

HEOSC Parent Handbook



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GENERAL INFORMATION

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INTRODUCTION & HISTORY

Welcome to Hillcrest Elementary Out of School Care Program. To make your 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 through Vancouver Island Health Authority (VIHA) to provide out-of-school care and 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 multi-purpose room. The Before School Care program opened in September 1994.

A KinderCare program ran from September 2000-2011, as full-day Kindergarten started in September 2011. With support from Hillcrest Elementary, a 4-hour preschool program was started in September 2001. Preschool ran until 2024/2025. As childcare demands changed, HEOSC then started a new full-day Daycare program for children ages 3-5.

In 2020, the initiation of establishing a daycare commenced when the Hillcrest Out of School Care Society received approval for the Childcare B.C. New Spaces Fund. This Fund, introduced in 2018, allocates resources to establish new licensed childcare facilities, aiming to enhance families' access to affordable, high-quality childcare and fortify communities throughout British Columbia. The Ministry of Children and Family Development, via the New Spaces Fund, aims to optimize childcare spaces in areas with high demand by emphasizing community planning and addressing childcare needs.

HEOSC officially opened Greentrees Daycare in January 2025.

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 growth opportunities.
- A service to parents that assists them in managing their family.
- A positive contribution to the Hillcrest School community.

MISSION & VISION

Our mission is to offer quality care through a child-centered approach that helps children develop socially, emotionally, physically, and cognitively through each child's natural curiosity about the world around them. HEOSC is a joyful place where children are safe, nurtured, and given opportunities for growth through play.

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 the AGM and become involved.

Parents may contact the Board of Directors directly via email. The Board of Director parent volunteers monitor and maintain the email address. The email address is heoscboard@gmail.com.

CODE OF CONDUCT

Children, staff, and parents are expected to follow our code of conduct. Our 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 their community. To help children follow the code and achieve success, staff will:

Remind:	Children about our 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

BE SAFE, BE KIND, HAVE FUN

We ask children, parents, and staff to follow three basic rules – Be Safe, Be Kind, Have Fun:

Be Safe = Responsibility

- Stay with the leaders and within boundaries.
- Listen to directions and follow them.
- Keep your body to yourself.
- Positively communicate your needs.

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 a month's 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 are 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 behaviours. As a supportive childcare community, our common values, rules, and discipline create 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.

GUIDANCE & 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.

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 they are 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.

TOILETING

Children must be toilet trained to attend Out of School Care. Ratios are based on the expectation that children can consistently use the toilet independently. Children will receive reminders to use the toilet throughout the day. They will not be assisted with personal hygiene.

We understand that accidents can happen. When these situations occur, staff will discreetly take child to the washroom and verbally coach them in changing to dry clothing. We will advise families of the accident, and if there is soiled clothing to take home.

At HEOSC, we define being toilet trained as the following:

- Wearing underwear each day, avoiding pull-ups.
- Being aware of their body cues and recognizing the need to use the toilet.
- Being able to vocalize, or through gestures, that they need to use the toilet.
- Being able to wait until they are on the toilet to have a bowel movement or urinate.

- Independently being able to lower their bottom clothing and underpants, have a BM or urinate in the toilet, wipe, flush, and re-dress themselves.
- Consistently and successfully be able to use the toilet outside of the home without aid.

If your child has a bowel movement in their clothing, immediate pickup by an authorized pickup is required. We do not have the facilities or the staffing available to ensure proper hygiene

AVAILABLE CARE

Please note that our hours and fees can change from year to year. Please reach out to the Manager for more information.

Full-time attendance is when a child registers for 5 days per week, either full-time before-school care OR, full-time after-school care.

BEFORE SCHOOL CARE

The program operates from 7:15 a.m. until the bell, Monday to Friday.
Kindergarten – Grade 5 accepted.

Children must be fully toilet-trained.

AFTER SCHOOL CARE

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

Children must be fully toilet-trained.

BEFORE & AFTER SCHOOL CARE

The program operates from 7:15 a.m. to the school bell, and then from the school bell to 5:30 p.m., Monday to Friday.
Kindergarten – Grade 5 accepted.

Children must be fully toilet-trained.

DROP-IN CARE

Drop-in care is when a child registers for the program on an occasional, as-needed, basis. Availability is dependent on space, staffing, and child's grade. Parents still must submit registration on CRAFTS complete with registration payment, immunization status, and a current photo of the child.

Children must be fully toilet-trained.

DAYCARE

Our Greentrees Daycare runs from 7:30 a.m. to 5:30 p.m., Monday to Friday, for children ages 3 to 5 years old. Two 30-month-old children may attend with permission from the Manager. Children must be fully toilet-trained.

