

# ERICO CHILDCARE CONSULTANTS LTD.

1250 Mathers Avenue,  
West Vancouver B.C. V7T 2G3

[www.ericochildcareconsultants.com](http://www.ericochildcareconsultants.com)

Telephone (604) 926-9142  
Fax (604) 926-9139

*Our aim is to provide inclusive care for school-age children in a safe, happy and relaxed environment. The children will be encouraged to master the art of creative intelligence through play and by interaction share the experience of having fun.*

## WELCOME!

If your child previously attended Camp Ridgeview, Holly House, La Maison or Club West you will be familiar with the various guidelines, policies and procedures, put in place by Licensing and ourselves, to ensure that your child is cared for in a safe, healthy and happy environment. However some details will be new to you so please take the time to read all the following information then sign and return the attached letter having done so. **Please keep this document for reference.**

## PHILOSOPHY

We believe in flexible, affordable, quality childcare so that all families regardless of culture, diversity, ability or income are able to attend our programs. Children will be cared for in a safe, caring and nurturing environment, where children and staff are engaged in a fun, creative and physically active program. We are here to serve the schools' population and meet the families' needs in any way we can.

## HOURS OF OPENING

**Please note:** For ease of reading all hours mentioned in this document are based on the hours at Ridgeview School but naturally we adhere to the various times of the other schools we serve.

Session 1: 7.30am to 9.00am

Session 3: 3.00pm to 6.00pm

### **Please note:**

Your child will not be accepted at either Centre before 7.30am and must leave by 6:00pm. If you find you are going to be even five minutes late please inform us and/or arrange for someone else to collect your child.

**Late collection: Please note our Centres CLOSE at 6:00pm so please ensure you get there by then.** Our Staff have evening engagements, homes & children to get back to as well!

If your child has not been picked up by 6:00pm, and we have not been informed, in advance, of a delay, one of your emergency contacts may be called to pick up your child. Any parent arriving after 6.00pm, without notification by 5:35pm of their delay or has been consistently late, even with prior notification, may be required to pay a fine of \$1.00 per minute after 6.00pm until their child is collected. Our staff are not paid for hours after 6:00pm. If a parent is late more than 3 times care may be withdrawn.

### **Collection by persons other than the Parent or Legal Guardian:**

On your Registration Form you have named certain people who will act as Emergency Contacts should you be unavailable for whatever reason. **(They must live on the North Shore.)** You have also named certain people who are able to collect your child should your emergency contacts be unavailable.

1. We will not release any child to a person not listed on the Registration Form unless the parent has issued verbal or written instructions otherwise. That person will then be asked to show picture I.D. when they arrive.
2. We will not allow any child to leave the Centre with someone who, in our estimation, does not appear to be capable of providing safe care and/or transport, no matter **who** they are. The parent (or the other parent) will be called to inform them of this. An alternate contact on the list will then be called should either parent be unable to collect the child.

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## FEES & PAYMENT

We are open throughout the school year. A \$50 Registration Fee is required for each child.

**When you register your child you book and pay for a space for that child per month for the duration of the School Year – with the exception of Pro D Days and Christmas & Spring Breaks.**

That space is then guaranteed and it cannot be given to anyone else. This gives you the flexibility as to how you use that space during the school year. Fees are payable monthly for the duration of a ten (10) month period, and are non-refundable in the case of non-attendance, sickness or holidays. The regular fee schedule is based on registration for 10 months.

Fees are due and payable on the first (1st.) day of each month. In order to ensure that all fees are received in good time we require 10 cheques dated for the **first of each month**, received on or before the first day of the school year or on the first day your child attends. If there are any changes in the regular monthly fees your cheque(s) will be returned to you be adjusted accordingly. Any occasional additional care required will be billed to you at the end of the month. If payment is not forthcoming after one month then we reserve the right to suspend care for your child until the outstanding fees have been paid.

All cheques should be made payable to **Camp Ridgeview, Holly House or Erico Childcare Consultants Ltd** depending on which Centre your child is registered at.

**If the name on the cheque differs from that of your child please write the CHILD'S LAST NAME on each cheque.**

**Receipts for Tax purposes will be issued in February each year.**

There will be a \$30 charge for all NSF cheques. More than one NSF cheque may result in withdrawal of care for your child.

