

Hillcrest Elementary
Out of School Care Society



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Parent Handbook

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INTRODUCTION & HISTORY

Welcome to Hillcrest Elementary Out of School Care Program. To make you and your child's time with us smooth and consistent, please take some time to familiarize yourself with our policies and procedures as outlined in this Handbook.

In the spring of 1993 a group of parents and Mrs. Catriona Harker, the principal of Hillcrest Elementary School came together to start an **Out of School Care** program. It had been recognized for a few years that families at Hillcrest Elementary needed an Out of School Care program and with the completion of an addition to the school, that need could be filled. The group applied to be licensed to provide Out of School Care and also applied to become a non-profit society.

In June of 1993, the Hillcrest Elementary Out of School Care Society (HEOSC) was formed with Mrs. Cathy Cox as the first President of the Board of Directors. In September 1993, the program began its first year of operation in Hillcrest Elementary's new multipurpose room. The Before School Care program opened in September 1994. In 1999 the program moved to Room 3 of the school.

A KinderCare program began in September 2000, and its last year was in 2010/2011, as All Day Kindergarten came into effect September 2011. With support from Hillcrest Elementary, a **Preschool** program was started in September 2001 in Room 1 of the school. As of November 2005, the out of school care program is licensed for 60 children in three rooms of the school. There is a preschool program – we offer 3 or 4 hour program. The preschool operates 5 days a week and is licensed for 17 children.

OUR AIMS

Hillcrest Elementary Out of School Care Program is committed to providing:

- A reliable, safe, and positive play environment that enhances the child's well being and provides opportunities for growth.
- A service to parents that assists them in managing their family.
- A positive contribution to the Hillcrest School community.

MISSION AND VISION

Hillcrest Elementary Out of School Care Society is a community-based organization that provides quality programs for Preschool and Hillcrest Elementary School children in a safe and positive environment. HEOSC is a joyful place where children are safe, nurtured and given opportunities for growth through play.

CODE OF CONDUCT

Children, staff, and parents are expected to follow our code of conduct. Staff rely on both the support and the cooperation of parents to create positive relations with children. Parents and staff are expected to work together to identify solutions to any challenging behaviours that may arise. This team approach is the foundation of a child's success in our program and in their community. To help children follow the code and achieve success, staff will:

Remind:	Children about out rules (review, model, refer to, etc.)
Redirect:	Children as needed (give choices, natural consequences, etc.)
Remove:	From activity as needed (alternate activity, etc.)
Report:	Behaviour to parents and management (verbal, writing, etc.)
Refer:	Parents for support

Along with Hillcrest School staff, HEOSC staff also work to encourage children to use their WITS:

Walk away, **I**gnore, **T**alk it out, **S**eek help.

What does the code really mean?

Be Safe = Responsibility

- Stay with the leaders and within boundaries.
- Listen to directions and follow them.
- Keep your body to yourself.
- Communicate your needs in a positive way.

Be Kind = Cooperation

- Help others when they need help.
- Be considerate to everyone.
- Respect yourself, others, and the toys and equipment
- Include everybody.

Have Fun = Enthusiasm

- Participate in all activities.
- Show good sportsmanship.
- Always try your best!

Should the code of conduct not be followed by either the child or family, the Board of Directors may withdraw service. The Board will endeavour to give the family one-months' notice in writing when withdrawing services, however, when withdrawing services due to safety reasons (either to staff or child) the right to notice will be forfeited.

VALUES

Safety:	The health and well-being of children and staff are promoted and protected.
Enjoyment:	Healthy development and socialization is fostered through opportunities for play, creativity, and recreation.
Social Responsibility	We acknowledge that children come to us from a variety of beliefs and experiences regarding socially responsible behaviour. As a supportive child care community, our common values, rules, and discipline creates a culture of independence, intrinsic pride and self-motivation that enables children to be "the best they can be".
Learning	Children are provided opportunities to explore and understand the world.

NON-PROFIT STATUS

Hillcrest Elementary Out of School Care Program is an incorporated non-profit society. It is very important to understand that we are not affiliated with the school or with the school district. The school or the district does not employ us however we work closely with the school to ensure we support children to the best of our ability.

The non-profit model helps keep fees low and provides parents with the opportunity to have significant input in the Program through the Board of Directors, which oversees the Program. Regular Board meetings are held throughout the year and an Annual General Meeting is held once per year. All parents are strongly encouraged to attend and become involved. Board meetings are open to all parents and notice is provided through the monthly newsletter.

Parents may contact the Board of Directors directly via email. The email address is monitored and maintained by the Board of Director parent volunteers. The email address is: heoscboard@gmail.com.

WHAT TO BRING

HEOSC requires children to have a labeled **pair of indoor shoes**. There will be a designated spot to store their shoes – either along the wall outside the room, in cubbies inside the room, or on a coat rack.

Jacket for cold days, water bottle for out-trips, appropriate clothes (rain gear, winter gear, etc.), good walking shoes for out-trips. Extra water, a hat and sunscreen are recommended for hot weather. HEOSC supplies sunscreen, and if you have given written permission (one of the permission sections of the registration form), we are happy to provide the sunscreen for your child. If we do not have written permission, we are not able to provide our sunscreen. **Kindergarten and Preschool children should have an additional set of clothes in the event of accidents.** Please label the bag with your child's name.

It is a good idea to label all your children's clothing, as lost property seems to make its way to the Lost and Found frequently. An HEOSC Lost & Found can be found inside Room 15 – regularly these items are taken to the large Hillcrest School Lost & Found in the entranceway across from the elevator.

HEOSC also requires **Comfort Packs** for all children. A Ziploc bag is provided the first week of school in September to create the comfort pack. In the event of a large-scale emergency, this will provide your child with spare clothing, snacks, water, and an emergency space blanket, and provide HEOSC with immediate location of emergency information*. You are also welcome to include a family photo and/or a note of comfort to your child. Please return the completed kit to HEOSC promptly at the beginning of the school year. HEOSC will keep the pack until the end of the school year, and then return it to children – if you would like to update the kit, please let the Manager or Supervisor know and they will provide it to you.

* The information sheet provided will be removed and kept in a duo-tang or folder in the Comfort Pack bin. Should an emergency occur, the sheets will be handed out to each child present. At the end of the year, each child's information sheet will be placed in their individual files.