PRO-D DAY CAMP

**** Note:** Pro-D Camps may only be offered if staffing allows. Spaces are limited.**

Hillcrest Elementary School has six professional development days (Pro-D Day) each year.

OSC parents will be allowed 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 in the camp by this time, the camp will not run. This will allow families who did sign up to find alternate childcare arrangements. We require a minimum of 12 children to run a camp. If enough families sign up to proceed, invoices will be sent out, with payment due within 48 hours to secure a spot.

We can accept 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 more spaces. We accept children currently registered in our programs.

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 are hired and programs are booked based on sign-ups.

EARLY DISMISSAL

Hillcrest Elementary has several days each school year when children are dismissed from school for the day at approximately 11:50 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.

OUR ROOMS

We offer our programs within five “classrooms”. These are Room 15, Room 16, the Multi-Purpose Room, Gym 1, and Gym 2. Families are encouraged to arrange for a tour before their child’s first day at the program, so they are familiar with the rooms and can meet some of the staff. We are licensed for 96 children (as of 2024) for After-School Care, working out to approximately 20 children in each of our spaces. Greentrees Daycare, operating out of our studios, is licensed for 24 children per room, however, we have capped our numbers at 16 children/side.

REGISTRATION

Each child must have completed a current registration using our online registration app CRAFTS. Both new and returning families must re-register each year. At the time of registration or re-registration, the registration fee will be due.

Registration must have:

- Two emergency contacts that are not the parents
- Current photo of the child
- Doctor’s name and phone number (can be walk in)
- Care card number
- All onboarding and consent questions marked either yes or no

<https://heosc.usecrafts.ca/public>

REGISTRATION PRIORITY

The current registration priority is as follows:

1. Returning currently registered OSC families.
2. Currently registered Daycare children.
3. Siblings of currently registered families.
4. New to our programs / past deadline returning families, date ordered.

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

Separate registration is required for Pro-D Day, as the monthly fee does not cover the extra costs.

Please see Hours and Fees for the desired program for more information.

WAITLIST

Families have up to 48 hours to respond to the offer. If we do not hear back within this time frame, we will extend the offer to another family.

CUSTODY & SEPARATION AGREEMENTS

The information provided on the registration forms by the enrolling parent is 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.

REGISTRATION FEE

Upon registration, each family pays a non-refundable registration fee.

WHAT TO BRING

HEOSC requires children to have a labelled 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 in registration), 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 Daycare 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. The Hillcrest School Lost & Found can be found in the entranceway across from the elevator.

HEOSC also requires Comfort Packs for all children. In the event of a large-scale emergency, this will provide your child with spare clothing/snacks and provide HEOSC with the immediate location of emergency information*. You are also welcome to include a family photo and/or a note of comfort to your child. HEOSC will provide water, emergency food rations, and an emergency space blanket. 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 files.

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 (Daycare 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 do occur.

FOOD

During Out-of-School Care, we provide a small daily snack for all children. However, if you anticipate that your child may be particularly hungry after school, we encourage you to pack additional snacks.

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 supply foods that are acceptable to both the family and the Program. There is no reduction in fees if parents provide snacks.

We ask that chocolate, candy, gum, and pop not be sent for snacks and lunch. Peanuts and tree nuts are not allowed in any of our programs.

On early dismissals and Pro-D days, children bring their lunch. We will provide a small 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 HEOSC.

NOTIFICATION

Parents are required to notify us via email or through the CRAFTS app if:

- Their child will not be attending that day.
- The parent will be late to pick up the child.
- Someone not authorized will be picking up their child. Written notification including name and phone number for this new person (signed and dated note, or email) is required.

Please contact us via email, or **250-472-1530** or toll-free at **1-877-881-4066**. We recommend posting this number along with the school's phone number and keeping it at your workplace for easy access. *Note: The school office does not inform us of absences.*

To avoid any additional charges, please notify us **at least 15 minutes before the school dismissal bell.**

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 via email. If parents cannot be reached, we will contact emergency contacts and authorized pick-ups and ask that your child be picked up immediately.

The health and safety of our staff is of the utmost importance.

Refunds will not be issued during school closure.

CLOSURE BEFORE 7:15 A.M.

In the event of severe weather, staff may not be able to safely travel to the school to open at 7:15 a.m.

Please check your email before dropping off to ensure Before School Care is open. HEOSC may remain closed even when the schools are open. If the schools are closed, then HEOSC is also closed.

Please ensure the program's availability before bringing your child to school. If OSC is closed for the day and your child is brought in, it is your responsibility to promptly pick them up following Hillcrest Elementary guidelines. Note that no HEOSC staff will be available during closures. HEOSC cannot be held responsible for any child not picked up at the end of the school day. This responsibility rests with parents and guardians.

