



# **HINTON KIDS FOR SUCCESS**

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## **DISCOVERY CAMP**

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### **Policy & Procedure Manual**

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# Hinton Kids for Success Childcare Philosophy

At Hinton Kids for Success, we value providing inclusive, supportive, and developmentally appropriate care for every child that we welcome to our program. Our early learning and childcare philosophy is based on the framework as outlined in the *Early Learning and Childcare Act*. Our philosophy statement is as follows:

**"Hinton Kids for Success is an inclusive play-based learning environment where children are safe, respected, and nurtured. Each child has a unique background, culture, ability, and learning stage; this diversity is valued and we want every child to flourish."**

More specifically, the six outcomes of play-based development, protection, diversity, inclusion, developmentally-appropriate care, and parental involvement are incorporated into the Hinton Kids for Success Policy Manual, as outlined in the *Early Learning and Childcare Act*:

- a) children should be encouraged in having care and play experiences that support their development and learning;
- b) the child is to be protected from all forms of physical punishment, physical and verbal abuse and emotional deprivation;
- c) diversity in
  - a. the background and circumstances of children in the program and their families, including those who may be experiencing social or economic vulnerability, and
  - b. the abilities of the children in the program is to be respected and valued;
- d) the child's familial and Indigenous or other cultural, social, linguistic and spiritual heritage are central to the child's safety, well-being and development;
- e) care of the child must be appropriate to the child's mental, emotional, spiritual and physical needs and stage of development;
- f) involvement and engagement of parents and Caregivers supports accountability of child care program providers, monitoring of child care programs and maintenance of good quality child care programs

 	<b>Operating Policy</b>
	<b>HKFS Policy #001</b>
	<b>Approved</b> April 20, 2020
	<b>Last Revised</b> April 25, 2022 April 19, 2023
	<b>Applies To</b> 1. Hinton Kids for Success 2. Discovery Camp Programs

## 1.0 POLICY STATEMENT

- 1.1 Hinton Kids for Success/Discovery Camp strives to create safe, engaging, and developmentally appropriate care for children age 5 to age 12 to meet the needs of Caregivers in need of reliable childcare.

## 2.0 PROGRAMMING

- 2.1 Programming must be developmentally appropriate, engaging, and will incorporate physical, mental, and creative components.
- 2.2 Caregivers and children are encouraged to provide feedback through quarterly Caregiver meetings between the Childcare Programs Supervisor and Caregiver, HKFS Parent Advisory Board and daily discussions with staff concerning programming improvements, ideas, and suggestions.

## 3.0 PROGRAM SNACKS

- 3.1 Hinton Kids for Success/Discovery Camp is nut-free to protect children with nut allergies.
- 3.2 On Hinton Kids for Success school days, one snack per day is provided to children.  
3.2.1 Snacks are provided to children at approximately 4:00 p.m.
- 3.3 On Hinton Kids for Success non-school days and Discovery Camp days, two snacks per day are provided to children.  
3.3.1 Snacks are provided to children at approximately 10:00 a.m. and 2:00 p.m.
- 3.4 Caregivers are required to provide all meals for their children.
- 3.5 Snacks will be prepared as per Canada's Dietary Guidelines to ensure food is nutritious and balanced.
- 3.6 In the case of an infectious disease or pandemic, the provision of snacks may be suspended as per local health guidelines  
3.6.1 In this case, Caregivers are required to provide sufficient snacks for their children for the duration of their daily attendance

#### 4.0 OFF-SITE PROGRAMMING

- 4.1 Daily programming may occur offsite on a regular basis within walking distance from the West Fraser Guild. Locations may include but are not limited to:
  - 4.1.1 Jesse Turgeon Park;
  - 4.1.2 Hinton Spray Park;
  - 4.1.3 Dr. Duncan Murray Recreation Centre; and
  - 4.1.4 Outdoor trails for walks.
- 4.2 If one of the above listed locations is visited during programming, Caregivers will be informed via signage on the lower HKFS exterior door.
- 4.3 For each indoor or outdoor location visited, a Field Level Hazard Assessment must be completed to ensure staff are aware of potential hazards, appropriate resources, and procedures for each space.
- 4.4 For outings that are not listed in section 4.1, Caregivers will be informed via the weekly program calendar.
- 4.5 In the case of an off-site activity (or an emergency evacuation), staff are required to bring portable records in respect to each child.

#### 5.0 DAYS OF OPERATION

- 5.1 Hinton Kids for Success will provide afterschool care (from 3:00 p.m. to 6:00 p.m.) on regular school days during the regular school year (from September to June).
  - 5.1.1 HKFS will Operate from the first school day each year until the end of the school year.
    - 5.1.1.1 Hinton Kids for Success **will not** be operational on the Friday of the last week of the school year. Caregivers will be expected to find alternative care arrangements.
  - 5.1.2 Operational days are subject to change and appropriate notice will be given to parents.
- 5.2 Hinton Kids for Success will provide full-day care on non-school days (from 7:45 a.m. to 6:00 p.m.) **based on need and financial viability**. Full-day care will be offered on:
  - 5.2.1 Teacher Conventions and Teacher Professional Development Days
  - 5.2.2 Fall Break
  - 5.2.3 Winter Break
  - 5.2.4 Spring Break
  - 5.2.5 Summer Break (from 7:45 a.m. to 5:30 p.m.)
  - 5.2.6 Additional dates of care may be offered as deemed appropriate and will be charged at the appropriate rate.
- 5.3 Hinton Kids for Success will be closed on statutory holidays including:

- 5.3.1 New Year's Day
- 5.3.2 Family Day
- 5.3.3 Good Friday
- 5.3.4 Victoria Day
- 5.3.5 Canada Day
- 5.3.6 Labour Day
- 5.3.7 Thanksgiving
- 5.3.8 Remembrance Day
- 5.3.9 Christmas Day
- 5.3.10 Boxing Day

- 5.4 Please note that it is the Caregivers' responsibility to arrange care for the days that Hinton Kids for Success is closed. Notices of upcoming closure dates of holidays will be posted in the Hinton Kids for Success Centre, on the Hinton Kids for Success facebook page and the Hinton Kids for Success Town of Hinton webpage.
- 5.5 Schools often add early dismissals to their schedules. These additions are not pre-advertised; therefore, it is the Caregiver's responsibility to coordinate care with Hinton Kids for Success staff should earlier care be required. This is not guaranteed and will be confirmed or denied at the time of the request based on operational needs.
- 5.6 Discovery Camp will provide full-day care from 7:45 a.m. to 5:30 p.m. each business day during July and August each summer

## 6.0 Transportation

- 6.1 Transportation arrangements to the Hinton Kids For Success program from the school is not guaranteed to be offered by Hinton Kids for Success and arrangements regarding transportation is the responsibility of the parents.
- 6.2 Steps with regards to transportation that must be followed by each caregiver are:
  - 6.2.1 Contact the appropriate school division transportation department to determine what transportation is being offered for each family's individual situation. The address of the program is 821 Switzer Drive, Hinton AB.
    - 6.2.1.1 GYPSD transportation department for children attending Ecole Mountain View School and Crescent Valley School. The routes to the program may change and are not given. Phone number for **GYPSD is 780-723-4471.**
    - 6.2.1.2 Beaupre Transportation for children attending Gerard Redmond Catholic School and St. Gregory Catholic School. The route to the program may change and is not given. Phone number for **Beaupre transportation is 780-817-2111.**
      - a) Families of children attending Gerard Redmond and St Gregory will need to complete an additional bussing form. These forms will be provided within the HKFS registration package.

- b) This form will identify the days that your child will require bussing from their respective school to the HKFS program.
- c) If your child is not attending HKFS on a full-time basis, a separate bussing form will be required to be completed by each family and provided directly to Beaupre Transportation.

6.2.2 Transportation may be offered in September while families wait for bussing availability and confirmation through the schools' transportation department.

6.2.3 If the need warrants transportation to be offered by the Town of Hinton to those attending the Hinton Kids for Success program, arrangements will be made and parents notified.

6.3 Transportation for Discovery Camp and some Hinton Kids for Success Programs will be included in the registration fee.

6.3.1 If an additional transportation fee is required for the Hinton Kids for Success program, caregivers will be provided sufficient notice and will be expected to pay for the additional cost either through iCare or in person at 821 Switzer Dr.

6.4 Transportation and/or Field Trip waivers must be signed for each child prior to them accessing transportation. If the appropriate waiver is not signed, they will not be allowed to be transported.

## **7.0 SAFETY**

7.1 Through all programming, the health and safety of children is the priority.



7.2 A daily sign-in sheet is maintained to track if/when children arrive and leave the program. If children do not arrive, Caregivers may be contacted as per Drop Off and Pick Up Policy #009.

7.3 Children are only permitted to leave the program with an approved caregiver, as listed through registration.

7.4 An adequate number of staff must maintain valid First Aid certification.

7.5 An adequate number of staff must maintain a valid Class 5 Driver's License.

7.6 Job Hazard Assessments, Safe Work Practices, Safety Data Sheets, and Field Level Hazard Assessments must be utilized to ensure environments are properly inspected and are safe.