REGISTRATION FEE

Upon registration each family pays a \$50 non-refundable registration fee.

REGISTRATION

Each child must have a completed and current registration form on file at HEOSC. Both new and returning families must fill out a registration. At the time of registration or re-registration, the registration fee of \$50 will be due. Registration forms must be accompanied by immunization records, a current photo of the child and the registration fee to confirm registration.

Separate registration is required for Pro-D Day camps as the monthly fee does not cover the extra costs. Please see below for more information.

PRO D DAY REGISTRATION

**** Note: Pro D Camps will be offered upon sufficient interest for Out of School Care**

Hillcrest Elementary school has six professional development days (Pro D day) each year. **Preschool** is open and runs as per normal on Pro D Days.

Out of School Care parents will be given the opportunity to sign up for camp via email. Three weeks before each Pro-D, the Manager will send out a notice for our camp. Families have one week to respond/sign up. If there is insufficient interest for camp by this time, camp will not run. This will allow families who did sign up to find alternate child care arrangements. We require a minimum of 12 children to run camp. If enough families sign up to proceed, invoices will be sent out, with payment due one week before camp.

We are able to accept only 20 students on Pro D days due to licensing regulations regarding room space and staff ratios. If necessary, a waitlist will be taken and if extra space and/or staff are available then we will open up more spaces. We accept children currently registered in our programs.

At this time, we may accept drop-ins from other families including siblings of currently registered children. Families who would like drop-in full day care must place their name on the waitlist and if there is room after all current registrations are accommodated a space will be offered.

If a family realizes they don't need a Pro D Day that they signed up for, they will inform the Manager as soon as possible, however no refund or credit will be given. Credit / refund will not be given for Pro D Day withdrawal at any point. Staff is hired and programs are booked based on sign-ups.

EARLY DISMISSAL REGISTRATION

Hillcrest Elementary has several days each school year when children are dismissed from school for the day at approximately 11:48 am (early dismissal days). The first day of school is typically dismissed a bit earlier at 11:30 a.m. The school varies the other days each year, but we do know there will be early dismissal days in the school year, usually in October and April.

For **Out of School Care**, there is no additional charge for early dismissals – families' monthly fees cover the additional costs. We assume that if a child is normally registered for the day that a noon/early dismissal day falls on then the child will arrive at Out of School Care immediately following the dismissal bell. We basically treat the day as a normal day as far as attendance goes. We ask parents to let us know if their child will not be attending so that we can accommodate any requests for drop-in care. **Preschool** remains open for these days.

For those Out of School Care families who are not regularly scheduled for that day, a request for drop-in care that day must be made, in writing, to the Manager. Each request will be placed on a waitlist and if a space becomes available then the Manager will inform the family that their child may attend that day. It will be at an additional cost.

CUSTODY AND SEPARATION AGREEMENTS

The information provided on the registration forms by the enrolling parent is considered to be accurate and to be the advice that childcare staff is to follow. Staff relies on that information to make sure that your child is released into the care of the appropriate person. If one parent is not allowed to have access to a child, we must have a copy of the court order that denies the parent access.

If custody has not been legally determined and conflict between the parents and/or their family members is evident, the Program 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.

FACILITIES

We offer our programs within two classrooms and multi-purpose room in Hillcrest Elementary School. Families are encouraged to arrange for a tour prior to their child's first day at the program so they are familiar with the rooms and can meet some of the staff. For Out of School Care, we are licensed for 40 children for Before School Care, and 60 children per day After School with 20 children in each of the 3 rooms. Ready Set Grow Preschool is licensed for 17 children.

Our **Preschool** is not a daycare. We do not offer napping, and children must be potty trained to attend Preschool. We do not have a change table to accommodate changing diapers.

CENTRE CLOSURE

In the event of school closure due to strikes, weather conditions, health concerns, low staffing etc., our programs will close, and parents will be contacted, or if parents cannot be reached we will contact emergency contacts then authorized pick-ups, and ask that your child be picked up immediately.

In the event of severe weather, staff may not be able to safely travel to the school in order to open at 7:15 a.m. Parents are asked to listen to CFX 1070 (am radio station) to find out the current status of school openings/closure and if it is announced that Hillcrest Elementary is closed due to weather or that all School District 61 schools are closed then all our programs will be closed as well.

Should severe weather develop during the day, such as increased snow, HEOSC will close early. Families will be notified via email. If parents and guardians cannot be reached, we will follow the protocol written above. The health and safety of our staff is of the utmost importance.

Refunds will not be issued during school closure.

PAYMENT OF FEES

Monthly fees are due on the 1st of each month. Billing is done month by month. If your child begins care throughout the month, the entire month's fees are due. Post-dated cheques can be provided at the start of the year or when service starts. Cheques should be made payable to HEOSC or Hillcrest Elementary Out of School Care Society. Cheques must be dated for the 1st of each month. All cheques must be provided in advance.

Families can also sign up for automatic withdrawal. An automatic withdrawal form (PAD) is given out to all families with their registration forms. If families choose this method of payment, forms must be submitted alongside completed registration forms. Funds will be withdrawn on the 1st of every month.

Families will be provided with an invoice when their child(ren) starts the program. We require families to confirm their registration and provide the post-dated cheques.

- There is a \$5.00 charge per child at the beginning of each year to allow us to purchase, in bulk, sufficient emergency supplies of food and water should an emergency or disaster require that we care for children while awaiting pick up by a parent or pre-designated alternate. HEOSC will collaborate with the PAC and Hillcrest School to create a comprehensive emergency supply to ensure all children will be taken care of in the event of an emergency.
- We do not accept credit cards or e-transfers.
- Payment for Pro D days is due one week before camp. The fee is not included in monthly fees and is additional. Payment for Pro D is due to secure a spot. Refunds are not issued for cancellation of Camp days.

- The current registration priority is as follows:
 - ✓ Returning currently registered families
 - ✓ Preschool, and siblings of current registrations
 - ✓ Full time (5 days per week) requests
 - ✓ New to our programs, date ordered

- Drop-in care is only available if there are extra spaces due to gaps in enrollment or absences.

