



Owl
Child Care
Services of Ontario

Summer Camp

Parent Handbook



REV 04/2020

This information is available in alternate formats and/or with communication supports, upon request. Contact marketing@owlchildcare.org for assistance.



Welcome to Owl's Summer Camp Program

Owl's camp program is for children who have finished JK up to 12 years, with weekly sessions in July and August. Families may choose to enrol for 1 week, or as many weeks as they would like. Each week is theme-based and includes 1-2 field trips or a special guest.

Children will engage in learning, create adventures and nurture personal relationships. They will explore in the six primary areas of learning: creativity/innovation, language, health & physical activity, numeracy, personal & social development, and science. There will also be opportunity for project work based on the children's interest.

Hours of Operation

Monday to Friday, 6:30 am to 6:00 pm.

(Note: Franklin and St. Nicholas hours are 7:00 am to 6:00 pm.)

Closure Dates

On Canada Day and Civic Holiday, Owl will be closed. The cost for these 4-day weeks is pro-rated.

2020 Weekly Fees

	Jr. Camp (JK & SK)	Sr. Camp (grade 1-7, up to age 12)
Weekly Fee	\$225.00	\$240.00
4-day Week (due to holiday)	\$180.00	\$192.00

Important Notes:

- Registration is for full weeks only; on a first-come, first-served basis.
- All registrations will be processed online by credit card only.
 - Families will have the choice to pay a deposit of \$50 per week upon registration with the balance owing at a later date or to pay the full fee at the time of registration.
 - For those who choose to pay the deposit rather than the full amount at the time of submitting their application, the remaining balance is split into two payments with **50% due July 1 and the final balance due August 1.**
- Families receiving child care fee subsidy will be required to pay the weekly deposit to register or to input a subsidy discount code.

REGISTRATION

Online Camp Account

Once you have created a camp account, you may choose to login at any time to do any of the following:

- Edit forms
- Download receipts
- Check payment schedule
- Add weeks of camp

Field trip forms

Available online April 1. To be completed no later than June 1.

Forgot your password

If needed, use the forgot my password option to access your account.

Waitlist

If a camp week is full, you may choose to add your child(ren) to the waitlist, or choose another one of our 8 camp locations. Logged in to our online summer camp registration site, you will see an orange **Waitlist Available** indicator beside each week. To add your child to the waitlist, click on **Show Details**, then **Add to Waitlist**. If a space becomes available, the supervisor at that location will contact you. Waitlist priority goes in order of the date and time it was submitted at so it is important to go on the waitlist immediately.

Cancellation Policy

Due to extraordinary circumstances surrounding COVID-19, an interim cancellation policy is in effect for the 2020 camp season only:

- Cancellation requests must be provided in writing with 30-day's notice prior to the start of the camp week in which you wish to cancel. Such requests will be eligible for a full refund of any deposits and/or fees paid to date.
- Cancellations received with 15 to 29 day's written notice will be refunded minus a \$50 cancellation fee per week, per child.
- No refunds will be issued with less than 15-day's notice.
- If child care centres remain closed due to COVID-19 and camp programs are unable to run, camp deposits and fees will be refunded. If camp programs are operating, the above cancellation deadlines will apply.

Families on Subsidy with The Region

Families who receive child care fee subsidy assistance are encouraged to contact their subsidy case worker prior to summer camp registration. You may be eligible for a discount code to allow registration without payment. Speak to your centre supervisor for details.

Please note that camp spaces fill up quickly. To ensure you have a space, you may wish to register now, pay the \$50/week per child deposit on a credit card and then follow up with your case worker. If subsidy is later approved, your deposits will be refunded.

Frequently Asked Questions: www.owlchildcare.org/summer-camp-faq

WHAT TO EXPECT

We are looking forward to a fun filled summer with many exciting activities. Please read the following information carefully.

On or prior to your first day of camp, you will receive a camp t-shirt, water bottle and a copy of the camp calendar with final details of field trips and special activities.

What to Bring

- Water bottle – your child will receive a reusable Owl water bottle
- Sun hat
- Running shoes
- Backpack
- Bathing suit and beach towel
- Change of clothes
- Sunscreen, only if your child has sensitivities and requires a specific type not used at Owl
- Insect Repellent (with a signed consent form)
- A lunch bag with an ice pack (on field trip days); in most cases, the actual lunch is provided by Owl.
 - Children attending **Owl-Franklin** will bring a bagged lunch 3 days per week, Owl will provide lunch the other 2 days. Information will be posted at the location and communicated by email.