 	<b>Fees, Refund, &amp; Credit Policy</b>
	<b>HKFS Policy #002</b>
	<b>Approved</b> April 20, 2020
	<b>Last Revised</b> April 25, 2022 December 01, 2022 January 04, 2023 January 16, 2023 February 01, 2023 April 19, 2023 May 05, 2023 January 09, 2024
	<b>Applies To</b> 1. Hinton Kids for Success 2. Discovery Camp

## 1.0 POLICY STATEMENT

- 1.1 This Policy sets fees, payment guidelines and outlines the parameters for the issuance of refunds and credits for the Hinton Kids for Success and Discovery Camp Programs.

## 2.0 HINTON KIDS FOR SUCCESS SCHOOL-YEAR FEES

- 2.1 **Monthly and daily fees must be paid in full prior to the commencement of care.**
- 2.2 All invoices will be posted a minimum of seven (7) days prior to the end of the current month for the upcoming month.
- 2.2.1 All invoices must be paid by the first of the month to which the fees are applicable. If fees are not paid by the first of the month for which the invoice has been issued, additional late charges will apply as per Section 8 of this policy.
- 2.3 Fees can be paid online through the childcare management software using Visa or Mastercard. **We do not accept American Express.** Applicable credit card service charges of 2.05% will be automatically applied via the iCare processing system.
- 2.3.1 If families opt not to pay online, fees are to be paid via cheque, debit or cash at the Family and Community Support Services Office (821 Switzer Drive).
- 2.4 Fees for Full-Day Care on scheduled non-school days are separate from regular after-school care fees for part time and drop-in enrollment.
- 2.5 All enrollment types do not include transportation, see HKFS Policy #009- Drop off and Pick up Policy.



## 2.6 Initial Payment

2.6.1 If registration occurs thirty-one (31) days or more prior to commencement of care a non-refundable, non-creditable registration fee of \$100.00 is required upon registration to reserve care.

a) This deposit can be used towards upcoming Discovery Camp tuition or, if the child will not be attending Discovery Camp, will remain in the ledger to be used towards the first months fees for HKFS for the upcoming term.

i) If the child will be attending Discovery Camp but the parent does not want to use the deposit amount towards camp tuition, it is the responsibility of the parent to ensure that the deposit remains in the “family balance” in iCare. FCSS is not responsible for ensuring that the deposit does not get allocated towards Discovery Camp fees.

2.6.2 If registration occurs thirty (30) days or fewer prior to commencement of care the full Enrollment Fee is required upon registration to reserve care.

## 3.0 **INTERNAL TOWN OF HINTON CLIENTS**

3.1 Hinton Kids for Success (HKFS) & Discovery Camp (DC) values the participation of Town of Hinton staff members’ children in the programs. HKFS & DC must ensure that all financial transactions for internal invoices for Town of Hinton staff members are paid in a manner that is consistent with best accounting practices in order to ensure transparency and accountability.

3.2 All invoices for internal clients will be posted by the Childcare Programs Supervisor to the iCare system seven (7) days prior to fees being due.

3.3 Internal clients are prohibited from drafting or posting personal receipts in Serenic.

3.4 Internal clients are prohibited from processing personal payments for outstanding invoices or to add credits to their account by any means other than credit card through the iCare software. All other forms of payment such as cash, cheque or debit being used by internal clients must be made at the Guild and processed by the FCSS Assistant Manager.

3.5 All credits and payments made by cash, cheque or debit will be posted to the iCare software by the FCSS Assistant Manager. All credit card payments are posted automatically by the iCare software.

3.5.1 See HKFS Procedure 001 for payment processing guidelines for internal clients.

## 4.0 **HINTON KIDS FOR SUCCESS ENROLLMENT FEES**

4.1 Full Time Enrollment Fees are \$400.00 per month, per child.

- 4.2 Part-Time Enrollment Fees are \$250.00 per month, per child for after school care (maximum 5 PT spaces in the program).
- 4.3 Drop-In Care fees are \$25.00 per day, per child for regular after school care from the hours of 3:00 p.m. to 6:00 p.m. for children that are not enrolled in any tuition option.
  - 4.3.1 Drop-In Care will be invoiced each day your child utilizes the program. If booking multiple days in one period (Spring Break etc) the invoice will be for the total number of days combined.
  - 4.3.2 Drop-In Care fees must be paid within 24 hours of booking the space and receiving the invoice. Any invoices not paid within 24 hours will be cancelled and your child will no longer be registered for that day.
- 4.4 For more information on enrollment options, see Registration Policy #003.
- 4.5 Full-Day Care Fees
  - 4.5.1 Full-Day Care is booked and charged separately from Part-Time, or Drop-In care and applies to all pre-scheduled non-school weekdays (e.g. Spring Break, Teachers' Convention).
  - 4.5.2 Children that are enrolled in the Part-Time option are charged \$25 per day for Full-Day Care.
  - 4.5.3 Children that access Drop-In Care or that have not attended Hinton Kids for Success within the last month are charged \$40.00 per day for Full-Day Care.
  - 4.5.4 Full Time Enrollment includes pre-scheduled non-school day access at no extra charge (all days included in the monthly fee).
  - 4.5.5 Should Hinton Kids for Success offer additional full day care due to unforeseen school closures, all children enrolled in the Full Time Plan and Part Time Plan, will be billed an additional \$25/day if care is needed.
    - a) Children that are attending the program as a drop-in plan will be billed an additional \$40/day.

## **5.0 DISCOVERY CAMP ENROLLMENT FEES**

- 5.1 Fees are \$40 per day, per child for "Regular Days"
  - 5.1.1 "Regular Days" will typically be Monday, Tuesday, Wednesday and Friday
- 5.2 Fees are \$50 per day, per child for "Trip Days"
  - 5.2.1 "Trip Days" will typically be on Thursday

5.3 There may need to be changes made between a regular day and a trip day based on tour operator availability.

5.3.1 If there is a change in scheduled activities that affects the daily rate, as much advance notice as possible will be provided to families.

5.4 **All fees must be paid in full at the time of registration.**

5.4.1 Your dates will not be saved in iCare unless you pay the total amount owing in full upon registration.

5.4.2 If your family qualifies for subsidy, please indicate this on the registration form in the appropriate location. All families should receive an estimate which **must** be provided to the Childcare Programs Supervisor *prior* to registering for Discovery Camp. That estimate will be added to your iCare account as a credit. All remaining balances must be paid at the time of registration.

a) If there is a difference between the estimated amount of subsidy and the actual amount that results in a balance owing, caregivers are responsible for payment of this balance.

b) If there is a difference between the estimated amount of subsidy and the actual amount that results in a refund to the caregiver, refunds will be processed after the final subsidy submission in September of each year and cheques issued by the Town of Hinton financial branch. Alternatively, refunds can be placed as credits in your iCare account for either HKFS monthly fees or drop-in care fees during the school year.

5.5 Subsidy

5.5.1 Families that may be eligible for a subsidy may contact the FCSS Administrative Assistant at 780-865-6036 for more information.

5.5.2 It is the responsibility of each family to apply for and access subsidy funding. More information on provincial subsidy is available at: <https://www.alberta.ca/child-care-subsidy.aspx>

5.6 Transportation

5.6.1 Any transportation fees are separate from the above outlined program fees.

a) Some field trips/activities that require transportation may have fees covered through the registration fee

b) Transportation Fees are **not** covered by subsidy and will be charged separate from program fees.

c) Transportation fees will be outlined in a separate transportation fee schedule.

## **6.0 PENALTIES**

### **6.1 Late Pick Up**

6.1.1 After 6:00 p.m. during Hinton Kids for Success school-year care and 5:30 p.m. during Discovery Camp summer care, a penalty of \$1.00/minute per child will be charged if children are not picked up.

6.1.2 Time is calculated based on the clock in Hinton Kids for Success & Discovery Camp.

### **6.2 Non-Sufficient Funds Cheques**

6.2.1 There will be a charge of \$25.00 for all Non-Sufficient Funds Cheques processed.

## **7.0 NON-PAYMENT & LATE FEES**

7.1 If families have not paid in full by the fifth day of the month, a penalty of 1.5% of the amount overdue will be applied, as per the Town of Hinton's policies.

7.2 All payments for **Hinton Kids for Success drop-in program and Discovery Camp daily program** are due upon registration for each day. Any families that have not paid in full will be unable to attend.

7.3 If families have not paid by the end of the month, services will be terminated.

7.3.1 Full payment includes the payment of any Late Pick Up or Non-Sufficient Funds Fees.

7.3.2 If families have not paid their account in full 60 days following completion of services rendered, and all methods to communicate and assist families have been utilized by FCSS to collect the balance owing, the outstanding account balance will be forwarded to the Town of Hinton Financial department for collection.

## **8.0 REFUNDS**

8.1 Once payment has been made, fee refunds are at the discretion of the Childcare Programs Supervisor in consultation with the FCSS Assistant Manager.