- Part-time Out of School Care spots are asked to share a spot with another child in the same grade – this is limited to two families, in the format of 1 child attends 2 days, the other child attends 3 days. It is the parent's responsibility to pay on time. If one family is delinquent in payment, both families will be affected.

- For families whose children attend part time, a set monthly fee is charged – the child 'holds' or reserves those days as theirs, whether they attend or not. Changes in days for a one-off situation cannot be accommodated, due to the set schedule and the 'held' spot for those specific days. One month's notice is

required to change days, and this is done only based on availability. Out of School Care families must share a 5-day spot with a child in the same grade, as per the above agreement.

- Fees are calculated as a monthly average for the year. We do not charge extra for those months with more than average days but nor do we have a reduced rate for those months with fewer than average school days. Early and noon dismissals, however, are included in the monthly fees.
- The Board reserves the right to require payments by certified cheques, money order or cash.
- In the case of families where fees are split between more than 1 party, HEOSC requires full payment. The splitting of payment is at the discretion and agreement of the parties in question. The main signing authority on the registration form is responsible for the full payment, should the account become outstanding. All communications regarding payment will be addressed to all parties in question.
- Withdrawal, reduction in service, or changes to part-time service require one month's written notice on the first of the month, or full payment for the full month following will be required. For example, if your child will be changing from full-time Preschool to two days per week, starting March 1st, if written notice is provided on February 1st or earlier, March fees will be for 2 days per week. If written notice is provided sometime after February 2nd, March fees for full-time will be due, and effective April 1st, payment will reduce to 2 days per week. Out of School Care reduction to part-time will only be available if a 5 day spot is shared with another child in the same grade, as outlined above.

REFUNDS

- Refunds are not available for going to a friend's house, days missed, statutory holidays, illness, vacations, withdrawal without a month's notice, etc. This includes those registered part time except as noted below.
- For families whose children attend part time, no refunds for days not attended will be given.
- Should we discharge your child from the Program without notice, you will be reimbursed any balance of fees paid for that month, based on the date your child was discharged.

PENALTIES

- Due to an increase in chargeback cheques being sent back to HEOSC by the bank, the second time a chargeback cheque is received the matter will be referred to the Board of Directors for further action.
- Chargeback cheques are subject to a \$20 service charge by HEOSC.
- Fees paid after the invoice due date may be subject to a late charge for the unpaid fees. The late fee would be \$5 per day. Accounts in arrears after two business weeks will be referred to the Board of Directors for further action.
- Parents must contact the program if their child(ren) will not be attending on a particular day, will be away for an extended period of time, will be picked up by someone not on the authorized pick-up list. Contact will be made at least 15 minutes prior to the school dismissal bell. Any unexplained absences without notice (at least 15 minutes prior to the school dismissal bell) will be charged \$20 per child.
- Pick up by parents or authorized pick-up persons after 5:30 are subject to a late fee of \$1/minute per child payable upon arrival in cash or cheque.
- The Board reserves the right to discharge your child from the Program after any three of the above violations.

- Failure to give one month's notice on the first of the month for withdrawal or reduction of service is subject to one full month's fee in lieu of notice.
- It is HEOSC policy to issue receipts once a calendar year, for tax purposes. If receipts are requested during the year and subsequently lost there is a \$5/receipt replacement charge.
- There is a \$10 replacement fee for a lost yearly tax receipt.
- Parents who have outstanding fees at the time when tax receipts are issued will not receive their tax receipt from HEOSC until such time as the account is brought up to date.
- Parents who have outstanding fees at the time of Fall re-registration will not be permitted to re-register until the account balance has been paid, and may lose their childcare space.
- Parents who withdraw their child from the Program and have outstanding fees at that time will not be permitted to re-register until such time as all outstanding fees including late fees are paid in full. Such registrations will be referred to the Board of Directors who may require further conditions be met in order to consider re-registration.

WITHDRAWAL

Should you decide to withdraw your child from the Program we require a minimum of months' notice on the first of the month in writing. If you do not notify us at least a month in advance you will be charged one-month's fees in lieu of notice. This applies to a reduction in services as well (i.e., full time to time care, or from 3 days to 2 days, shared spot with 1 other child in the same grade).

TERMINATION OF SERVICES

The Board of Directors may withdraw service to you and your child due to:

- 3 or more late payments, late pick-up and/or chargeback cheques.
- Non-payment of fees
- Inability of the child or family to follow policies, procedures and rules of the program.
- Inability of the Program to meet the needs of the child or family.

The Board will endeavor to give the family one-months' notice in writing when withdrawing services, however, when withdrawing services due to non-payment of fees or for safety reasons the right to notice will be forfeited.

DEFINITIONS OF AVAILABLE CARE

We currently offer full time OSC registration in three separate programs. Each program has a particular fee (please see the section on Fees) and they all generally operate independently of each other. Preschool details are listed below as well.

Before School Care

The program is open from 7:15 a.m. until the bell
Kindergarten – Grade 5 accepted.

After School Care

The program operates from the bell to 5:30 p.m., Monday to Friday.
Kindergarten – Grade 5 accepted.

Full Time

Full time attendance is when a child registers for 5 days per week.

Part Time

Part time attendance is when a child registers for a regular schedule of attendance 2 days per week or 3 days per week. In Out of School Care, a 5-day week may have two families sharing a spot where one child attends 2 days and the other family's child attends 3 days. The shared spot must be with another child in the same grade. If a family would like to change the schedule they must submit the request in writing to the Manager, giving one month's notice on the first of the month. Should this happen with an Out of School Care shared spot, the other family will be required to become full-time, 5 days a week.

Drop In

Drop-in care is when a child registers for the program on an occasional, as needed, basis. Availability of drop in spaces varies each day and acceptance of drop-in care is dependent on staffing and space availability, and for Out of School Care is often grade-dependent. Parents must fill out a registration form complete with registration payment, immunization records and a current photo of the child.

Preschool

Preschool is offered for 4 hours. 2 days a week, 3 days a week, or 5 days a week preschool are options. Preschool runs from 9:00 a.m. to 1:00 p.m. Preschool is for children ages 3 to 5 years old. Some 30month+ children may attend with permission from the Manager. Children must be fully toilet trained.