CLOSURE DURING THE DAY

Should severe weather develop during the day, such as increased snow, HEOSC will close early. Our staff work split shifts and do not arrive for the afternoon until 2:00 pm. If the weather worsens before their shift starts, we may need to close, and families will be notified. This means there will be no staff to supervise children onsite. Parents and guardians must make every effort to pick up their child should this be the case.

Families will be notified via email to pick up their child immediately. If parents and guardians cannot be reached, we will contact emergency contacts and/or authorized pickups.

FEES

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 yearly.

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. A minimal monthly transaction fee may be applicable.

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.
- We do not accept credit cards.
- Payment for Pro-D days is due one week before camp. The fee is not included in the monthly fees and is additional. Refunds are not issued for the cancellation of Camp days.
- Our fees are averaged across each month to keep payments consistent and predictable for families.
- 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, or reduction in service, requires **one month's written notice** on the first of the month, or full payment for the full month following will be required. Any later notice will mean the following month's fees will be owed.

MISSED DAY

If a 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 CAMP FEES

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

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 and non-sufficient funds (NSF) being sent back to HEOSC by the bank, the second time the matter is received, it will be referred to the Board of Directors for further action.
- Chargeback cheques and NSF are subject to a **\$25** service charge by HEOSC.
- Fees paid after the invoiced due date (1st of the month, unless an alternate date has been agreed upon) may be subject to a late charge for the unpaid fees. The late fee is \$5 per day. After two business weeks, accounts in arrears 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, or will be picked up by someone not on the authorized pick-up list. Contact will be made at least 15 minutes before the school dismissal bell.
- Any unexplained absences without notice (at least 15 minutes before the school dismissal bell) will be charged **\$25 - \$50** per child:
 - First Time: Warning
 - Second Time: \$25
 - Third Time: \$50

- Fourth Time: Child may be removed from the program
 - Payment must be received within 2 weeks of invoicing. If payment is not received after 2 weeks, your child will not be eligible to attend until the payment has been made. These warnings will be reset at the beginning of each school year.
- Pick-up by parents or authorized pick-up persons after 5:30 is subject to a late fee per child, payable upon arrival in cash or cheque.
 - **1 – 15 minutes = \$25,**
 - **16 – 30 minutes = \$50,**
 - **31 – 45 minutes = \$75**
- 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 instead 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 receipts from HEOSC until 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 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 to be met to consider re-registration.

WITHDRAWAL

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

Once notice to withdraw has been given and processed, the space is no longer held or guaranteed.

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.
- The inability of the child or family to follow policies, procedures, and rules of the program.
- The inability of the Program to meet the needs of the child or family.

The Board will endeavour to give the family one month's 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.

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, and hold a valid first aid certificate. 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.

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 before attending on a regular basis.

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.

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 provides a framework in which to plan activities. The schedule is subject to changes without notice.

HEOSC uses a stations model. The stations include:

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

Programming may also include special events, interest-based clubs, or themed weeks.

Morning Care: 7:15 am – Bell

- Staff arrive at 7:00am to ready the room for the arrival of your children. At 8:00 am, 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 – 5:30 pm

- Staff arrive 20-30 minutes before the bell to set up their rooms for program. A snack is provided to children before going outside around 3:30-3:45 pm. Children decide if they would like snack or not.

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 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. Currently, 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. Staff will encourage the children to play quiet activities until snack time. Children are given 10 minutes to arrive to care 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, or will be picked up by someone not on the authorized pick-up list. Contact will be made at least 15 minutes before the school dismissal bell. Any unexplained absences without notice (at least 15 minutes before the school dismissal bell) will be charged (see Penalties section).

CHILD MISSING AFTER SCHOOL & UNEXPLAINED ABSENCES

Our school-age children are responsible for getting themselves to our rooms each day after school they are dismissed (except for kindergarten children). If your child has not arrived by 2:47 p.m., we will immediately begin our procedures to locate them. This includes checking with the child's teacher and the school office, searching the school grounds and playground, and contacting parents and emergency contacts.

If, after completing all these steps, we are still unable to locate the child, we are required to contact the police to file a missing person report. This is a time-sensitive process that requires a staff member to leave the OSC program, which significantly impacts our staff-to-child ratio as required by licensing regulations.

Parents must contact the program if their child(ren) will not be attending on a particular day, will be away for an extended period, or will be picked up by someone not on the authorized pick-up list. Contact will be made at least 15 minutes before the school dismissal bell.