8.2 Refunds will only be considered in exceptional circumstances.

8.3 Refunds must be requested prior to the initial date of care.

8.4 Refunds will not be considered after the date of care has passed or the current month of care has started.

8.4.1 The only exception **may** be if the child has not attended any day of that month and it is within five (5) days from the start of the month. This is not guaranteed and is at the discretion of the FCSS Assistant Manager.

8.5 Refunds that are a result of a variance between the subsidy estimate and actual payment already received from the caregiver which results in a credit, will be provided once subsidy has been submitted by HKFS/DC and payment has been received from the Government of Alberta by HKFS/DC for the applicable month.

8.5.1 Refunds due to subsidy variance may take upwards of four (4) weeks to be reimbursed dependent on processing time.

8.5.2 All refunds that are a result of a variance between subsidy estimate and actuals are paid via cheque. Refunds do not include applicable credit card fees if credit card was the original form of payment.

## 9.0 CREDITS

9.1 Credits are not issued for missed days once the date has passed.

9.2 The following exception(s) apply for Hinton Kids for Success school-year Full-Time Care:

9.2.1 If the child will be absent for a full month of care, a credit may be issued if the Caregiver indicates that care is not needed at least thirty (30) days before the scheduled month of care.

9.2.2 This is at the discretion of the Childcare Programs Supervisor in consultation with the FCSS Assistant Manager and is only available for emergent circumstances. A medical note may be required if the request is for medical reasons.

9.3 The following exception(s) apply for Hinton Kids for Success school year **Part-Time** or Drop-In Care and Discovery Camp summer care:

9.3.1 The Caregiver indicates that a specific date of care is not needed at least seven (7) business days before the scheduled date of care; or

9.3.2 There is an emergency event in the child's immediate family and the Caregiver informs Hinton Kids for Success staff that the child will be unable to attend the scheduled date of care due to this emergency event.

a) Staff may require a Doctor's Note prior to issuing a credit.

9.4 Credits issued through Hinton Kids for Success must be used within the school year of the original scheduled date of care (school year meaning September to June).

9.5 Credits issued through Discovery Camp must be used by the end of the calendar year (December 31) of the original scheduled date of care.

## **10.0 CANCELLATION**

10.1 If you cancel your child's enrollment in the Hinton Kids for Success program, we require one (1) months' notice regardless of enrollment option.

10.1.1 If cancellation occurs with less than one (1) notice, caregivers will be required to pay the full month fees for the upcoming month.

10.1.2 There will be no reimbursement of fees or credits provided for Hinton Kids for Success if caregivers cancel at any point throughout the month after the monthly tuition has been paid.

## **11.0 NO SHOW ON PRE-SCHEDULED HKFS NON-SCHOOL DAYS (NEW FOR 2024-2025)**



11.1 To ensure that HKFS can continue to offer quality care to all families on non-school days, we require accurate daily attendance for activity and field trip planning purposes. To assist with this, families enrolled in part time (PT) or full time (FT) tuition options are provided with a non-school day enrollment sheet prior to the start of each school year for families to indicate which non-school days full day care will be required for during the school year. The distribution of the enrollment sheets to caregivers is dependent upon when each school division publishes their holiday calendar for the upcoming school year.

11.1.1 Completed non-school day enrollment sheets are due back to the Childcare Programs Supervisor no later than the first business day in October annually.

11.2 Once a caregiver has returned their list of non-school dates they require care for, any cancellations must be communicated to the Childcare Programs Supervisor no later than five (5) business days from the date of care no longer required.

11.3 If a caregiver, whose child is registered in either the FT or PT tuition plan, fails to provide notice that their child will not attend pre-scheduled non-school days as per section 11.2 above, the caregiver will be assessed a fee equal to half the current daily drop-in rate for existing HKFS families for each day their child was absent for. This charge will be posted to the iCare ledger.

11.4 If a caregiver whose child is registered for a non-school day on a drop-in basis fails to provide notice of cancellation as per section 11.2, a charge of half the daily drop-in rate as applicable will be applied to that families ledger.

 	<b>Registration Policy</b>
	<b>HKFS Policy #003</b>
	<b>Approved</b> February 24, 2024
	<b>Applies To</b> <ol style="list-style-type: none"> <li>1. Hinton Kids for Success</li> <li>2. Discovery Camp</li> </ol>

## 1.0 POLICY STATEMENT

- 1.1 This Policy sets the guidelines for the registration process for the Hinton Kids for Success and Discovery Camp programs.

## 2.0 REGISTRATION PACKAGE POLICY

- 2.1 Registration packages need to be completed annually for both Hinton Kids for Success and Discovery Camp programs **prior** to your child being left at the program. Any children that do not have a completed registration package will not be able to remain at the program until the registration package is complete.
- 2.2 The registration package can be found on the iCare Childcare Management Software. All caregivers are expected to complete the registration form online.
- 2.3 Any registration packages that are received prior to the family's eligible registration opening date, will not be accepted.

## 3.0 HINTON KIDS FOR SUCCESS REGISTRATION PROCESS

- 3.1 Children that are currently enrolled in **either the Full Time or Part Time enrollment option** in the Hinton Kids for Success school-year program will take priority over new registrations for the upcoming Hinton Kids for Success schoolyear and will have access to enrollment five (5) business days prior to families that are new to the program.
- 3.2 All new families will have access to enrollment five (5) business days after registration has been opened to current HKFS families.

- 3.3 There will be a deposit of \$100.00 charged for each HKFS registration should the registration occur more than 30 days prior to the start of the new school year.

#### 4.0 HINTON KIDS FOR SUCCESS ENROLLMENT OPTIONS

##### 4.1 Full Time Enrollment

- 4.1.1 Full Time enrollment guarantees childcare for operating regular school days for after-school care from the hours of 3:00 p.m. to 6:00 p.m.
- 4.1.2 Full Time enrollment also includes **only** pre-scheduled non-school days (7:45am to 6:00pm) for the applicable month as established by the respective school divisions. Any unscheduled non-school day that HKFS operates will result in an additional drop-in fee of \$25.00 being applied to all children regardless of enrolment option. See HKFS “Fees, Credit & Refund” policy #002
- a) All caregivers must complete the full day registration form and return the form to the Childcare Programs Supervisor by October 01 of each year indicating which full days their child will be attending.
    - i) There is no refund for any full days that their child does not attend.
    - ii) Failure to return the form by the deadline will result in your child’s space being opened to drop-in care. Should a family’s needs change and you require full day after submitting the form or the deadline has passed, there is no guarantee space will be available for your child.

##### 4.2 Part-Time Enrollment

- 4.2.1 Hinton Kid for Success has limited part-time availability. There are (5) part-time spaces available per year. Once the five (5) spaces have been filled, any caregivers wishing to enroll their child part-time will be placed on the wait list.
- 4.2.2 Part-Time Enrollment provides childcare for up to ten (10) regular school days for after-school care from the hours of 3:00 p.m. to 6:00 p.m.
- a) Full Day care cannot be included in the ten (10) drop-in days allotted monthly.
- 4.2.3 For all children enrolled in the part-time option, a five (5) month calendar will be provided at the start of September and the start of February. Each caregiver will be responsible for pre-selecting the ten (10) days their child will be attending HKFS each month and returning the calendar to the Childcare Programs Supervisor by the specified deadline.
- a) Should caregivers not be able to complete a five (5) month calendar, caregivers must advise the Childcare Programs Supervisor of the ten (10)



days their child will be attending for the upcoming month by the fifth (5<sup>th</sup>) day of each preceding month.

- 4.2.4 If changes need to be made to the pre-selected days, caregivers are required to contact the Childcare Programs Supervisor fifteen (15) days prior to the changes needed.
- 4.2.5 If a child enrolled in the part time enrollment option attends more than ten (10) days in a month, they will be charged a drop-in fee of \$25.00 per additional day they attend, subject to availability.

#### 4.3 Drop-In Care

- 4.3.1 Drop-In Care is only available permitting space in the program.
- 4.3.2 Families that want to access the drop-in care option are only able to book drop-in care once current HKFS families have had the opportunity to complete the full-day required form.
  - a) Families will be able to book full day care for drop-in enrollment starting the third business day of October annually.



#### 4.4 Full-Day Care

- 4.4.1 All caregivers must complete the full day registration form and return the form to the Childcare Programs Supervisor by October 01 of each year indicating which full days their child will be attending.
  - a) Full Time Enrollment includes non-school day access at no extra charge (all days included in the monthly fee).
  - b) Failure to return the form will result in your child's space being opened to drop-in care. Should family's needs change and you require full day after submitting the form, there is no guarantee space will be available.
- 4.5 Caregivers are required to complete the following to confirm their enrollment:
  - 4.5.1 Complete all required paperwork and forms in iCare.
  - 4.5.2 Pay required fees.
  - 4.5.3 Review the Hinton Kids for Success/Discovery Camp Policy Manual.

### 5.0 **DISCOVERY CAMP REGISTRATION**

- 5.1 Discovery Camp operates each business day in July and August of each year aside from statutory holidays. It is booked by the day and runs from 7:45 a.m. to 5:30 p.m.