STAFFING

Each staff member is required to complete a criminal record check, have a minimum of 20 hours of education in child guidance, child development, health and safety or nutrition, must and provide a physician's note of good health. The Program also requires that all staff have current first aid certificates. Staff hiring decisions are based on qualifications, availability, relevant experience, educational background, and interest in working with children.

Please note that staffing can change without notice.

NOTIFICATION

Parents are required to notify a regular staff person in writing if:

- Their child will not be attending that day.
- Their child will be late or picked up early.
- The parent will be late to pick up the child.
- Someone not authorized is picking up the child. This requires written notification – a signed and dated note, fax, or email from a parent/guardian.

Our phone number is 250-472-1530. We suggest posting this number with the school's phone number and also posting it at your place of work. *Please note that the school office does NOT inform us of absences.* We will contact you to confirm that your child is not attending that day if your child does not show up (please see the Arrivals section).

Parents must contact the program if their child(ren) will not be attending on a particular day, will be away for an extended period of time, will be picked up by someone not on the authorized pick up list. Contact will be made at least 15 minutes prior to the school dismissal bell. Any unexplained absences without notice (at least 15 minutes prior to the school dismissal bell) will be charged \$20 per child.

HOURS OF OPERATION

Please see the Fees and Hours Schedule for the applicable year. The hours can change on a yearly basis.

DAILY SCHEDULE

The following is the basic schedule of activities at HEOSC. As we provide care for children from kindergarten to grade 5, the program has been designed for flexibility but still provide a framework in which to plan activities. The schedule is subject to changes without notice.

HEOSC Out of School Care uses a stations model. Before School, there are 5 stations and After School there are 6 stations (snack is provided after school and is an additional station.). The stations include:

- ⤴ Library (quiet zone)
- ⤴ Games
- ⤴ Art/Craft
- ⤴ Outdoor / Gym
- ⤴ Construction
- ⤴ Creative Play

Programming may also include special events, all Out of School Care programming, interest-based clubs, or themed weeks.

As the school bell schedule has changed over the years, the following is accurate for the 2021-2022 school year.

Morning Care: 7:15 – bell

Staff arrive at 7:00am to ready the room for the arrival of your children. At 8:00am, or when the number of children in the room has reached 20 (whichever comes first), the children are taken outside to play until the bell rings for school.

After School Care: bell – 5:30pm

Staff arrive 20-30 minutes before the bell to set up their rooms for program. Children are given the opportunity to eat snack before going outside around 3:15pm. Children are not required to eat a snack, as this is an option. Outside time is dependent on the time of year and weather status. As it gets darker earlier in the Fall/Winter, children go outside earlier and come back in sooner. During late Summer and all throughout Spring, the children spend more time outside.

ARRIVAL

Parents are responsible for ensuring their child arrives in the morning (Before School Care). Please walk them into the Centre and let staff know they have arrived. We do not call you if your child is absent from Before School Care as we expect parents to bring their child to the Centre. At this time, we do not require parents to initial when their child arrives but we reserve the right to change this policy if necessary. Children in Kindergarten are escorted to and from their classrooms.

As children arrive for After School Care, staff mark attendance on the Sign In/Sign Out sheet. Children then change to their Out of School Care indoor shoes, place their outdoor shoes in the designated spot, and put all their belongings away and staff will encourage the children to play quiet activities until snack time. Children are given 10 minutes to arrive before staff search for the child. The staff will involve school staff/teachers and will page the child. If the child is not located, the Supervisor or Manager will call parents/guardians. A missing child may result in a call to the Police.

Children are not permitted to leave with a friend unless prior written approval has been received from a parent. Children must arrange to go to a friend's house the day before, not when they arrive at Program. The Manager should be advised in writing about an absence, in advance.

Parents must contact the program if their child(ren) will not be attending on a particular day, will be away for an extended period of time, will be picked up by someone not on the authorized pick-up list. Contact will be made at least 15 minutes prior to the school dismissal bell. Any unexplained absences without notice (at least 15 minutes prior to the school dismissal bell) will be charged \$20 per child.

CHILD MISSING AFTER SCHOOL

Our school-age children are responsible for getting themselves to our rooms each day after school is dismissed (except Kindergarten children). If a child who is registered for the day does not arrive within 10 minutes after school is dismissed, we will follow our procedures for a Child Missing After School, which may include calling the police if we do not receive satisfactory information as to the whereabouts of your child. **Therefore, it is crucial that families call to advise us of any absences.**

Parents must contact the program if their child(ren) will not be attending on a particular day, will be away for an extended period of time, or will be picked up by someone not on the authorized pick-up list. Contact will be made at least 15 minutes prior to the school dismissal bell. Any unexplained absences without notice (at least 15 minutes prior to the school dismissal bell) will be charged \$20 per child. We will follow our missing child procedures, which include calling emergency contact people, alternate pick-up people, and the police.

PICK UP

Regulations require that children may only be signed out by a person authorized to pick up the child(ren).

- Upon departure, parents/authorized pick-up person must sign out the child as directed.
- Please make sure staff are aware you have picked up your child.
- Once a child has been signed out, the Program no longer has any responsibility in supervising the child. However, staff will continue to ask that children follow school and OSC rules until they leave the school.
- Only those listed as authorized pick-up persons may take the child without permission from the parent.
- Please be patient with staff if they ask you who you are as you may be asked several times, especially at the beginning of the year. We have a variety of people working, they may not work every day and we have over 80 children and their parents whose faces we need to learn. For your child's safety, we need to ensure that we are releasing your child to the correct person.
- Please direct anyone picking up your child to let staff know they are picking up so staff are aware the child is going and with whom. Please inform them that staff may ask that they identify who they are, and we may ask for a picture ID.
- Siblings must be over 16 to pick up a younger sibling and must be on the authorized pick-up list. Siblings between 12 and 15 years old may pick up a younger sibling with written permission from the parent and at the discretion of the staff.
- At no time will a child be released from HEOSC without a responsible person picking the child up. Licensing regulations are very clear that we are not allowed to release a child to go home on their own even if a parent or responsible adult is at home.
- If staff are concerned about an older sibling picking up a younger sibling, they reserve the right to refuse to allow the child to be picked up and will contact parents, authorized pick-up persons or emergency contacts for authorization.
- On the wall near the sign-out sheets in Room 15, there are parent pockets. Please check your parent pocket for relevant information on a daily basis.

