting natural & recycled materials for the children to explore.

Best Strategies to Learning

WOLO utilizes the best strategies to build curiosity and compassion in children. WOLO's curriculum incorporates Reggio Emilia and Montessori principles, emergent curriculum and inquiry based learning.

2018-19 WOLO CAMPS

WOLO offers spring break camps, winter break camps, summer break camps and pro-D day camps for preschool age and school age. Please refer to our online website for more information on each camp and for online registration.

The exciting assortment of themed activities we offer opens doors to new skills, experiences and budding friendships. Carefully tailored for your child's age and ability, every camp has the goal of setting out a fun and safe environment for kids to learn and play. No matter which camp you choose, the path to amazing memories is just ahead.

For weeklong camp will be a themed specialized camp with specialized teachers. At the same time, your child may engage in piano lessons, cooking, dancing, and yoga, playing outside at the park, sports, a field trip, creating art, and participating in cooperative learning games!

Before care (8am-9am) and after care (3pm-6pm) is available for all camps. Please inquire directly. Rates are \$10 per hour.

★ **Pro-D Day Camps (9am-3pm)**

2018 Dates:	Sept 21	Oct 19	Nov 9	
2018 Dates:	Jan 25	Feb 15	Apr 29	May 17

★ **Winter Break Camps (9am-3pm)**

2018 Dates:	Dec 26 - Dec 28	Jan 02 - Jan 04
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★ **Spring Break Camps (9am-3pm)**

2019 Dates:	Mar 18 - Mar 22	Mar 25 - Mar 29
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★ **Summer Break Camps (9am-3pm)**

2019 Dates:	Every week from July 02 - Aug 30
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***Buy 5-day pro-d camps and receive 10% off.

PAYMENT POLICIES

Payments

We accept cash, credit card, E-transfer and cheques. In order to reserve my child's space, the full fees must be paid for at the time of booking. All fees are due and payable at time of booking. All NSF cheques will be subject to a \$30.00 surcharge. No refunds/credits will be given once a cheque is cashed.

Late Fees

I will abide by the program's hours of operation and will pay for the full hour if late pick-up exceeds 5 minutes. Consistent late pick-ups may result in withdrawal of services.

Issuance of Invoices and/or Receipts

WOLO does not provide invoices or reminders on a monthly basis. An official receipt for fees paid will be issued in February of each year for the preceding year. Please retain this receipt for income tax purposes. This will be available only upon email request.

Drop-In Session

Subject to availability. Please inquire admin directly.

Discounts

Offered for families with three or more students enrolled.

WITHDRAWAL POLICIES

Cancellation

All camps need a minimum number of registrations to run. 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 School of Art programs.

Withdrawal

To receive a full refund, a minimum of 2 weeks notice of withdrawal is required through email. All refunds made with a minimum of 2 weeks notice will include an administration fee of \$20 applied to each person per a program.

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 keep program fees up to date
2. Failure of families to adhere to centre policies and procedures as outline in this manual and any future updates provided
3. If a child puts staff or other children's safety at risk
4. If staff feel the program is not meeting the needs of the child and/or family
5. If a child is exhibiting destructive behaviour which does not improve with intervention

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 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.

COMMUNICATION POLICIES

Parent Feedback / Questions

Please schedule a time through email with the School of Arts Director for any of these scenarios:

1. Questions about curriculum
2. Financial concerns
3. School policies and/or procedures

Please schedule a time through email with the administration for all other scenarios, including:

1. Calendar of events
2. Newsletters / Updates
3. School Closures
4. Attendance
5. Alternative payments & Late payments

WOLO will communicate with families primarily through the following:

WellnessLiving

Login to your account to retrieve information on registered classes and lessons and payments.

Newsletters

Newsletters will be sent out periodically through Mailchimp.

Website

- **WOLO News:** <http://www.wonderoflearning.ca/wolonews.html>

Bulletin Boards

WOLO School of Arts has two bulletin boards: one located in the lobby and one at the back entrance. WOLO School of Arts will be updating the bulletin boards with important communication, news and updates as well as other programs offered at the centre.

Social Media Pages

Please follow and like our social media links which are updated regularly. There will be contests, giveaways, updates on new programs, and more!

*****Updates on inclement weather can be found on our Facebook Page by 7am and by direct email.*****

- **Facebook Page:** <https://www.facebook.com/wonderoflearning/>
- **Instagrams:**

- <http://www.instagram.com/wonderoflearning>
- https://www.instagram.com/schoolofarts_wonderoflearning

PARENT AGREEMENT

Conditions may change from time to time and the centre reserves the right to change the terms of this agreement upon 90 days written notice to parents. This agreement is in effect until the child's enrollment status changes. As a parent and a member of WOLO Organization, I accept, understand, and agree to the following conditions of enrolment.