Children's Belongings

Children are responsible for their own belongings so please make sure that all clothing and personal belongings are labeled to prevent lost items. Owl runs a year-round fundraiser with Mabel's Labels where a portion of the proceeds go towards Owl. These personalized labels are durable and dishwasher safe. To learn more visit www.owlchildcare.org/donate

Personal electronic devices are not allowed in our program. Educators find it difficult to monitor and actively supervise what each child is doing on their own personal electronics, so for this reason, we ask that all personal electronic devices be left at home.

Nutrition

Owl serves lunch and two nutritious snacks prepared onsite by our cook, where applicable.

***Owl-Franklin** does not have a kitchen; as a result, children are required to bring a bagged lunch three days a week and Owl will provide snacks daily plus lunch (e.g., pizza or subs) two days per week. If you are attending Owl-Franklin, please refer to our bagged lunch policy: [click here](#).

Due to severe allergies, all Owl locations are designated as Allergy Safe. Educators, in partnership with parents, do their utmost to ensure children with allergies are kept safe. Allergy lists are posted in the food preparation areas and serving areas.

Children's Arrival/Departure

Staff must mark all children in and out of care on our attendance rosters, so be sure to say hello when you arrive. Please note that a child will only be released to individuals on your Authorized Pick-up List. You may update this list at any time. Individuals picking up for the first time – or unknown to the educator – will be asked for photo ID.

Reporting Absences

If your child will be absent on a scheduled day, please call the centre by 8:00 a.m. This allows us to re-assign staff or groupings of children as appropriate and is particularly important on field trips days so that we are not waiting unnecessarily.

Late Pick-up Policy

Families with children picked up after the 6:00 pm closing time are tracked and can expect the following:

- **First Late:** A call or email from the supervisor reminding them of the service hours.
- **Second Late:** A formal warning letter from the supervisor.
- **Third Late:** A third late may result in termination.

*Should a child be left in care more than an hour after the program closes, with no communication from the parent or the emergency contacts listed, Family and Children Services will be notified by the educator.

Field Trips

Jr. Camp = 1 field trip each week

Sr. Camp = 2 field trips each week

An up to date Field Trip Information Form will be posted outside the program room. Be sure to check it for correct **DEPARTURE** and **RETURN** times of our field trips.

Some weeks we will have a special guest in lieu of an off-site trip. All costs associated with field trips and special guests are included in your weekly camp fee. Field trips are listed prior to camp registration, as well as on the online registration site. Field trip location and dates, and special guests are subject to change, however are they are usually confirmed in June.

Parents/guardians are required to sign permission forms for each week after reviewing the information sheet that contains details regarding the transportation, activities, risks and safety management strategies. These forms get filled out through our online summer camp registration site and will be available on April 1. We will email you on when and what forms need to be filled out for your child(ren).

Children must wear their Owl t-shirt on all field trips. For water-related field trips, Owl will provide each child with a special water tank top to be worn over their swimsuit. This fitted tank top aids educators in supervising children when on water slides or in the splash park, making it easier for us to identify children in our groups.

Communication

We value the partnership we build with the whole family and encourage open communication. Please reach out to us if you have any questions or concerns.

You will receive a weekly update email from the camp team. You may also wish to follow us on: facebook.com/owchildcare.org

HEALTH & SAFETY

Owl has a purpose and obligation to ensure the safety and well-being of the children in its care. We have policies and procedures to ensure your child's health and safety in order to create a positive learning environment. These include:

- Emergency Management
- Positive Guidance Techniques
- Prohibited Practices
- Safety First! Risk Management
- Secured Entrance
- Serious Occurrences
- Staff Records Checks
- Staff to child ratios set out in the Child Care and Early Years Act (CCEYA)

To learn more about **Safety First!** – a risk management guide for off-site activities, visit www.owlchildcare.org/safety-first.

It is recommended that you keep your child home when they are showing signs of illness. There will be no reduction in fees due to illness.

Accessibility

Owl is committed to ensuring that its services are provided in an accessible manner. Our educators work closely with special needs resource partners to ensure that the needs of all children are met.

Administration of Medication

Owl's educators are able to administer both prescription and non-prescription medication. It is preferable however that children receive all medication at home, if at all possible. If your child requires medication by injection (e.g., insulin), please speak to the centre supervisor as additional terms, conditions and training on your child's Individual Care Plan is required. Medication must be submitted directly to an educator for safe keeping and cannot be stored in your child's backpack.