- 5.2** Regular Days and Trip Days will be identified on a monthly calendar prior to registration opening. Should there be any change to this calendar that is outside of Discovery Camp's control, after registration is opened, appropriate credits will be offered. If there is a change to the calendar outside of Discovery Camp's control (tour operator change of schedule or availability) no credit will be offered.
- 5.3** Fees must be paid in full prior to the commencement of care.
  - 5.3.1** Fees can be paid online through the childcare management software by credit card.
  - 5.3.2** Additional credit card processing fees will be applied at the applicable rate.
  - 5.3.3** If unable to pay online, fees are to be paid via cheque, debit or cash in the Family and Community Support Services Office (821 Switzer Drive).
- 5.4** Enrollment of all children in the Discovery Camp program is offered on a first-come-first serve basis.
  - 5.4.1** Please refer to policy #004 "Hinton Kids for Success and Discovery Camp Daily Scheduling" for further information on scheduling your child's attendance.
  - 5.4.2** There will be separate registration dates for July and August. Families will not be able to register for the entire summer at one time.
  - 5.4.3** Registration dates will be published in March of each year.

 	<b>Discovery Camp Daily Scheduling</b>
	<b>HKFS Policy #004</b>
	<b>Approved</b> July 20, 2023
	<b>Applies To</b> 1. Discovery Camp Programs



## 1.0 POLICY STATEMENT

- 1.1 Providing quality, age-appropriate programming is the highest priority for Discovery Camp. To ensure that we can appropriately meet the developmental needs of the various ages of children attending camp, this policy will inform parents how to schedule their children each day they require them to attend camp.

## 2.0 ONLINE SCHEDULING

- 2.1 Parents are responsible for scheduling their children for each day that they require them to attend camp. FCSS (HKFS/DC) staff will not be able to schedule any days for families who are not able to register on the opening date or any date thereafter of registration for any reason.
- 2.2 Parents can only schedule one child at a time. Payment must be completed for each child before being able to schedule other children. Once payment is complete, parents can schedule additional children. This will result in multiple payments.
- 2.3 Parents are not permitted to schedule their child into an age group that does not correspond to their child's biological age at time of registration. The established age groups for Discovery Camp are:
- 5-7 years
  - 8-9 years
  - 10-12 years.
- 2.4 Should a parent require care but there are no spaces open in the appropriate age group, they must contact the Hinton Kids for Success (HKFS) Supervisor for further assistance via email or phone.

- 2.5 If a parent schedules their child in an age group that does not correspond with their child's biological age, this enrollment **may** be cancelled at the discretion of the Childcare Programs Supervisor and they will be placed on the wait list for the correct age group. Care is not guaranteed should this occur.
  - 2.5.1 Any fees having already been paid will adhere to the refund policy. If the child is removed from the incorrect age group and placed on the waitlist, a credit will be applied to the account if a space in the appropriate age group does not come available and the child is not able to attend.
- 2.6 In instances where a parent wishes to request a different age group for their child, these arrangements must be made with the Childcare Programs Supervisor prior to registering the child in the different age group. This will only be considered when the parent wishes to register their child in an age group **older** than their child's biological age at time of registration.
  - 2.6.1 This will only be considered when there is six (6) months or less age difference between the established group ages.
- 2.7 The Childcare Programs Supervisor will only permit children to be registered in an age group that does not correspond to the child's biological age at time of registration if there are **more** than three (3) open spaces in both other age groups.
- 2.8 The Childcare Programs Supervisor and the Childcare Programs Coordinator are the only staff authorized to schedule children in an age group that does not correspond to the child's biological age. Alternatively, the FCSS Assistant Manager will be able to complete the registration if there is approval from the Childcare Programs Supervisor.
- 2.9 All fees must be paid at time of registration. The Childcare Programs Supervisor can process credit card over the phone or debit, cash or cheque payment can be made in person at the Guild, 821 Switzer Dr, between 8:00am – 4:00pm Monday to Friday.
  - 2.9.1 Parents may put credits on their iCare account prior to registration. The HKFS Supervisor will process payment for allowable dates outside of the biological age groups that are being booked from the available credits posted to the iCare account.

 	<b>Emergency Closure Policy</b>
	<b>HKFS Policy #005</b>
	<b>Approved</b> December 03, 2022
	<b>Last Revised</b> February 24, 2024
	<b>Applies To</b> <ol style="list-style-type: none"> <li>1. Hinton Kids for Success</li> <li>2. Discovery Camp Programs</li> </ol>

## 1.0 POLICY STATEMENT

- 1.1 Staff wellness and children's health and safety are the highest priority for Hinton Kids for Success and Discovery Camp staff and management. Should a situation arise when Hinton Kids for Success or Discovery Camp will need to temporarily close unexpectedly, this policy outlines the procedure to ensure that information is provided to parents as quickly as possible.
- 1.2 Hinton Kids for Success and Discovery Camp will make every effort to remain open
- 1.3 Should Hinton Kids for Success or Discovery Camp need to temporarily close due to staff illness or any other form of emergency outside of the control of HKFS staff (such as loss of water or power), appropriate compensation for lost programming will be offered to each family as outlined in section 4.0.

## 2.0 TEMPORARY CLOSURE



- 2.1 Hinton Kids for Success or Discovery Camp will temporarily close for the following reason
  - 2.1.1 Significant staff illness resulting in an inability to maintain regulated staff/child ratios therefore not meeting the program's licensing requirements.
  - 2.1.2 Loss of water.
  - 2.1.3 Loss of power.
  - 2.1.4 Any other circumstance that has an impact on an operating function that has been assessed to jeopardize the health and safety of staff and participants.

### **3.0 PROCEDURE**

- 3.1 FCSS management has the obligation to close the program immediately if it is not possible to provide out of school programming due to unforeseen circumstances that would put the health and safety of children in jeopardy.
- 3.2 Staff will notify families as quickly as possible via any of the following methods:
  - 3.2.1 Email
  - 3.2.2 Text Message
  - 3.2.3 Group message through childcare management software
  - 3.2.4 Town of Hinton Newsflash
  - 3.2.5 Facebook post on the @HKFS Facebook page.
- 3.3 Every effort will be made to provide parents with as much advance notice where possible as it is understood that alternative childcare arrangements will need to be sought by each family.

### **4.0 REFUND**

- 4.1 In the event of Hinton Kids for Success and/or Discovery Camp closure that is due to an unforeseen emergency inhibiting the program to meet licensing requirements, there will be a refund to all families that were pre-registered to attend that day at the rate of:
  - 4.1.1 \$25.00 for each after school day (3:00-6:00)
  - 4.1.2 \$40.00 for each full day (7:45-6:00)
  - 4.1.3 This refund will apply to each family regardless of their enrollment option.

 	<b>Program Supervision Policy</b>
	<b>HKFS Policy #006</b>
	<b>Approved</b> July 28, 2020
	<b>Last Revised</b> April 25, 2022
	<b>Applies To</b> 3. Hinton Kids for Success 4. Discovery Camp Programs

## 1.0 POLICY STATEMENT

- 1.1 The Hinton Kids for Success/Discovery Camp team is dedicated to developing responsive, nurturing, and age-appropriate programming for children.
- 1.2 Caregivers are informed of staff supervision policies through the provision of the Caregiver Handbook and policy manual at the commencement of each school year or new period of care.

## 2.0 STAFFING

- 2.1 The program is directly overseen by the Hinton Kids for Success Supervisor. Program planning is completed by the Hinton Kids for Success Supervisor & Coordinator. These positions, along with Hinton Kids for Success Workers, provide daily childcare.
- 2.2 The program is overseen by Family and Community Support Services Management.
- 2.3 Hinton Kids for Success is a licenced out of school care program. As such, supervision ratios are determined by the Government of Alberta Licencing guidelines. Hinton Kids for Success operates in accordance with these guidelines.
  - 2.3.1 During the school year the Hinton Kids for Success program maintains a minimum ratio of one staff per fourteen or fewer children as required for supervision.
    - a) When there are more than seven children, there must be additional staff in the immediate vicinity (ie same building) as Hinton Kids for Success wherein they are immediately available to assist if required.



- 2.3.2 During the Discovery camp program, where the child is not registered with Hinton Kids for Success to access subsidy, a minimum ratio of one staff per fifteen children is required for supervision
- 2.4 According to staff-child licencing ratio requirements, there must always be adequate supervision of staff.
  - 2.4.1 Additional staffing resources may be requested by staff via telephone or radio should the need arise
- 2.5 Each staff will be assigned a cohort of children during operating hours. Each staff is responsible for knowing the number of children in their cohort, and the whereabouts of each child through the daily operating period
  - 2.5.1 Each day before the program commences, a whiteboard with the total number of children attending the program that day will be updated and placed in a prominent location in the program space. Each staffs cohort of children will be identified on the whiteboard. Staff are responsible for knowing who is in their cohort prior to the children arriving.
  - 2.5.2 Staff are expected to communicate with other staff when a child leaves the program and the visual headcount on the whiteboard will be updated at that time
- 2.6 For each indoor or outdoor location visited, a Field Level Hazard Assessment must be completed to ensure staff are aware of potential hazards, appropriate resources, and procedures for each space.