## CHANGES IN CARE

If your care needs change and you wish to reduce your regular care times, or cancel your registration, **one calendar month's notice in writing** must be given. However, once your Registration has been cancelled or your regular days reduced, we can no longer guarantee your space if you wish to return.

If you Register for 10months but leave and return your monthly fees will go up to the Part Year rate when you come back.

If you wish to add to your regular care times then 24 hrs. notice is necessary.

If you wish to change your regular days then 24 hrs notice is necessary and is space permitting.

## MINISTRY SUBSIDIES

The Contract/Agreement for Childcare Subsidy is between the Parent/Guardian and the Ministry. The claims are made by, and the payment is sent directly to the Childcare Provider. The amount the Childcare Provider (CP) is allowed to claim is subject to the ATTENDANCE of the child on any given day during the month.

If the parent informs the CP that the child is sick then that is allowed. *(There is a maximum of 10 consecutive days allowed for sickness in a month.)* If the child does not attend, for any other reason, the Subsidy cannot be claimed for that day. The CP has to keep daily records of attendance, which the Ministry can audit at any time against Subsidy claims made.

As the Subsidy payment, in most cases, does not cover the full amount of the Monthly Fees, the Parent is responsible for payment of the balance. Therefore, since registration at our Centres is based on reservation and payment for the child's **SPACE** per month, the parent is also responsible for the amount of the Subsidy payment not able to be claimed because of the non-attendance of the child. Billing for this will be done at the end of each month.

Extra Subsidy payments can be claimed for Pro D Days and holidays. Again this payment does not cover the full amount as stated in the Fee Schedule, so the parent is responsible for payment of the balance.

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## KINDERGARTEN & GRADE 1 CHILDREN

Grade 1 children - a staff member will take the Kindergarten & Grade 1 children, who attend Session 1 before school, to their classroom in the mornings, and those attending Session 3 after school will be collected from their classroom at 3:00pm. In May and June the Grade 1 children may be allowed to come and go by themselves, depending how secure they are.

## SCHOOL HOLIDAYS & NON-INSTRUCTIONAL/EARLY DISMISSAL DAYS

During the school year, September to June, we will be open from 7:30am – 6:00pm on school holidays and non-instructional days. A list informing you of all these will be given out at the beginning of the School Year. Please note that only full day care is offered on these days.

**Registration is necessary for Holidays & Pro D Days. The regular monthly fees do not include Pro D Days or Christmas & Spring Break.**

Approximately two weeks prior to the holidays or Pro D Days, Registration Forms will be given out. These must be completed and returned, together with a cheque, by the Registration deadline. Pertinent information, charges and the registration/payment deadline will be printed on the forms. These deadlines are firm and failure to register in time will result in your child not being accepted into the program for the requested day(s). *Registrations will not be accepted without payment.* Please note all extra fees are non-refundable once the day / program has started. Days may not be changed, no refunds will be given and there will be no Drop In's allowed.

The fees include care from 7:30pm – 6:00pm. All field trips, outings and transport are included. There are no hidden extras!

**Christmas & Spring Break:** Once the program has started days cannot be cancelled or changed and there can be no drop-ins and there will be no refunds. A detailed schedule of activities will be given out the week prior to the holiday period and after the Registrations deadline. This schedule is organized once all Registration Forms have been received, and is governed by the number of children attending each day, which Centres are open, the number of staff required and transportation.

If your child does not attend on certain days you may be able to register as a stand-by for that day, the full daily rate will apply and registration will be subject to availability.

### **Arrival & pick-up times:**

Children registered for school holidays, & Pro D Days should arrive no later than 9.30am (unless prior arrangements have been made) and, if an outing or activity has been arranged, they will not be able to be collected until 3:00pm at the earliest. If the children are not at the Centre when you arrive, a note will be left on the door informing you of their whereabouts and our intended return time. If your child is not going to attend as planned, on any of these days, we must be informed, but no refunds can be made.

**Early dismissal days:** There is no need for Registration - we will be open to accommodate the early dismissal times of one hour earlier than normal. **There is no extra charge for these days,** unless your child is not normally registered on that day. Children normally attending on these days will just be expected at the Centre one hour earlier than usual. However if the early dismissal time is more than one hour earlier than normal then additional charges will be levied.