Hours of Operation

Monday through Friday 8:00 am – 6:00 pm
*In-Person admin Available 10:00 am - 5:00 pm

Closure / Holidays

A full listing of centre closure dates is provided on the main bulletin board when entering the facility and is updated on an annual basis. You will also receive a calendar with all dates that the centre will be closed on.

The Centre will close for the holidays listed below:

- ★ New Year's Day
- ★ Family Day
- ★ Easter Monday
- ★ Victoria Day
- ★ Canada Day
- ★ BC Day
- ★ Labour Day
- ★ Thanksgiving Day
- ★ Remembrance Day
- ★ Christmas Day
- ★ Boxing Day

Waiting Area and/or Cubby Room

Upon arrival, parents, please take off your shoes at the front or back entrance. Slippers are available for you to wear. Please bring indoor shoes for your children. Please help keep WOLO clean by tidying up after your children's drawings, toys, music books, etc. Please do not draw or colour on tables, chairs, or walls. Children under the age of 8 years old must be supervised at all times if they are in the building. If you require child care for siblings, drop-in care by the hour is available for children ages 2-5 next door.

Assistance

Admins may be completing other tasks around the centre. For immediate assistance, please use the "dinger" at the admin table. Or, leave a message on the clipboard.

Lost and Found

A bin is located in the waiting area. For all books/materials left behind, they will be placed in this box

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.

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.

Children's Records

I will complete and will keep updated the following documents as changes occur:

1. Emergency Consent Forms
2. Child Information Form
3. Immunization Record or Immunization Agreement

I will provide copies of all documents of persons who are legally restricted from access/contact with my child due to a Court Order/Separation Agreement. A copy of the relevant Court Order or Separation Agreement must be provided and any changes filed with the program and the Child Care Office immediately.

In order for WOLO to provide quality planning, care and programming, I will inform the centre (prior to partaking in a program) if my child requires extra support during their time at WOLO or is currently receiving one-on-one support. Personal information will be collected on a "need to know" basis for the operation of WOLO Organization.

Care & Supervision

At WOLO, children are ALWAYS supervised and we treat children in a respectful and caring manner to promote the child's sense of dignity and worth. They also have certain rights and responsibilities to treat each other with respect and care. Active and positive supervision and meaningful interactions are always at the forefront of our minds. Our intent is to model and provide quality care and education for children. Natural and logical consequences will be provided for guiding children. For more information on how we practice behavioural guidance, please speak to the Director.

Sickness & Illness

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 the BC 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 shall not attend the centre:

1. Fever (24 hours from last fever reading)
2. Vomiting (24 hours from last incident)
3. Diarrhea (24 hours from last incident)
4. Continuous green or yellow nasal discharge (indicates infection)
5. Discharge from eyes (indicates infection)
6. Head lice (until first treatment has been applied)
7. Conjunctivitis (Pink Eye) (until 24 hours from beginning of treatment)
8. Any other communicable disease (until medical note can be provided to indicate safe return to centre)

Children who develop any of the above symptoms or conditions may be sent home from the centre to the director's office for proper supervision while parents, guardians, or emergency contacts are notified of the immediate need for the child's departure.

Missed lessons that are not cancelled by 24 hours in advance due to sickness or illness before the lesson day are considered last minute cancellations and will not be made up, credited or refunded.

Meals & Snacks

There is a designated dining area for children to have snack anytime they want. We will all sit together at to eat. A light snack will be provided for students in the after school enrichment portion of the club. We will always have fresh drinking water available and have emergency snacks on hand for children who may need them. Please keep us updated on all allergies, food allergies, sensitivities, and foods to avoid in regards to personal beliefs. Children will be encouraged to wash their hands before and after eating. Please label all personal belongings and containers, water bottles, etc.

Attendance

You will need to notify the centre within 24 hours or as soon as possible through email. Your child may not attend if he/she has a fever, is vomiting, or having diarrhea in the last 24 hours. Pro-rating or rolling hours over is not permitted. A missed session is a missed session.

1. Phone 604 829 1346 OR
2. Email admin@wonderoflearning.ca

Drop-offs

When you arrive, it is important that you **sign your child in** and take the opportunity to talk to staff about your child's needs for the day. Take a few moments to settle your child and say goodbye. Please contact the centre 24 hours in advance if your child will be absent. Voicemail is available 24 hours per a day. Drop-off is through the back parking lot of the centre before 9am and through the front entrance of the centre after 9am.

Teachers and admins are not responsible for placing your child's' items in the appropriate areas nor are they expected to stop their engagement or involvement with the children in the room to do so. Please bring your child to the staff or group and leave them engaged in an activity or in a situation that encourages them to become involved.