### **3.0 STAFF REQUIREMENTS**

- 3.1 At all times, staff must be courteous and respectful to all children in their care.
- 3.2 Staff must not use inappropriate language or discuss inappropriate topics in the presence of children in their care.
- 3.3 There is to be no smoking, vaping or any other form of inhaled substance use on the Hinton Kids for Success/Discovery Camp premises; staff are not permitted to smoke at any time or place where childcare is being provided.
- 3.4 Prior to supervising children, staff are required to:
  - 3.4.1 Complete, at a minimum, their Early Child Education Level 1 certificate
  - 3.4.2 Undergo orientation and training, including training concerning specific behaviours
  - 3.4.3 Provide verification of criminal record check, including a vulnerable sector search, along with proof of First Aid certification.
- 3.5 All program supervision practices must meet children's developmental needs through:



- 3.5.1 Providing constructive guidance and support to children;
  - 3.5.2 Creating a safe and supportive environment;
  - 3.5.3 Treating all children fairly with dignity and respect;
  - 3.5.4 Developing programming that is rewarding, challenging, and engaging for children; and
  - 3.5.5 Ensuring concerns from Caregivers and/or children are addressed.
- 3.6 Staff training will be provided to ensure staff are equipped to meet children's developmental needs with effective program supervision.

 	<b>Incidents, Accidents, or Child Illnesses Policy</b>
	<b>HKFS Policy #007</b>
	<b>Approved</b> July 28, 2020
	<b>Last Revised</b> April 25, 2022
	<b>Applies To</b> <ol style="list-style-type: none"> <li>1. Hinton Kids for Success</li> <li>2. Discovery Camp Programs</li> </ol>

## 1.0 POLICY STATEMENT

- 1.1 Hinton Kids for Success/Discovery Camp will prioritize the health and safety of children and staff by responding to incidents in a timely and appropriate manner.

## 2.0 REPORTABLE INCIDENTS

- 2.1 Hinton Kids for Success/Discovery Camp is required by Government of Alberta Licencing guidelines to report any serious illness of or injury to a child that occurs while the child is attending the program and any other incident that occurs while a child is attending a program that may seriously affect the health or safety of the child, including but not limited to the following:

- 2.1.1 Death;
- 2.1.2 Injury;
- 2.1.3 Allegation of abuse;
- 2.1.4 Missing/lost child
- 2.1.5 Young person involved in crime;
- 2.1.6 Child removed from program without permission;
- 2.1.7 Emergency evacuation;
- 2.1.8 Unexpected program closure;
- 2.1.9 Intruder on premises;
- 2.1.10 Illness/injury requiring emergency medical services and hospitalization;
- 2.1.11 Error in the administration of medication; or
- 2.1.12 Child left on premises after hours.

- 2.2 Reports must be submitted immediately to the regional childcare office using the prescribed form.

- 2.3 Hinton Kids for Success/Discovery Camp will complete an internal incident report form if a child's behaviour compromises the health and safety of any other children in the program. These incidents are not reported to the Licencing Officer. These incidents will be reviewed with the caregiver when the child is picked up and a caregiver signature will be required on the incident report form
  - 2.3.1 If there are more than two incidents of similar behaviour within a one month time period, a meeting may be held with the Childcare Programs Supervisor , FCSS Assistant Manager and the caregivers to strategize solutions that will allow the child to remain in the program while also ensuring the safety of the other children.
    - a) This behaviour can include bullying, toileting accidents, violent outbursts or any other behaviour that jeopardizes the health and safety of the other children in the program

### **3.0 ACCIDENT OR ILLNESS PROCESS**

- 3.1 In the event that a child experiences an accident or serious illness while at Hinton Kids for Success/Discovery Camp, the Caregiver will be notified immediately.
  - 3.1.1 If Caregivers can not be reached, staff will contact the child's emergency contacts.
- 3.2 Hinton Kids for Success/Discovery Camp staff may provide or allow for the provision of health care to a child only if:
  - 3.2.1 The written consent of the child's Caregiver has been obtained; OR
  - 3.2.2 The health care provided is in the nature of first aid.
  - 3.2.3 If necessary, staff will contact emergency services. Any resulting costs will be the responsibility of the Caregiver.

### **4.0 EMERGENCY PROCEDURES**

- 4.1 Emergency procedure signage must be posted throughout the Hinton Kids for Success/Discovery Camp facility.
- 4.2 Staff will be informed of emergency procedures through their orientation process, through ongoing training, and through emergency drills.
- 4.3 Children will be informed of emergency procedures through twice annual emergency drills, and through signage and developmentally appropriate information from staff.
- 4.4 In the case of a medical emergency involving a child, staff will take the following steps:
  - 4.4.1 Call 9-1-1 immediately;
  - 4.4.2 Treat child according to First Aid requirements;

- 4.4.3 Alternate staff to contact parents and supervise other children;
- 4.4.4 Consult Emergency Binder with child's emergency information;
- 4.4.5 A staff person will remain with child, including in the ambulance and at the hospital, until the Caregiver or child's emergency contact arrives; and
- 4.4.6 Contact Licensing Officer and complete Incident Report.

## **5.0 FIRE EVACUATION/ BUILDING EVACUATION**

### **5.1 Procedure:**

- 5.1.1 Children will line up at nearest safe exit point;
- 5.1.2 All children will be accounted for before exiting the building;
- 5.1.3 One staff will exit with children, other staff will do a final sweep of the facility (kitchen, washrooms, storage rooms, stairways);
- 5.1.4 All staff and children will meet at Muster Point (South East Side of Building); and
- 5.1.5 Staff will contact parents.

5.2 If there is inclement weather (cold, snow, rain, wind, etc.), evacuation will continue to the Recreation Centre.

5.3 Any unexpected evacuation of the premises required an immediate call to the Licensing Officer and a report to be completed.

## **6.0 POWER OUTAGE**

6.1 In the event of a power outage at The West Fraser Guild, the fire detection system remains active and the use of flashlights and temporary lighting are available for staff and children to remain in the program space.

### **6.2 Procedure**



- 6.2.1 Procedure is dependent upon factors including cause, season, weather, time of day, length of care, and duration of the outage – the Hinton Kids for Success Supervisor or Coordinator will provide direction based on conditions.
- 6.2.2 The program may continue to remain open if:
  - a) Power is restored within 15 minutes; or
  - b) Staff get all clear to remain in the space by emergency personnel (if applicable); and

- c) There is sufficient indoor lighting AND/OR temperatures outside allow for outdoor play, AND/OR alternate facilities are available.

6.2.3 Hinton Kids for Success/Discovery Camp may need to close or require an early pick up by Caregivers if:

- a) There is an emergency situation that caused the outage resulting in unsafe conditions;
- b) There is no viable alternative program space available;
- c) Use of outdoor spaces is not possible (due to temperature or poor weather conditions);
- d) Lighting is deemed inadequate to safely operate the program indoors;
- e) Power outage is an extended duration and power is not expected to return within a reasonable amount of time;
- f) There is extreme cold and the program space is not able to maintain reasonable required temperature ranges; and/or
- g) The Licensing Officer, Town of Hinton, or emergency personnel has deemed that the program must close early.

6.2.4 If early closure is required due to a power outage, Caregivers will be contacted to arrange early/alternate pickup time and/or location.

 	<b>Health &amp; Wellness Policy</b>
	<b>HKFS Policy #008</b>
	<b>Approved</b> March 2, 2020
	<b>Last Revised</b> April 25, 2022
	<b>Applies To</b> <ol style="list-style-type: none"> <li>1. Hinton Kids for Success</li> <li>2. Discovery Camp Programs</li> </ol>

## 1.0 POLICY STATEMENT

- 1.1 This Policy has been set to protect the health and well-being of children and staff at the Hinton Kids for Success and Discovery Camp Programs.