NON-AUTHORIZED PICK UP

In the case a non-authorized person arrives to pick up your child, staff will attempt to contact you or the emergency contact person for permission. If no one can be reached, your child will not be released **REGARDLESS OF THE RELATIONSHIP TO THE CHILD** until someone is reached that can authorize the

release of your child. Any late fees incurred as a result of this situation will be the responsibility of the parent and are subject to all the terms outlined in the Fees section. A letter will also be sent informing the parent of the incident.

ALLEGED IMPAIRED PICK UP

We will not release a child to a parent/guardian or other authorized person who appears to be impaired or unable to adequately care for a child. If a staff member believes the child will be at risk, they will offer to call a taxi, relative or friend to pick up the person and the child, or they may call Child Protection Services and / or the police.

LATE PICK UP

If your child remains at the Program after closing time and we have not heard from you, we will call you, the emergency contact persons and then all others authorized to pick up your child. If we have not been able to contact someone who is able to pick up your child within half an hour we will call Child Protection Services. Child Protection will take your child into their custody until you are located. A note will be left at the Centre stating whom you will need to contact to pick up your child.

In the event of an unexpected delay please call the staff as soon as possible. Staff often have other commitments they need to go to and for some of them this includes another job. If you are late, you are required to pay \$1/minute per child to staff upon arrival. Persistent late pick up is a nuisance and a liability to staff and the Society. The Board will be advised of such occurrences and may discharge a child from the Program.

MINOR FUNDRAISING

Multipurpose Out of School Care Room children have run some minor fundraising activities such as a Haunted House, sale of homemade cards and jewelry, and photos with Santa. The children may choose to donate some or all of the portion of funds raised to charity, and/or use the money raised to purchase games, books and/or equipment for their OSC & Preschool use.

PARENT BULLETIN BOARDS

The Parent Info Board and the Parent Resource Board post relevant information for parents about what is happening in the Out of School Care Program. The Parent Board is located inside Room 15. A “parent pocket” is set up for each family near the sign-out table in Room 15. Invoices, notices and other correspondence are placed in the pockets. Please check the board and your assigned message pocket regularly for information. (Not being practiced due to COVID)

HEOSC has set up an email distribution for newsletters and a few other items. Parents are asked for permission to send information electronically for the purposes of providing relevant information such as newsletters and other notices. Parents can change their permission at any time, either to stop emails or to start them. Typically, one email is sent per month. HEOSC does not provide its email list to anyone else under any circumstances without the express permission of the list participants.

CHILDREN WHO ARE ILL

Children who are ill should not attend the Program. Parents will be notified if their child becomes ill during program hours (temperature of 38° or higher, vomiting, suspicious rash, diarrhea, listlessness, etc.) and will be called to pick up their child immediately.

- IF YOUR CHILD HAS A FEVER, PLEASE KEEP THE CHILD AT HOME, OR WITH ALTERNATE CARE, UNTIL THE CHILD HAS BEEN WITHOUT A FEVER FOR 48 HOURS.
- HEOSC WILL ADVISE ALL FAMILIES OF ANY ILLNESSES CURRENTLY ACTIVE IN THE FACILITY IN WRITING – EITHER IN PARENT POCKETS, OR VIA EMAIL.

Children returning to the Program after having a communicable disease must have met the criteria for treatment as prescribed in the VIHA booklet, "Communicable Diseases". A copy of this booklet is on file at the Program. In some cases, a note from the child's doctor may be required for returning to the Program. Parents are required to inform the Manager if their child has contracted a communicable condition (chicken pox, pink eye, Fifth's disease, impetigo, scarlet fever, head lice, etc.).

The requirement that parents keep an ill child at home is based on protecting other children and staff from the communicable disease. It also helps ensure the comfort and safety of the child who is ill or injured, as we have no capacity to adequately care for ill or injured children. Parents should arrange alternate care when their child is not well enough to attend school, is still in a contagious stage or seems unable to fully recover. Children are requested to stay home an additional 24 hours after starting antibiotic treatment, if antibiotics are prescribed by a doctor.

Sometimes, a parent will send a note requesting that the child not go outside. Please be aware that this is not always possible to accommodate. One staff member would need to stay inside with the child. We have to maintain certain staff to children ratios, and one staff member may have too many children to have one child inside and to maintain our ratio. This would mean that the whole group needs to stay inside because one child cannot go outside. If a child cannot fully participate, it is recommended that the parents make alternative arrangements until the child is fully recovered.

**THE PROGRAM DOES NOT HAVE THE FACILITIES OR EXTRA STAFF
TO CARE FOR SICK OR INJURED CHILDREN.**

Please review the notice on the Parent Bulletin Board inside Room 15 for specific details. Here is a copy of that notice:

CONDITIONS FOR CHILDREN TO BE EXCLUDED FROM HEOSC

Acute Cold: Contagious with obvious discharge of infected green or reddish-brown mucus. Return when discharge has subsided.

Cough: 3-5 times per hour, and especially if choking and/or vomiting accompanies the cough. Child may return when coughing has subsided.

Fever: 38 Celsius (101 Fahrenheit) or higher- Child may return when fever has remained at 37 Celsius (98.6 Fahrenheit)

Vomiting: Child may return after 24hrs of last bout of sickness.

Diarrhea: Must be symptom free for 24hrs and have had one solid bowel movement.

Antibiotics: Child may return after 24 hours since first taken.

Infected skin or eyes: A doctor must examine undiagnosed skin irritations, and medical clearance for return is obtained. Conjunctive (pink eye) is very contagious and must be treated and eyes cleared before the child may return.

Earaches & Infections: VIHA says untreated ear infections can lead to hearing loss and are potentially infectious, we require children to see a doctor for direction. Children must stay home for a minimum of 24 hours with or without antibiotic medication. This allows for the children to be monitored and assessed. Children may then return when symptoms such as fever and ear tugging have subsided.

Lice: Child may return once the child has been treated with an effective treatment and all lice and nits have been combed or picked out of hair. Follow up shampooing must be administered to complete treatment.

Communicable Diseases: Communicable diseases such as chicken pox and measles must be reported to HEOSC as soon as they are diagnosed by a medical practitioner. The duration of the child's treatment and exclusion from the program will depend on the VIHA's communicable disease recommendations, as provided by staff.