Pick-up

Pick Up after 6pm is through the back of the parking lot only. Children must be **signed out at pick up**. You will be greeted by staff who will inform your child that you have arrived. This is a great time to speak to the staff to find out about your child's day. 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 for 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.

Unauthorized Person

If an unauthorized person arrives to pick up your child, the child will remain under the supervision of the childcare staff. The supervisor will explain to him/her the policy, which is the written authorization from the enrolling parent/guardian which is required to release a child. 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.

Late Pick-Up Fee

A late pick-up fine for another hour will be charged if pickup is late after 5 minutes. You must phone the centre immediately if you will be late picking up your child. Late pick-up will incur a \$15 fee per hour and a late fee will be automatically charged on your behalf through your authorized credit card form.

If any child is not picked up your child by the end of their program, the following procedures will be followed:

1. Every effort will be made to reach the parents.
 - a. Please update phone numbers as changes occur.
2. Every effort will be made to reach the emergency contact named on the registration form.
 - a. Please be sure to fill out this portion of the registration form.
3. In the event that the staff has been unable to contact a parent or the emergency contacts and no one has arrived to pick up the child, the Emergency Care Office at the Ministry of Children and Families will be notified, in accordance with licensing regulations.

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.

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.

Clothing & Possessions

Families will need to ensure ALL items brought to the centre are marked 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.

Please provide the following:

1. A pair of soft, skid-proof indoor shoes (to remain in their backpack)
2. A change of clothes.
3. Personal water bottle.
4. All shoes, boots and clothing are to be labeled to prevent loss.
5. The centre is not responsible for any lost items. A lost and found bin will be available for items found.
6. Electronic toys and toys from home are not allowed at the centre.
7. Please check your child's backpack regularly for notices, book orders, receipts, etc.

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.

Families can expect the staff to:

1. Acknowledge children's feelings and seek their input in all areas.
2. Offer activities and materials that are developmentally appropriate.
3. Demonstrate respectful affection and care to each child.
4. Give verbal direction and redirection as the main way of guiding children.

Some of our guidance strategies include being proactive and offering an enriched and stimulating environment to ward off boredom.

Our guidance philosophy includes:

1. Encouraging children to communicate their needs, feelings, and desires clearly to
 - a. peers and teachers.
2. Including all children in setting new rules, provocation planning, etc.
3. Establishing clear and realistic expectations and boundaries with input and understanding from children.
4. Modeling respectful and positive behaviour.
5. Rewarding positive behaviour with recognition and praise.
6. Establishing consequences for specific actions with input from children (including
7. natural and logical consequences).
8. Creating verbal and written social contract within groups.
9. Creating written social contacts with children who need special attention.
10. Making all activities and events developmentally appropriate.

Some prevention strategies include:

1. Establishing clear, consistent, and simple limits.
2. Providing choices.
3. Allowing time for children to respond to expectations.
4. Using positive reinforcement with words and gestures.
5. Encouraging children to use their teachers as a resource and ask for help.

We do not under any circumstances punish, use time-outs or belittle any of the children. Staff will not under any circumstances: hit, restrain, spank, withhold the use of a toilet, food or rest as a form of punishment. Should any situations arise, we will investigate the situation and appropriate action will be taken.

We encourage parents/guardians to ask about guidance and discipline methods at the tour or at anytime as any questions arise. We are committed to working with families and enhancing our knowledge of child development and positive approaches to child rearing practices.

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 or emotional nature. Should a child require extra support, a care plan shall be made in consultation with the teachers and health care professional or provided by the families. *The strategies stated for guiding and caring may not be applicable to children who are on a behavior modification program.

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). Please refer to our Emergency Procedures Plan Handbook for more detailed information.

REFERRAL PROGRAM

Refer a new student!

Refer a new student who signs up for a week-long camp and receive a free complimentary piano lesson!

Write a review!

Write an awesome testimonial on Facebook and/or Google and receive \$25 worth of credits.

SAFETY & HEALTH 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.
- To attend the program, my child must be well enough to participate in all aspects of the program including outdoor play.
- WOLO strives to be a fully inclusive environment for children and families from all different backgrounds and circumstance. The centre would request 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.
- 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 Director or designate and 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.
- 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 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).
- A copy of the relevant Court Order or Separation Agreement must be provided and any changes filed with the program and the Child Care Office immediately.
- 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.

AGREEMENT SIGN OFF

Please read and sign after reading our Policies & Parent Handbook.

I have read, understand, and hereby agree to abide by the preceding conditions of enrollment. Further, I understand that non-compliance with this contract may be viewed as sufficient cause for withdrawal of services.

Parent / Guardian (Print) _____

Signature _____ Date: _____

Staff _____ Date: _____