## 2.0 ILLNESSES

- 2.1 The Hinton Kids for Success Supervisor must be notified if a child has, or is suspected to have, a contagious disease including (but not limited to):

- 2.1.1 Chicken Pox;
- 2.1.2 Pink Eye;
- 2.1.3 Hepatitis A/B;
- 2.1.4 Ringworm;
- 2.1.5 Influenza;
- 2.1.6 Strep Throat;
- 2.1.7 Head Lice/Lice;
- 2.1.8 Tetanus;
- 2.1.9 Measles;
- 2.1.10 Meningococcal Meningitis;
- 2.1.11 Mumps;
- 2.1.12 Whooping Cough;
- 2.1.13 Vomiting;
- 2.1.14 Fever;
- 2.1.15 Diarrhea
- 2.1.16 New or unexplained rash or cough;

- 2.1.17 Symptoms requiring greater care and attention than can be provided without compromising the care of the other children in the program; or
- 2.1.18 Having or displaying any other illness or that may indicate that the child poses a health risk to persons on the program premises.
- 2.2 Children are not permitted to attend Hinton Kids for Success/Discovery Camp if they have, or are suspected to have, a contagious disease, including those listed in Section 2.1
- 2.3 To protect the health and safety of children and staff, children displaying symptoms of communicable diseases, illnesses, and other conditions are asked to stay at home or make alternative arrangements. The following are circumstances in which a child should not be brought to Hinton Kids for Success/Discovery Camp:
  - 2.3.1 Vomiting two or more times in the past twenty-four (24) hours;
  - 2.3.2 Fever (even if the fever is being controlled by medication);
  - 2.3.3 Diarrhea;
  - 2.3.4 Rash;
  - 2.3.5 Sore throat and/or swollen glands;
  - 2.3.6 Eye infection (including Pink Eye); or
  - 2.3.7 Is otherwise displaying symptoms of being unwell including lethargy, irritation, or emotional outbursts.
- 2.4 If a child is suspected of being ill, staff may utilize a non-contact thermometer to gauge temperature.
- 2.5 If a child demonstrates symptoms listed in section 2.3, a Caregiver will be contacted to immediately pick up the child.
  - 2.5.1 If the Caregiver is not able to be reached, the child's emergency contact(s) will be contacted.
  - 2.5.2 If there is no Caregiver or emergency contact able to pick up their child, medical services will be sought on the child's behalf if necessary, and the proper authorities will be notified, at the sole expense of the Caregiver.
  - 2.5.3 Until such time that the child is picked up, the child will be made comfortable in a separate space away from other children under staff supervision.
    - a) This space will be either a Hinton Kids for Success/Discovery Camp space from which all children must vacate OR a staff office.
    - b) This space must have a closed door to ensure the sick child is isolated from the other children and at a safe distance.
    - c) The space will be sanitized before others are allowed to re-enter the space.
- 2.6 In the case of an illness, Hinton Kids for Success staff will complete a report detailing: the name of the child, the date the child was observed to be ill, the name of the staff person who identified the child was ill, the time the Caregiver was initially contacted, the name of the staff person who contacted the Caregiver, the time the child was removed from the program, and the date the child returned to the program. This report will be made available to the child's caregiver.

- 2.7 Hinton Kids for Success/Discovery Camp reserves the right to refuse care to a child generating concern for contagious or communicable illnesses.
- 2.8 As per the Government of Alberta “Early Learning and Child Care Regulations” children may not return to the program until the Hinton Kids for Success Supervisor, FCSS Assistant Manager or FCSS Manager are satisfied that the child no longer poses a health risk to other children or staff.
- 2.9 Staff may request a Doctor’s Note indicating that the child is no longer contagious before being permitted to return to the program.

### 3.0 OUTBREAK

- 3.1 Hinton Kids for Success is mandated by the Alberta Public Health Act Section 26 to report any outbreak or communicable disease in a child care facility. This includes the prescribed methods of ensuring the program space is adequately sanitized daily to prevent outbreaks and keep children and staff safe.
- 3.2 Should a child show signs of illness during the program, Hinton Kids for Success will follow the sick child procedure as outlined in section 2.5 of this policy.
- 3.3 Hinton Kids for Success is obligated to report an outbreak to Alberta Health Services in the following scenarios:

#### 3.3.1 Respiratory Illness

- a) Hinton Kids for Success must report any respiratory illnesses to Alberta Health Services within seven days when two or more children from different households are showing new onset of **two or more** of the following symptoms:
  - i) Cough
  - ii) Shortness of breath
  - iii) Sore throat
  - iv) Loss or altered sense of smell
  - v) Runny nose/nasal congestion
  - vi) Fever
  - vii) Fatigue
  - viii) Muscle ache/joint pain
  - ix) Headache
  - x) Nausea/diarrhea



### 3.3.2 Gastrointestinal Illness

- a) Hinton Kids for Success must report any gastrointestinal illnesses to Alberta Health Services within 48 hours if two or more children are showing new onset of symptoms that meet the following GI illness definition
  - i) Two or more episodes of diarrhea in a 24-hour period OR
  - ii) Two or more episodes of vomiting in a 24-hour period OR
  - iii) One or more episodes of vomiting AND diarrhea in a 24 hour period OR
  - iv) One episode of bloody diarrhea
  - v) Laboratory confirmation of known enteric pathogen.

### 3.3.3 Rash Illness

- a) Hinton Kids for Success must report any rash illnesses to Alberta Health Services within a 10-day period if 3 or more children develop a similar rash.

- 3.4 Once an outbreak has been declared by Alberta Health Services, Hinton Kids for Success will communicate with parents via newsletter, text or email. Alberta Health Services Public Health Outbreak Team may provide a letter for caregivers.
- 3.5 Hinton Kids for Success will immediately enhance cleaning and disinfection once an outbreak has been declared and will cease family-style meal service for the duration of the outbreak.
- 3.6 The children that were ill or exhibiting symptoms consistent with those of the cause of the outbreak will not be allowed to return to the program until they are symptom free for 48 hours despite section 2.8
- 3.7 Alberta Health Services will determine when the outbreak is over and the control measures can be discontinued. Hinton Kids for Success will continue to conduct enhanced cleaning protocols.

## 4.0 ALLERGIES

- 4.1 Caregivers must make the Hinton Kids for Success Supervisor or Coordinator provide, in writing, details of any food allergies/restrictions their child may have.
  - 4.1.1 If there are any food allergy/restriction changes, staff must be notified immediately.
- 4.2 Caregivers must provide any required medications or treatments, along with detailed instructions, in the case of allergies (e.g. Epi Pen).

## 5.0 MEDICATION ADMINISTRATION

5.1 The following processes for the administration of medications are strictly adhered to:

5.1.1 All medication must be administered to children by staff.

5.1.2 Staff are unable to administer any form of medication to children without signed authorization by Caregivers.

a) Caregivers must indicate the medication/remedy to be taken, dosage, dates and times to be administered, and any special instructions with their signature and date of authorization.

b) Caregivers must consent to medication being stored in an accessible location that is known to staff and is portable to being on off-site trips.

5.1.3 Any medication/herbal remedies not in their original containers will not be administered.

5.1.4 If written authorization is obtained, it will be administered according to the label directions.

5.1.5 If medication is administered, the following information must be recorded:

a) Name of medication;

b) Time of administration;

c) Amount administered; and

d) Initials of the person who administered the medication.

5.1.6 Medication will be stored away from children in a locked cabinet with the following exception:

a) If a Caregiver provides written authorization that permits their child to keep emergency medication with them, they may do so but only in a location accessible to themselves, such as a fanny pack. Should it become accessible to other children in any way, the medication will then be stored with other emergency medications.

5.1.7 Parents will be notified both when the medication is given to their child and again when their child is picked up. Information will include child's complaint leading to medication distribution and time of medication distribution

## **6.0 HEALTH CARE**



6.1 Staff may provide or allow for the provision of health care to a child only if:

6.1.1 The written consent of the child's Caregiver has been obtained; OR

6.1.2 The health care provided is in the nature of first aid.

## **7.0 TOILET TRAINING**

- 7.1 Hinton Kids for Success/Discovery Camp understands the developmental differences in children, but requires children attending the program to be toilet trained for sanitary reasons.
  - 7.1.1 Children must be able to go to the washroom and know when they need to go to the washroom on their own.
  - 7.1.2 In the case of an accident, the child will be asked to change clothes (if possible). If changing is not possible, Caregivers will be contacted and the child will be moved to a separate, easily cleaned area until Caregivers are able to pick up the child
  - 7.1.3 If the child has had three (3) accidents within one (1) month, a meeting will be set between the Hinton Kids for Success Supervisor and FCSS Assistant Manager and the child's Caregivers to develop plans for next steps. Next steps may include the expectation for the child to temporarily wear disposable underwear while at the program.

 	<b>Bullying Policy</b>
	<b>HKFS Policy #009</b>
	<b>Approved</b> April 20, 2020
	<b>Last Revised</b> April 25, 2022
	<b>Applies To</b> <ol style="list-style-type: none"> <li>1. Hinton Kids for Success</li> <li>2. Discovery Camp Programs</li> </ol>

## 1.0 POLICY STATEMENT

- 1.1 This policy sets the definitions, procedures, and consequences of bullying behaviour.

## 2.0 DEFINITION

- 2.1 Bullying involves the deliberate use of intimidation, aggression, and/or cruelty with the aim of hurting another person. These include but are not limited to:

- 2.1.1 Emotional/Social: exclusion, shunning, tormenting;
- 2.1.2 Physical: Pushing kicking, hitting, any use of violence;
- 2.1.3 Verbal: Name-calling, harassment, ridiculing, verbally attacking or threatening others;
- 2.1.4 Cyber/Graphic: Using computer, other technology (cell phones, cameras) to harass or threaten others;
- 2.1.5 Racist: racial gestures, slang, threats based on racial characteristics;
- 2.1.6 Sexual: Unwanted physical contact, sexually threatening or abusive comments; or
- 2.1.7 Any other misuse of power exerted on others for hurtful intentions; this includes falsely accusing others of bullying behaviour.

## 3.0 EXPECTATIONS

- 3.1 All staff, children, and Caregivers should be aware that bullying behaviours of any kind are not permitted, excused, or tolerated.
- 3.2 Any bullying behaviours that are reported or observed will be addressed promptly and effectively.
- 3.3 Should anyone witness bullying behaviours, it is expected that they report it to a Hinton Kids for Success/Discovery Camp staff member immediately, so it can be addressed at that time.