INJURED CHILDREN

Should your child receive an injury that we believe requires medical attention we will call you, or the emergency contact persons if you are not available, for direction. If the injury requires immediate emergency medical attention, we will call for an ambulance to transport your child to a hospital. We will then try to contact you or the emergency contact persons. Any injury that we believe requires medical emergency care will be documented and reported to the parent, Manager, and VIHA Licensing Officer within 24 hours. Minor injuries such as bumps, bruises, scrapes and shallow cuts, etc. will be tended to by staff, brought to the parent's attention and documented in our daily activity log.

All head injuries require a phone call home to parents.

ADMINISTERING MEDICATION

Some children require medications either on a temporary or long-term basis. The administration of medications to children by childcare staff is legislated and parents are required to provide a "Permission to Administer Medication" (PAM) and a "Medication Care Plan" form. Staff may then administer medication if it is in the original container. All medications must be kept in our locked medication box. When asked, staff may refuse to accept the responsibility of administering medication if they do not feel capable of doing so safely. Staff are not permitted to give medications in dosages that exceed those on the physician's prescription or those on the manufacturer's label, if it is a non-prescription medication, even if the parent indicates such on the PAM form.

We require a PAM and Medication Care Plan for ANY medication with a Drug Identification Number (DIN), including cough drops.

The administration of medication is done as a service to children. It is not a regular part of the Program. The prescriptions for these medications must be kept up-to-date and current by the parents.

EPI-PENS

Some children require epinephrine in the form of EpiPens due to anaphylaxis allergies. The Program must have access at all times to 2 EpiPens for these children. In the case of **Out of School Care**, generally the school will have a second pen in the School Office which HEOSC staff have access to at all times. **Preschool** children with anaphylaxis allergies, however, must provide a second EpiPen to the Preschool.

SUPPORTED CHILD DEVELOPMENT

HEOSC recognizes that childhood is a time of development and learning. The needs of children develop and change over time as does a child's ability to adapt to social situations and meet the standards of accepted behaviour. We strive to provide an inclusive and integrated environment which supports children as they develop and learn.

When a child with exceptionalities wishes to enroll in our programs or wishes to continue to be enrolled in our programs, HEOSC needs to carefully consider whether or not we can safely care for that individual as well as the other children in the program and our staff at the same time.

Parents of children with known exceptionalities must disclose and discuss their child's needs with the Program Manager prior to enrolment. Failure to do so may result in termination of services.

If a child has exceptionalities, or subsequently develops exceptionalities, HEOSC, in consultation with the parents, will develop an individual Care Plan ("Care Plan") for the child that ensures the health, safety and well-being of the child, other children, and staff. All supports must be in place before the child may attend the program or continue in the program.

If HEOSC, in consulting with the parents in making the Care Plan or after implementing the Care Plan, determines that the child's needs cannot be met at HEOSC in light of the centre's obligations to all the children in the program and its staff, HEOSC may decline to enroll or continue the enrollment of the child.

HEOSC cannot guarantee enrollment or continued enrollment for children with exceptionalities, including those children whose needs require Supported Child Care through the Queen Alexandra Centre for Children's Health. We strive to accommodate and include as many children as we can, however the programming needs of all children must be met. There may be situations where, due to space restrictions, staff to child ratios, Licensing requirements or restrictions, the additional cost of providing accommodating, or other reasons, HEOSC cannot accommodate a child.

EXCEPTIONALITIES CONTRACTS

In the case where the Queen Alexandra Centre for Children's Health, Supported Child Development authorizes a child to have a supported child development worker and HEOSC is able to contract an SCD worker to work with the child, the following policies will be in effect.

SCD workers are hired on a contract to work with one or two children with exceptionalities. Due to the part time nature of work, it is important that HEOSC develop staff policies regarding these workers that retains their services and respects their rights under employment legislation.

EXCEPTIONALITIES AND NON-INSTRUCTIONAL DAYS & FIELD TRIPS

If a child is eligible for an SCD worker on non-instructional days and the worker is available, then the child may attend. If the worker is not available or the contract doesn't cover full day care then the Manager will assess whether the child is able to go on the field trip. The Manager will be looking at individual, staff and group safety to assess the impact. Parents will be asked to find alternate arrangements in the event we are unable to provide a safe environment on a full day.

FIELD TRIPS

The cost of most field trips is covered in the Pro D Day Camp fee. For some special events there may be a small extra fee per child. City transit is the most common method of transportation for field trips. On most field trips spending money will not be permitted. If the trip is such that items other than candy can be purchased, spending money may be permitted.

Preschool field trips will incur an additional fee. This fee is charged upon commencement of registration in the Preschool.

ADDITIONAL WORKERS

Parents, practicum students, observing students and volunteers may be involved in the Program from time to time. They will be under the guidance of the Manager and/or Program staff and will be required to complete criminal record checks prior to attending.

SAFETY PROCEDURES

Policies regarding safety procedures and disaster plans will be similar to the policies designated by the school. There will be emergency drills on a monthly basis.

In the event of a major emergency or disaster and Hillcrest Elementary is evacuated, children will be relocated to the Gordon Head Recreation Centre, 4100 Lambrick Way, Victoria BC V8N 5R3. This is the designated emergency response building for the area.

CHILD ABUSE

Any case or incident of suspected child abuse/neglect or disclosure of child abuse/neglect will be documented and reported to the Manager and Child Protection Services, immediately and without hesitation, as required by law.

TRANSPORTATION

Families are responsible for transporting their child to and from the Program.

CLOTHING

- Please send a set of indoor shoes that can be left at the Program. They should be suitable to wear in the gymnasium.
- Please send appropriate clothing – swim wear on swim days, rain gear on wet days and good walking shoes for walking field trips.
- We recommend that a full change of clothing be provided for younger children (**Preschool** and **Kindergarten**) that can be left at the program for unexpected accidents.
- Please label all personal items with the child's name.

PERSONAL ITEMS

A child occasionally wishes to bring a toy to school and the Out of School Care Program. Please discuss with your child the possible consequences of bringing a toy to school and the Program as things do go missing. We take no responsibility for lost or damaged toys. Chronic problems with certain toys and equipment will result in the toy needing to stay home from the Program. Trading cards and sticker books can be particularly problematic. We do not allow any trading of any sort at Program. Cash should never be brought to the Program.