**Extra charges:** these cover Pro D Days, Christmas & Spring Break. Once paid, all charges for field trips & outings are included. There are no hidden extras!

**Teachers' Strikes:** In the event of children not being able to attend school in the case of a Teachers Strike we will be open from 7:30am – 6:00pm to care for the children, when possible, and as needed, (staffing & venue permitting) for the duration of the strike. The parents must inform us of this need and priority will be given to children who normally attend on any given day. Appropriate daily fees will be charged to cover the extra care. Only full day care will be offered during this time and spaces may be limited. However, in order to keep your regular space, all monthly fees are payable during this time, whether it is used or not.

## **ADDITIONAL DAYS.**

If the occasional additional day of care is required 24hrs. notice must be given to the

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Supervisor by phone or in writing. **Once booked the appropriate fee for the required Session is due, payable and non-refundable.** This fee must be paid on or before collection of your child on the required day. In the case of multiple days you will be billed at the end of the month.

## FLEXIBLE CARE

If a parent has a flexible work schedule, we are happy to accommodate their care needs, space permitting. We require as much notice as possible. This is especially important if transport is required. If the schedule is known ahead of time then a calendar with the days required is very useful for us to have. You must commit to a certain number of days per week/month. This is not drop-in care.

## TRANSPORTATION

If transport should be necessary the children will be taken in our seven-seat passenger vans, or Staff cars, which are fully licensed and insured for such purposes, and equipped with booster seats. You will be required to sign a permission slip at the time of Registration.

**Transport from other Schools:** We have a tight schedule when collecting from other schools so it is **IMPERATIVE that you let us know if your child does not need to be picked up** on their registered days. We will not leave a school until we know where an expected child is. When we have to go looking for a child it delays our departure and causes a domino effect at the other schools, some of which have no covered waiting area so the children are waiting for us exposed to the elements.

**Meeting Place:** We have a designated Meeting Place at each school and it is very important that the children go directly to this Meeting Place immediately they are dismissed and wait there for us to arrive. It is very difficult to park at some schools so the Meeting Place has been chosen specifically to ensure the children's safety, as well as ease of pick up. So please impress upon your child the importance of going straight to the Meeting Place after school and waiting patiently until we arrive.

If a child is unsure of who is picking them up and we are unable to get confirmation, then to ensure the safety of the child we will take them with us to their Centre & leave message at the School Office directing the parent to their Child's Centre.

## OUT OF SCHOOL ACTIVITIES

If your child has an out-of-school activity eg. Brownies, Soccer, Hockey etc, please let us know ahead of time. Providing they are registered for that day they are welcome to return to the Centre afterwards to await collection by a parent by 6:00pm. Transport to and from the activity must be arranged by the parent and we must be notified as to the times and who will be collecting and returning your child. **Your child will not be released unless notification is given.**

## SCHOOL ACTIVITIES

If your child is participating in any school activities before or after school - such as Cross Country, Track & Field, Mad Science or Band. Please notify us in advance so that we do not go looking for the child participating in these events.

## BEHAVIOUR MANAGEMENT POLICY

Our primary concern is to maintain a safe, healthy and happy environment for all children in our care. To ensure this we have clearly defined guidelines for behaviour expectations at each Centre. In order to help children to learn appropriate social behaviour they will be expected to follow a code of conduct requiring them to show: courtesy, co-operation, compliance and consideration. Staff will assist them with appropriate conflict resolution, problem solving and taking responsibility for their actions. Behaviour will be managed through positive reinforcement, as well as natural and logical consequences, while encouraging the children to develop self-discipline.

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## DISCIPLINE POLICY

School age children are at an age where they start having to make decisions about what is right and wrong. Our policy is to teach them alternative options when dealing with difficult situations or problem resolution, and to guide and assist in their decision-making while allowing them to learn from their own mistakes. Any further disciplinary action will be dependent on the age of the child and their ability to understand the consequences of their behaviour.

Our Staff will mainly use **"The Toast List"**\*, **Time Out** and/or **logical consequences** for inappropriate manners and behaviour, lack of respect and/or co-operation. Disciplinary action will be taken at the Centre and it is not usually necessary for further action to be taken at home. However, if the Supervisor-in-Charge feels it would be beneficial, reinforcement from home may be requested when the parents are informed of the child's behaviour when they collect their child at the end of the day.