#### **4.0 PROCEDURES**



- 4.1 Should Bullying behaviours occur, the following steps will be taken:

- 4.1.1 Identify: Children, staff, and Caregivers will work towards proactively identifying potential and present bullying behaviours before incidents occur. If the child has displayed bullying behaviours in the past, Caregivers must disclose this upon registration and a meeting will be arranged to review proactive solutions.
- 4.1.2 Report: If an incident occurs, the incident must be reported to staff at the time it occurs or is observed. If a Caregiver becomes aware of bullying behaviour, the Caregiver is required to report this information to Hinton Kids for Success staff as soon as possible.
- 4.1.3 Investigate: Staff will gather all relevant information related to the bullying incident. Staff must attempt to consult each individual involved or who witnessed the bullying behaviours.
- 4.1.4 Incident Report: Staff must write an incident report and notify the Hinton Kids for Success Supervisor. Caregiver involvement will then be determined.
- 4.1.5 Inform Caregivers: If required, the Caregivers will be informed of the incident.
- 4.1.6 Meetings: A private meeting may be scheduled with the Caregivers to discuss the behaviours. Children may or may not be required to attend.
- 4.1.7 Stop Behaviour: Bullying behaviours must be stopped. Staff, children, and Caregivers must make every effort to create behaviour change.
- 4.1.8 Next Steps: Appropriate next steps will be identified. If no solution can be identified, consequences may involve temporary or permanent expulsion from the Hinton Kids for Success/Discovery Camp Program(s). Such removal for cause will not warrant a refund of fees paid.

#### **5.0 CONSEQUENCES**

- 5.1 Various factors will be used to determine potential consequences. These factors include the age, development, and maturity level of those involved, history and/or patterns of behaviour, severity of incident, context, relationship between those involved, and other surrounding circumstances.
- 5.2 If appropriate, children will be asked to participate in the review process of determining an appropriate consequence. Any consequences applied will be relevant to the situation. Only those involved in the engaging in the bullying actions will have consequences imposed on them. Applied consequences will result in fair and equitable treatment to those involved.
  - 5.2.1 This does not include instances of bullying where the incident involved physical violence resulting in injury or potential injury to another child or staff.
- 5.3 Consequences for bullying behaviours involving physical violence may include but are not limited to:
  - 5.3.1 Should a child physically harm another child or staff member in the program, the offending child will be immediately sent home and will not be able to return to the program for one (1) full operating day post-incident.
  - 5.3.2 Once the child has returned to the program, if there is a second incident of physical harm, the child will not be permitted to attend the program for a period of one (1) full week post-incident based on operating hours.
    - 5.3.2.1 The caregivers of the child must meet with the Childcare Programs Supervisor and FCSS Assistant Manager prior to the child returning to the program to collaborate on an action plan to ensure the child is best set up for success in the program and to ensure the safety of the other children and staff members of the program.
  - 5.3.3 If there are any subsequent incidents after the second incident, the child may be expelled from the program at the discretion of the FCSS Assistant Manager in consultation with the FCSS Manager.
- 5.4 Consequences for bullying behaviours, excluding physical violence, may include but are not limited to:
  - 5.4.1 Time and space for children to resolve the conflict and create solutions;
  - 5.4.2 Discussion of bullying behaviours and respect for the environment and others;
  - 5.4.3 Limiting choices;
  - 5.4.4 Developing activities to address behaviours that reinforce positive behaviours;

- 5.4.5 The development of an action plan or behavioural contract, in collaboration with the Caregiver.
  - 5.4.6 Ongoing and enhanced supervision of problematic behaviours;
  - 5.4.7 Referral to community organizations/agencies;
  - 5.4.8 Expulsion from the program.
- 5.5 All consequence are at the discretion of the Childcare Programs Supervisor in consultation with the FCSS Assistant Manager and will be appropriate to the severity of the situation(s), age and developmental status of the child.

 	<b>Child Guidance Policy</b>
	<b>HKFS Policy #010</b>
	<b>Approved</b> March 2, 2020
	<b>Last Revised</b> April 25, 2022
	<b>Applies To</b> <ol style="list-style-type: none"> <li>1. Hinton Kids for Success</li> <li>2. Discovery Camp Programs</li> </ol>

## 1.0 POLICY STATEMENT

- 1.1 This Policy sets rules to protect all children and staff, to prevent damage to Hinton Kids for Success/Discovery Camp and its equipment, to allow for appropriate action should a violation occur, and to set parameters for the effective guidance and support of children.

## 2.0 EXPECTATIONS

- 2.1 Each child is expected to be aware and responsible for their choices in behaviour and activity.
- 2.2 Each child is expected to act in a manner that is kind, respectful, and in alignment with the direction of the Hinton Kids for Success staff.
- 2.3 Children are expected to respect the limits and boundaries of the staff, their peers, and the facility.
- 2.3.1 Staff will assist children in making these choices and remind them of the rules and guidelines they are expected to follow.

## 3.0 COMMUNICATION

- 3.1 Expectations will be communicated with Caregivers upon program registration, during parent meetings, and through review of the Policy Manual.
- 3.2 Expectations will be communicated to children through orientation and through daily guidance in a manner that is developmentally appropriate.
- 3.3 Expectations will be communicated to staff through orientation, regular staff meetings, and staff training.





#### **4.0 CHILD GUIDANCE**

- 4.1 Hinton Kids for Success/Discovery Camp prioritizes creating a safe, nurturing, and supportive environment for all children. When violations occur, staff will redirect and communicate with the child in a positive manner to guide the child to a more productive activity.
- 4.2 Any disciplinary action must be reasonable within the circumstances.
- 4.3 Staff must never:
  - 4.3.1 Use physical punishment, verbal degradation, physical degradation, or emotional deprivation;
  - 4.3.2 Deny or threaten to deny any basic necessity (example food or beverage); or
  - 4.3.3 Use or permit the use of any form of physical restraint, confinement, or isolation.

#### **5.0 MAJOR VIOLATIONS**

- 5.1 A violation of respectful conduct includes persistent unwillingness to follow rules or listen to staff, disrespect of staff or other children, physical damage to space, stealing, or other behaviours that do not promote a safe and respectful environment.
  - 5.1.1 Bullying behaviour is considered a major violation and is not tolerated in the HKFS/DC programs. Bullying behaviour is addressed separately from the aforementioned incidents in 5.1. Consequences for bullying behaviour are outlined in the Bullying Policy #009 section 5.3.
- 5.2 Should a lack of respect or unsafe behaviour exist that impacts the health, safety, or wellbeing of other children, staff will follow the procedures outlined below.
- 5.3 First Violation
  - 5.3.1 Staff will stop or redirect the undesirable behaviour at the time it occurs;
  - 5.3.2 Staff will discuss the behaviour and the importance of the rules;
  - 5.3.3 Children will also be given the opportunity to identify and negotiate potential consequences that are appropriate in the circumstance;
  - 5.3.4 It is also expected that staff will provide the children with the opportunity to resolve conflict themselves using language and problem-solving skills; and
  - 5.3.5 Depending on the nature and severity of the incident, there will be reporting in the child's file required in the form of an notation on the daily log identifying the behaviour.
- 5.4 Second Violation

- 5.4.1 Staff will stop or redirect the undesirable behaviour at the time it occurs;
  - 5.4.2 Staff will discuss the behaviour and the importance of the rules, along with reference to the last conversation with the child;
  - 5.4.3 Staff will encourage the child to resolve the situation and prevent further violations;
  - 5.4.4 Staff will inform the child that next steps will involve the child's Caregivers; and
  - 5.4.5 For the second and subsequent incidents, reporting in the child's file will be required in the form of an incident report requiring caregivers signature.
- 5.5 Third Violation
- 5.5.1 Staff will stop or redirect the undesirable behaviour at the time it occurs;
  - 5.5.2 Staff will review the previous conversations with the child regarding this issue;
  - 5.5.3 Staff will contact the child's Caregivers and depending on the nature and severity of the incident, may require that the child be separated from other children and picked up immediately;
  - 5.5.4 Staff will arrange a meeting with Caregivers to remedy the undesirable behaviours;
  - 5.5.5 Depending on the nature and severity of the behaviour, if violations continue, the child may be prohibited from returning to Hinton Kids for Success/Discovery Camp if their actions make the space unsafe or unwelcoming for other children or staff.
- 5.6 Specific behaviours that will not be tolerated include physical or verbal attacks with each other or with staff members. **There will be zero tolerance for any bullying behaviour in any form.** Should bullying occur, the specific consequences outlined in the Hinton Kids for Success Bullying Policy #008 will be adhered to. Any child guidance action taken within Hinton Kids for Success/Discovery Camp will be reasonable to the circumstances, and at no time will staff use physical or emotional means to correct the behaviour. Additionally, group consequences will not be taken in response to the actions of an individual.