Electronic items including ipads, personal gaming systems, cell phones, etc. are not allowed in OSC except in special circumstances. These devices are very disruptive to the programming developed by the staff. Children have plenty of time outside of OSC to play with these devices. We will not take any responsibility for the safety of such equipment. Theft and breakage does occur.

Please clearly label all items including clothing.

CONFLICT OF INTEREST: FAMILIES & STAFF

It is strongly discouraged for HEOSC staff to work for (such as babysitting) or develop a relationship with HEOSC families outside of working time. Should staff accept employment, develop a relationship, or have an existing relationship with families outside of working time, it is required that the family and the staff member disclose the relationship to the Manager.

FOOD

During **Out of School Care**, a daily snack is provided to children. If there are food allergies or dietary concerns, parents must inform the Manager. Parents are required to list any physical or behavioural consequences if the child accidentally ingests a food to which they are allergic. In cases of extreme and/or complicated food allergies or dietary concerns, parents will be asked to provide a supply of foods that are acceptable to both the family and the Program. There is no reduction in fees if parents provide snack.

We ask that chocolate, candy, gum, and pop not be sent for snacks and lunch.

During **Preschool**, children bring their own snacks. Again, please ensure this is a healthy and nutritious snack. Please be mindful and respectful of the food allergies you are made aware of at the beginning of the year. We try to provide an allergy safe environment so all children can be safe at Preschool.

GUIDANCE AND DISCIPLINE

The purpose of guidance and discipline in our programs is to provide a safe and enjoyable environment for all children and staff. Each child will be encouraged to develop positive relationships with others. Staff will strive to meet the needs of children and reinforce their positive behaviour as a means of preventative discipline. Staff will encourage appropriate and safe behaviour through modeling, communication, education, consistent and known limits, and the application of appropriate consequences. Staff and children will regularly review program rules together to ensure familiarity.

We ask children, parents, and staff to follow three basic rules:

1. Be safe
2. Be kind
3. Have fun

Staff are not permitted to subject children to any form of physical punishment (shaking, shoving, spanking, hitting, etc) or verbal or emotional abuse (belittling, degrading, humiliating comments, etc) or deny physical necessities as a form of punishment (food, toileting, etc). Staff may need to physically restrain a child if he/she is out of control and presenting a danger to themselves or others. This emergency restraint will be in the form of holding and will only be used until the child has regained self-control.

Unsafe and/or inappropriate behaviour will be recorded and brought to the parent's attention. Parents are encouraged to discuss the behaviour with the attending staff and the Manager. Staff and/or families may seek behaviour management consultation and support from professionals through local childcare agencies, school counselor, teacher, etc. Inappropriate behaviour refers to swearing, verbal/physical aggression, harassment or abuse, unsafe or unkind behaviours, unauthorized absence or departure, disrespect of others/belongings, inability to follow directions and/or rules. We also work to create strong bonds and relationships with the children and families in our program. We endeavor to let you know of great days your child(ren) have as well, and accomplishments.

Parents are encouraged to bring their concerns about the handling of any incident with the Program directly to the Manager.

PRIVACY POLICY

We are committed to providing the parents and children who use our programs with excellent service. As part of our service, we are required by legislation to collect personal information about you and your child before s/he can attend our Programs. Another aspect of our service is that we are committed to protecting your privacy and safeguarding the personal information you have entrusted to us. A copy of our complete privacy policy can be provided by the Manager, upon request.

FEE SCHEDULES

READY SET GROW PRESCHOOL FEE SCHEDULE

The Fee Schedule is subject to change. It is set on an annual basis, in June, by a parent Board of Directors. Please see the Fees and Hours Schedule for the applicable year. Fees are subject to change on a yearly basis.

OUT OF SCHOOL CARE (KINDERGARTEN TO GRADE FIVE) FEE SCHEDULE

The Fee Schedule is subject to change. It is set on an annual basis, in June, by a parent Board of Directors. Please see the Fees and Hours Schedule for the applicable year. Fees are subject to change on a yearly basis.

COPY OF AGREEMENTS AND CONSENT FORMS

The following agreements are for your reference. There is no need to return these as they were already signed when you filled out your registration form.

MEDICAL PERMISSION

As Parent/Guardian, I authorize the staff of Hillcrest Elementary Out of School Care Society (aka HEOSC), to make arrangements to send my child to the emergency contact person in the case of illness or minor injury or in an emergency call an ambulance for appropriate care. I understand that HEOSC will contact me as soon as possible.

Signature _____ Date _____
Signature _____ Date _____

PERMISSION TO COMMUNICATE

I give permission for HEOSC to disclose information with Hillcrest Elementary regarding my child whenever necessary. It may be important from time to time for the staff of HEOSC to both give and receive information regarding my child.

Signature _____ Date _____
Signature _____ Date _____

PERMISSION FOR JOURNEYS

HEOSC occasionally leaves HEOSC with the children in the program for journeys to local parks, beaches, playgrounds, and attractions and will walk, take private parent/guardian vehicles, or public transit to and from those locations. As parent/guardian, I give written consent for my child to participate in the outings away from HEOSC. I fully understand that every reasonable precaution and safety measure will be adhered to by the staff.

Signature _____ Date _____
Signature _____ Date _____

PERMISSION FOR PICTURES

As parent/guardian, I give permission for staff at HEOSC to take pictures of my child for the purposes of a birthday display and other bulletin board displays within the Program facility. Pictures may be kept in photo albums for historical purposes. Photos may also be used in the monthly newsletter, distributed to families of children in our program or displayed for advertising.

Signature _____ Date _____
Signature _____ Date _____

SUNSCREEN PERMISSION

I give permission for my child to use HEOSC's sunscreen.