Emergency Management

Owl's educators are trained in emergency preparedness and response in relation to fire, tornado and lock down procedures. Should an emergency situation arise that requires the children and staff to vacate the building for a longer period of time, it may be necessary for the group to move to the designated emergency shelter. Owl will make every effort to provide timely communication with parents via phone and/or email.

Injury & Incident Reporting

When minor incidents (e.g., scrapes, bumps, behavioural concerns) do occur, the educators will reassure the child, provide first aid if needed and complete an Incident Report or a Notice of Inappropriate Behaviour (NIB) form. These reports explain the incident in detail. You will be asked to review it upon pick up and to sign the Report acknowledging its receipt. A copy will be provided or emailed to you. If medical attention is required, the educators will consult with you and/or call for emergency services as needed.

Prohibited Practices

Owl believes in building positive relationships with children including the use of positive guidance techniques. Owl does not condone the prohibited practices as outlined under the Child Care and Early Years Act.

To learn more about Owl's **Prohibited Practices**, visit:
www.owlchildcare.org/prohibited_practices

Supervision of Students and Volunteers

A clear police Vulnerable Sector Check (VSC) is required for students and volunteers, including those serving on Owl's Board of Directors, who are 18 years and older.

Direct unsupervised access to the children (that is: when an adult is alone with a child other than their own) is not permitted for persons who are not employees of Owl. Only employees will have direct unsupervised access to the children in Owl's care.

Students and volunteers receive an orientation to – and are required to adhere to – Owl's program philosophy, policies, procedures and practices and are supervised by a registered ECE (RECE) at all times when providing care and guidance to the children.

Parent Issues & Concerns Policy

- In support of Owl's Vision, Mission and Program Statement, all parties will foster positive and responsive interactions among the children, parents/guardians and child care staff. This includes fostering the engagement of and ongoing communication with parents/guardians about the program and their children.
- Owl staff will be available to engage parents/guardians in conversations and support a positive experience during every interaction.

Reporting Parent Issues and Concerns

- Issues/concerns from parents/guardians may be brought forward verbally or in writing. Parents are encouraged to take advantage of the following channels to communicate your suggestions, concerns and/or seek clarification about Owl's policies, procedures and practices as the need arises:

Type	Examples	Speak to
Program-related	absences, program activities, food arrangements, etc.	RECEs
Operational	fees, schedule changes, hours of operation, staffing, waiting list, etc.	Centre Supervisor
Staff/Volunteer/ Student Conduct	Any conduct concerns that may affect health, safety or wellbeing of a child.	Centre Supervisor

- Parents, at their discretion, may seek clarification from, or voice concerns to, the Executive Director at lprospero@owlchildcare.org or by calling 519-894-0581, ext. 102
- All issues and concerns will be taken seriously and will be addressed. Every effort will be made to address and resolve issues and concerns to the satisfaction of all parties and as quickly as possible.

Responding to Parent Issues and Concerns

- An initial acknowledgement or response to an issue or concern will be provided to parents/guardians within two business days with a follow up conducted within 10 business days.
- A parent/guardian who is not satisfied with resolution of their issue or concerns has the right to escalate their concern to any of the following:
 - The Board Chair by emailing: boardchair@owlchildcare.org
 - Ministry of Education: 1-877-510-5333; information.met@ontario.ca
 - College of Early Childhood Educators 1 888 961-8558; discipline@college-ece.ca
 - Family and Children's Services 519-576-0540

Respectful Conduct

- Owl maintains high standards for positive interaction, communication and role-modeling for children. Harassment and discrimination will therefore not be tolerated from any party.
- If at any point a parent/guardian, staff or management feels uncomfortable, threatened, abused or belittled, they may immediately end the conversation and report the situation to the supervisor and/or executive director.

Public Duty to Report Suspected Child Abuse

- Everyone, including members of the public and professionals who work closely with children, is required by law to report suspected cases of child abuse or neglect.
- If a parent/guardian expresses concerns that a child is being abused or neglected, the parent will be advised to contact Family and Children's Services directly.
- Persons who become aware of such concerns are also responsible for reporting this information to Family and Children's Services as per the "Duty to Report" requirement under the Child and Family Services Act. For more information, visit <http://www.children.gov.on.ca/htdocs/English/childrensaid/reportingabuse/index.aspx>

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OwlChildCare.org



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