**"The Toast List"** is a list kept by the Supervisor-in-Charge on which the child's name is placed when he/she is "Toasted". The consequences of not making the right behavioural decisions are:

- 1.) that the child will have their free play privileges removed and instead will do free art at the art table for the rest of the day.
- 2.) their playing time outside will be curtailed for up to 10 minutes, during which time they will have to sit out and watch their friends play.

In addition the Supervisor will naturally discuss the problem with the child in order for them to understand why this action has been taken and what they can do to improve the situation, and avoid a repeat

**Kindergarten children** will be given "Time Out" on the "Quiet Chair" where they will have to remain for up to 5 minutes. The Staff will then discuss with them, in a quiet manner and at eye level what happened, and work out how they can avoid a repeat of the same behaviour.

**Challenging behaviour.** It may be necessary for some children whose behaviour is challenging on a regular basis to have an individualized behaviour management plan, developed in conjunction with the parents, and if necessary, with input from appropriate community professionals. The parents will then be asked to sign two copies, one of which will be kept in the child's file at the Centre.

Discipline at our Centres comes under the guidelines set out in the Provincial Child Care Licensing Regulation. As stated in Section Sections 51 and 52 of the Child Care Regulations we will ensure that no child is subjected to any of the following:

- a) shoving, hitting or shaking by an employee or another child, or confinement or physical restraint by another child;
- b) confinement or physical restraint by an employee, except as authorized in a child's care's plan if that care plan includes instructions respecting behavioural guidance;
- c) harsh, belittling or degrading treatment, whether verbal, emotional or physical, that could humiliate or undermine the child's self-respect;
- d) spanking or any other form of corporal punishment;
- e) separation, without supervision by a responsible adult, from other children;
- f) as a form of punishment, deprivation of meals, snacks, rest or necessary use of a toilet.
- g) emotional abuse, physical abuse, sexual abuse or neglect.

Volunteers or Students working at our Centres will not be allowed to discipline the children themselves, but will work with our regular Staff to determine if any action is required. The Staff Member will then be responsible for any necessary disciplinary action.

## NUTRITION

We provide 2 nutritious snacks per day but the parents have to provide lunch. These are able

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to be warmed up (microwaved). We adhere to the regulation for Nutrition under Section 48 of the Provincial Child Care Licensing Regulation and ensure the following:

- a) each child has healthy food and drink according to Canada's Food Guide
- b) healthy eating & nutritional habits are promoted.
- c) all food sensitivities or allergies are noted and respected

## **SNOW / EMERGENCY CLOSURES**

**SNOW:** If this should happen after 7.30am and before 3.00pm the school is responsible for the children until they are collected. A copy of the School Board snow closure policy is posted on the notice board at C.R. as well as in each school's Directory.

**If this should happen before school opens we shall endeavour to open Camp Ridgeview as usual from 7.30am until 6:00pm.** Holly House, Club West and La Maison will be closed, but children will be welcome at C.R. However please call to check first!

It is imperative that any child attending on this day is sent in *proper* "snow clothing", including hat, boots and gloves and bring a full change of clothes with them. Sledges/toboggans are also welcome! Inappropriate clothing for the weather may result in your child not being able to participate in the planned program.

**EMERGENCY:** If this should happen during school hours 8:30am – 3:00pm your child will be under the care of the School. Please note in the case of an emergency children will NOT BE RELEASED FROM school into our care and we will not be collecting children from other schools. If this should happen after 3:00pm – 6:00pm you, or your designated person, must come to the Centre as quickly as possible to collect your child. ID will be required and the system for pick-up will be the same as that practiced in the school.

## **MEDICATION**

**Under no circumstances can any medication, prescription or non-prescription, be administered unless the correct medical forms have been completed and signed.** *These are available at each Centre for your use should you need them.*

## **HEALTH & SAFETY**

If a child is unable to participate in the daily program due to injury or sickness, alternative care must be arranged by the parent. We are not staffed to care for injured or sick children and a sick child may jeopardize the health of both the Staff and other children.

**Parents must notify us within 24 hrs (twenty-four hours) if a child develops a known communicable disease.** We will then inform all parents and North Shore Health.