- Is permitted to use HEOSC's sunscreen (Coppertone Kids, non-PABA formula spray)
- I am supplying a labeled bottle of sunscreen for my child. (include child's name & Room #)

Signature _____ Date _____
Signature _____ Date _____

PROGRAM CONTRACT

I understand and agree to:

- give one month's written notice due by the first of the month if I plan to withdraw my child from the Program, change days or reduce service, or change days of week of service desire. If I fail to provide notice by the first of the month I agree to pay the following month's full fee.
- If I do not give sufficient notice I am responsible for payment of fees in lieu of notice.
- Upon registration I will submit an annual \$50/family non-refundable application fee. This fee also confers membership status within HEOSC.
- be invoiced at the beginning of the school year or commencement of service and all fees for each month are due at the beginning of the school year, in post-dated cheques due the 1st of each month.
- It is H.E.O.S.C. policy to issue receipts once a calendar year. If receipts are requested during the year and subsequently lose them, I understand there is a \$5/receipt replacement charge.
- If I lose the yearly receipt, I understand there will be a \$10 replacement fee.
- A late fee of \$5/day may be charged on all fees outstanding.
- If I am late picking up my child, a late fee of \$1.00 per minute per child will be levied and payable to the staff upon arrival.
- I will contact the Program if my child will not be attending on a particular day, will be away for an extended period of time, or my child will be picked up by someone not on the authorized pick up list.
- I will have my child arrange play-dates ahead of time. Notice will be given in advance & in writing (email/note to staff at the beginning of the day)
- I will notify the Manager in writing of address changes, work or home phone number changes, or special instructions regarding my child.
- I agree and accept all policies in the parent handbook.

Signature _____

Date _____

Signature _____

Date _____

ABSENCES

In the event that the child is absent from the Program, there will be no make up time offered to the child on an alternate day nor will the missed time be added onto other days.

FIELD TRIP OR PRO D CAMP FEES

As is the policy with the program, fees are not refunded or credited due to missed days.

EMERGENCY INFORMATION FOR PARENTS

We strongly advise that you have two back-up plans for child care in the event that we experience a disruption to our operations or that your child suffers from an infectious illness or fever and cannot attend for the safety of others.

Please ensure that your child:

- HAS INDOOR FOOTWEAR
- SEASONALLY SUITABLE CLOTHING

SUFFICIENT FOOD FOR THE ENTIRE DAY

Important notes:

- IF YOUR CHILD HAS A FEVER, PLEASE KEEP THE CHILD AT HOME, OR WITH ALTERNATE CARE, UNTIL THE CHILD HAS BEEN WITHOUT A FEVER FOR 48 HOURS.
- THE CENTRE WILL ADVISE ALL FAMILIES OF ANY ILLNESSES CURRENTLY ACTIVE IN THE FACILITY IN WRITING.

Beginning September 2011, a \$5.00 charge per child at the beginning of each year was established to allow for us to purchase, in bulk, sufficient emergency supplies of food, water, and other necessary equipment or supplies should an emergency or disaster require that we care for children while awaiting pick up by a parent or pre-designated alternate.

Please note carefully:

- In the case of a power failure during the normal hours of operation, particularly during the late afternoon of the fall and winter months where darkness comes early, please collect your child as soon as possible.
- In the case of a power failure overnight, do not take your child to HEOSC unless you have contacted the facility and confirmed that they are open for business.

- IN THE EVENT OF A FORMALLY DECLARED EMERGENCY/DISASTER, LOCALLY, REGIONALLY OR PROVINCIALLY:
 - If your child is at HEOSC collect them as soon as possible. If you cannot collect them yourself, please contact one of your designated authorized pick-up people to do so.
 - If an event occurs overnight, do not take your child to HEOSC unless you confirm with the facility that it is open and in operation.
 - In the event of a Pandemic Influenza occurrence, the facility will be closed until notified by the Chief Medical Health Officer that the facility can re-open. Please listen to your local radio (CFAX 1070AM) for announcements about closures and openings.
 - If for any reason HEOSC is required to close due to a localized event/issue at that facility, you will receive a phone call and be given specific information. The major disaster centre in case of a large-scale emergency is Gordon Head Recreation Centre. In case of a minor emergency or localized problem, our back-up location is Gordon Head United Church.

DISASTER PLANNING AT HOME:

Disasters and other events that interrupt the continuity of your care strike quickly, and without warning.

Disasters and events that will require planning on the part of each child's family

- Natural Disasters
- Extensive/prolonged utility outages
- Water supply interruptions or contamination
- Environmental events such as severe weather
- Public Health emergencies/Epidemics
- Job action
- Unplanned staffing shortages e.g., illness
- Pandemic emergencies: A Pandemic is an epidemic that occurs worldwide or over a very broad area, crossing international boundaries and usually affecting a large number of people. They only occur as the result of a major shift in a type "A" Influenza virus.

Information regarding making preparations in your home for your family can be found @ <https://www.getprepared.gc.ca/cnt/rsrscs/pblctns/yprprdnssgd/index-en.aspx>

EARTHQUAKE SURVIVAL INSTRUCTIONS

The following are some simple instructions:

Pre-Earthquake

- ⤴ Ensure that bookshelves are stabilized by being attached to the wall.
- ⤴ Store heavy items near or on the floor of cupboards with lighter items stored in the overhead spaces.
- ⤴ Do not hang mirrors or pictures on the walls near your bed unless they are mounted in an earthquake proof manner.

Earthquake

The first indication of an earthquake:

- ⤴ A low or loud rumbling noise.
- ⤴ A sudden violent jolt.
- ⤴ A shaking or moving of objects.
- ⤴ Any combination of the above.

What to do immediately:

- ⤴ Protect yourself.
- ⤴ If possible, DUCK – COVER – HOLD
- ⤴ Move away from large windows and objects which may fall. If you can, drop to the floor and cover the back of your neck with your hands. If you are able, get under a heavy table or desk.
- ⤴ If inside, stay there! If outside, stay there! Take cover...or get close to an inside wall.
- ⤴ Protect your head and face.
- ⤴ Don't attempt to move downstairs.

When the shaking stops:

- ⤴ Turn on your battery-operated radio to hear the up to date status of your town/city/municipality.
- ⤴ In the event that you have lost your dial tone on your portable phone then use an old-fashioned plug-in phone.
- ⤴ If you must go to an emergency shelter, tell the Manager or person in charge if you have any special needs.

THANK-YOU

Finally, this Handbook is always a work in progress. If you feel a section could be clarified or a new section added please speak with the Manager. We are happy to listen to your input.

Thank you for using our services and we look forward to an enjoyable year!