If you do not notify our staff that your child will be absent from the After School Care Program, the following policy is in place:

- 1st time: A written notice & reminder of policy
- 2nd time: \$25 fee
- 3rd time: \$50 fee
- 4th time: Child may be removed from the program

Payment must be received within 2 weeks of invoicing. If payment is not received after 2 weeks, your child will not be eligible to attend until the payment has been made. These warnings will be reset at the beginning of each school year.

Your cooperation and attention to this important matter are mandatory

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.

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 who can authorize the release of your child. Any late fees incurred because 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 can 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 \$25 per child for each 15 minutes (or portion of) 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.

SAFETY PROCEDURES

Policies regarding safety procedures and disaster plans will be like the policies designated by the school. There will be emergency drills monthly.

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.

EMERGENCY INFORMATION FOR PARENTS

We strongly advise that you have two backup plans for childcare if we experience a disruption to our operations, or if your child suffers from an infectious illness/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*

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/ 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 you 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 PROVINCIALY:*
 - 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 on preparing your home:

<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.

The first indication of an earthquake:

- A low or loud rumbling noise.
- A sudden violent jolt.

- Shaking or moving of objects.
- Any combination of the above.

During Earthquake:

- 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.
- Do not 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.
- If 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.

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.

HEOSC will advise all families of any illnesses currently active in the facility via email.

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 AT LEAST 24 HOURS.

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 communicable diseases. It also helps ensure the comfort and safety of the child who is ill or injured, as we cannot 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 must 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.

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

Please review the notice on the Parent Bulletin Board outside Room 16 or below for specific details on when children with illness can return.

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, especially if choking and/or vomiting accompanies the cough. A child may return when the coughing has subsided.

Fever: 38 Celsius (101 Fahrenheit) or higher. Children may return when they have been without a fever for 24 hours or more.

Vomiting: Children may return after 24 hours of the last bout of sickness.

Diarrhea: Must be symptom-free for 24 hours 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. Conjunctivitis (pink eye) is very contagious. It 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: Children may return once the child has been treated with 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, 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 by the parents.

EPI-PENS

Some children require epinephrine in the form of EpiPens due to anaphylaxis allergies. The Program must always have access 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 always have access to. Children in Greentrees Daycare with anaphylaxis allergies, however, must provide a second EpiPen to the Daycare.

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 that 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 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 before 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 (considering 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 Childcare 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 accommodation, 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 can 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, HEOSC must develop staff policies regarding these workers that retain their services and respect their rights under employment legislation.

FIELD TRIPS

The cost of most field trips is covered by 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.

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

EXCEPTIONALITIES: CAMP & 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 can 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.

PARENT BULLETIN BOARDS

The Parent Board is outside Room 16 and contains information relevant to HEOSC families.

HEOSC has set up an email distribution for newsletters and a few other items. Parents are asked for permission to send information electronically to provide 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.

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(ren) before they 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.

PERMISSIONS

The following permissions are for your reference. These were signed when you filled out your registration form through CRAFTS.

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.

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.

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 a 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.

PERMISSION FOR PICTURES

As parent/guardian, I give permission for staff at HEOSC to take pictures of my child for 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 through email.

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 labelled bottle of sunscreen for my child (include child's name & Room #)

PROGRAM CONTRACT

By enrolling in one of our programs, you agree to adhere to the Parent Handbook, including any updates communicated throughout the year.

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 or reduce service. If I fail to provide notice by the first of the month, I agree to pay the following month's full fee.
- That if I do not give sufficient notice, I am responsible for payment of fees instead of notice.
- That upon registration, I will submit an annual \$75/family non-refundable registration fee. This fee also confers membership status within HEOSC.
- To 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, or withdrawn via automatic withdrawal on the 1st of each month.
- That it is HEOSC policy to issue tax receipts once a calendar year. If receipts are requested during the year and subsequently lost, I understand there is a \$10/receipt replacement charge.
- That a late fee may be charged on all fees outstanding.
- That if I am late picking up my child, a late fee will be levied and payable to the staff upon arrival.
- That I will contact the Program if my child will not be attending on a particular day, will be away for an extended period, or if my child will be picked up by someone not on the authorized pick-up list.
- That I will have my child arrange play dates ahead of time. Notice will be given in advance and in writing (email/note to staff at the beginning of the day)
- That I will notify the Manager in writing of address changes, work or home phone number changes, or special instructions regarding my child.
- To follow and respect all policies in the Parent Handbook.

THANK YOU!

Please note that this Handbook may be updated periodically to reflect and clarify our policies and practices. Updates will be communicated via our website, www.heosc.com, or will be sent out via email. Should you notice sections that need clarification, please email heoscmanager@gmail.com.

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