We will notify parents to pick up their child if the child has:

1. **a contagious disease**
2. **a fever of 37c (100 degrees)**
3. **vomiting or diarrhoea**
4. **an accident requiring medical attention.**

If a child requires **immediate** medical attention they will be transported, by the safest method, to the nearest hospital and the parents will be notified as soon as possible. All parents should sign our Emergency Consent Form the first time they register.

**Camp Ridgeview, Holly House, La Maison and Club West's Licenses requires the care-givers to report any suspected cases of child abuse.**

All our staff are subjected to a Criminal Record Check and must have a valid First Aid Certificate in the Emergency Child Care or Child Safe category.

## **PARENT RESPONSIBILITY**

1. Please let us know if your child will not be attending for any reason. Notification must be given by a **parent**, either by phone or hand delivered note, especially if there are any changes to the usual pick-up procedure or person collecting your child. A clip-

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board, with pad & pen, is located inside each Centre, by the door, for your use. Each Centre has Voice Mail, which is on all the time, and we also have a Fax machine. (604-926-9139). We will not accept notification given by the child.

**Failure to do this results in concern and confusion at 3.00pm when the children get out of school.**

2. All messages, instructions or requests must be made by phone or hand delivered note. If your child does not attend on certain days you may be able to register as a drop -in for that day, the daily rate will apply and registration will be subject to availability.
3. If your child wishes to have a playdate please arrange it the night before and inform us accordingly. Playdates cannot be arranged at 3:00pm when the child arrives at the Centre.
4. Ensure your child is clothed appropriately for the weather conditions. Failure to do so can result in your child being unable to join in the planned activities. Encourage them to take responsibility for leaving the house in the morning properly attired. (eg if it is raining wear a proper rain jacket with hood – umbrellas are discouraged as the children find it difficult to play outside holding one!) Our Winter rule is 'No jacket – no outside!'
5. Ensure that your child, and the person collecting your child, realizes the importance of saying good-bye to the Supervisor before leaving the Centre, school building or playground. We do not have a sign-out sheet as we like to see who picks the child up and sign them out ourselves.
6. Ensure your child brings a lunch with them on all holidays & Pro D days. We will provide a morning and afternoon snack. (Food can be heated in the microwave). Additional instructions will be given when a Picnic Lunch is required
7. Ensure that you read and respond (by the deadline) to all notices that are given to you.
8. It is imperative that you sign and return all Registration forms for Holidays & Pro D Days, together with your cheque by the pertinent deadline. Failure to do this will result in us not being able to care for your child on those days.

## CONTACT US

<b>Camp Ridgeview</b>	604-926-9142 from 7.30am - 6.00pm	<b>Fax</b> 604-926-9139
<b>Holly House</b>	604-922-1404 from 7:30am – 6:00pm	
<b>La Maison</b>	604-913-0609 from 7:30am – 6:00pm	
<b>Club West</b>	604-926-0609 from 7:30am – 6:00pm	

*When we are not available there is Voice Mail on all numbers so please leave a message.*

**Also please CALL us & leave a message whenever your child is not going to attend or if someone other than the parent is picking them up – PLEASE DO NOT E-MAIL US**

**Emergency Only:** Rosemary di Bernardo 604-926-3712 (home Eves.)

## **WEBSITE** [www.ericochildcareconsultants.com](http://www.ericochildcareconsultants.com)

Please do not communicate with us via the website. This is for information and downloading Registration Packages (they are generic) and Summer Camp. Holiday & Pro D Day Registration forms will not be on the Website. They need to be collected in person from your Centre.

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Telephone (604) 926-9142  
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Dear Parents,

Please take time to read our **POLICIES & PROCEEDURES** document pertaining to the School Year 2015 - 2016 at Camp Ridgeview, Holly House, La Maison & Club West. Important information is contained therein, and it changes each year.

Once you have done so please sign this letter and return it together with your Registration Form.

Thank you for your co-operation.

*Rosemary di Bernardo*

Rosemary di Bernardo. Director.

***I have read and understood the POLICIES & PROCEEDURES pertaining to Camp Ridgeview & Holly House for the School Year 2015 - 2016***

\_\_\_\_\_  
*Parent/Guardian*

\_\_\_\_\_  
*Date*

\_\_\_\_\_  
*Name of Child*