 	<b>Drop Off and Pick Up Policy</b>
	<b>HKFS Policy #011</b>
	<b>Approved</b> June 11, 2020
	<b>Last Revised</b> April 25, 2022 September 09, 2022 January 16, 2023
	<b>Applies To</b> 1. Hinton Kids for Success 2. Discovery Camp Programs

## 1.0 POLICY STATEMENT

- 1.1 This policy outlines the roles and responsibilities of staff and Caregivers with regard to the drop off and pick up of the children to and from Hinton Kids for Success/Discovery Camp facility or an alternate location.

## 2.0 HINTON KIDS FOR SUCCESS SCHOOL DAY DROP OFF (ARRIVAL)



- 2.1 Drop off on regular school days will take place at the appropriate location as determined by the bussing company.
- 2.2 The bus will not depart the drop off location prior to all children that are scheduled to be dropped off at the program for each bus have been visually confirmed to be in attendance and checked in by program staff.
- 2.3 The children are required to wait with staff at the drop off location as they are checked in getting off the bus to ensure all children are present prior to heading to the program space entrance.
- 2.4 Caregivers are required to contact the school division within the first month of the start of the school year to arrange bussing from the school to Hinton Kids for Success and are responsible for any cost related to bussing.
- 2.5 It is the Caregiver's responsibility to notify the program staff if the children will not be attending the program on one of their scheduled days by email or phone. Emails must be sent by 2:30 p.m., otherwise a phone call must be made prior to 3:00 p.m.
- 2.6 If children are scheduled to attend the program and do not arrive on the bus, staff will take the following steps:
- 2.6.1 Contact the school to determine
    - 2.6.1.1 If the child was visually confirmed to get on the school bus by a school staff member (their teacher or otherwise) or
    - 2.6.1.2 If they were picked up from the school by a caregiver or other caregiver designated individual or

- 2.6.1.3 If they were not in attendance at school that day or if they left school prior to the end of the school day
- 2.6.2 Contact the bus driver of the bus the child was scheduled to be on and determine if the child was visually confirmed by the bus driver to get off the bus upon arrival at the Guild (HKFS program location).
- 2.6.3 Notify the Caregiver of the situation or confirm that the child is in theirs or a designates care. The school may assist or make calls on the behalf of Hinton Kids for Success to aid in determining the child's location; and/or
- 2.6.4 If Caregivers cannot be contacted and the child's location remains unknown, emergency contacts will be called. If the child's location cannot be determined and staff have made multiple attempts/calls in attempt to find the child, they will notify the licensing officer and fill out an incident report to document the incident.
- 2.7 If a child did not attend school, staff are not required to contact the Caregiver, as the child remained in the Caregiver's care.
- 2.8 If a child missed the bus, it is the Caregiver's responsibility to pick up their child and bring them to the program or keep the child in their care.
  - 2.8.1 If the child remains in the care of their Caregiver, the Caregiver is expected to communicate this to the Hinton Kids for Success staff
- 3.0 DROP OFF (ARRIVAL) FOR HINTON KIDS FOR SUCCESS NON-SCHOOL DAYS AND DISCOVERY CAMP**
- 3.1 Hinton Kids for Success non-school days
  - 3.1.1 Caregivers are responsible to drop off their children at the Hinton Kids for Success program space (upstairs at the West Fraser Guild).
- 3.2 Discovery Camp
  - 3.2.1 Caregivers are responsible to drop their children off at the Dr. Duncan Murray Recreation Facility **by 9:00am**. The location in the facility will be communicated to the Caregivers at the time of registration. Should any change in drop off location occur, Hinton Kids for Success Supervisor will communicate this to each Caregiver in the form of an email if over 24hours in advance or a phone call or text message if less than 24hrs notice is given
- 3.3 Caregivers must accompany their children to the facility and sign them in on the sign in sheet that is provided. At no time is the caregiver allowed to leave their child unattended without speaking to the Hinton Kids for Success staff
- 3.4 It is the responsibility of Caregivers to bring their children to Hinton Kids for Success/Discovery Camp. If the child does not arrive at the program, staff are not required to contact the Caregivers to confirm attendance.

- 3.5 If the child will not be attending, it is appreciated that the Caregivers inform staff prior to 8:00 a.m. on the morning of the scheduled date of care.

#### 4.0 PICK UP

- 4.1 Children attending Hinton Kids for Success/Discovery Camp will only be released to the child's Caregiver(s) or to adults with authorized written consent by the child's legal Caregiver. Phone call notification will only encompass individuals on the authorized pickup list.
  - 4.1.1 Upon registration Caregivers are asked to submit a list of persons authorized to pick up their child. Any changes to this list must be made in writing.
  - 4.1.2 Caregivers, emergency contacts, and individuals on the list must bring identification and be willing to show it when asked. Children will then be released to those individuals after presenting identification.
- 4.2 When a person unknown to the Hinton Kids for Success/Discovery Camp staff requests a child, the staff will ask for identification and compare it to the authorized pick-up list for that child. If the individual's name is not on the list, the child **will not** be released. This person will be asked to leave the Hinton Kids for Success/Discovery Camp area.
- 4.3 **It is very important to notify staff of any special circumstances regarding your child's pick-up (i.e. custody arrangements, restraining orders, etc.).**
- 4.4 If any person, including a child's legal Caregiver, arrives to collect a child and staff has a reason to believe that individual to be under the influence of alcohol or drugs, staff reserves the right to refuse to release the child. An attempt will be made to contact another authorized individual for pick-up.
- 4.5 Late pickup is subject to the late pick-up fee outlined in Hinton Kids for Success Fees, Refund, & Credit Policy #002. Caregivers must advise Hinton Kids for Success/Discovery Camp staff if they are going to be late. If a Caregiver refuses to pay the late fee, their child may face expulsion from the program forfeiting any balance of fees paid for the rest of the month. If late pick-up is a persistent problem, the Hinton Kids for Success Supervisor will hold a meeting with the Caregiver to rectify the situation. If a solution is not reached, services may be revoked.
- 4.6 All children must be signed out by the Caregiver upon pick-up. Sign outs must accurately reflect the time of departure, to ensure staff have accurate records of all children on the premises.

 	<b>Caregiver Expectations Policy</b>
	<b>HKFS Policy #012</b>
	<b>Approved</b> June 3, 2020
	<b>Last Revised</b> April 25, 2022
	<b>Applies To</b> <ol style="list-style-type: none"> <li>1. Hinton Kids for Success</li> <li>2. Discovery Camp Programs</li> </ol>

## 1.0 POLICY STATEMENT

- 1.1 Caregivers play a key role in the success of the Hinton Kids for Success/Discovery Camp Program. It is essential that caregivers respect and abide by the standards set by Hinton Kids for Success/Discovery Camp.

## 2.0 CAREGIVER EXPECTATIONS

### 2.1 Policy Review

- 2.1.1 Caregivers are expected to review all Hinton Kids for Success/Discovery Camp Policies, raise any concerns or issues, and comply with all terms set out within the Policy documents.

### 2.2 Child Preparedness

- 2.2.1 Clothing: Children attending Hinton Kids for Success/Discovery Camp must dress for the weather. Children should be prepared to walk each day and participate in outdoor play when the weather permits. Caregivers are encouraged to supply extra clothing such as gloves and toques to prepare your child for various weather conditions. **At no time will children be allowed to share items of clothing.**
- 2.2.2 Sustenance: Hinton Kids for Success/Discovery Camp requests that caregivers provide adequate food and drink for their child.
- a) Meals and snacks should be sufficient for their child's development in accordance to Canada's Food Guide.
  - b) If a child attends Hinton Kids for Success/Discovery Camp without a meal and snacks on full days of care on a consistent and frequent basis, caregivers will initially be notified verbally. If a lack of proper nutrition persists, then a meeting will be held with the caregivers to determine a reason and to rectify the situation. A meeting may identify a family need, then staff can make a family connection to appropriate family supports.

However, if the situation appears neglectful, then Child and Family Services may be informed.

- 2.2.3 Money: Caregivers are asked not to send money with their child. Children will not have the opportunity to purchase food or snacks.
- 2.2.4 Toys from Home: Hinton Kids for Success/Discovery Camp requests that all toys are left at home to help prevent accidental loss, damage, and conflict over toys. Staff aim to provide a variety of programs, activities, and equipment to children attending the program. With a range of activities and equipment, children will not be required to bring toys from home.
  - a) Hinton Kids for Success/Discovery Camp are not responsible and will not be liable for lost, stolen, or damaged toys while they attend our program.
- 2.2.5 Personal Belongings: Hinton Kids for Success/Discovery Camp encourages all children to be responsible of their own personal belongings. Each child is expected to store their belongings in a designated location. The staff will reinforce this behaviour and will not be held accountable for lost, stolen or damaged items.
- 2.2.6 Cellphones or other electronic devices: Hinton Kids for Success/Discovery Camp does not permit the use of cellphones or other electronic devices such as tablets or computers in the program area. Cellphones or other electronic devices are to remain in the child's backpack and not enter the program area.
  - a) Hinton Kids for Success/Discovery Camp are not responsible and will not be liable for lost, stolen, or damaged toys while they attend our program.
- 2.2.7 Special Requirements: From time to time, Hinton Kids for Success/Discovery Camp may request special items to accompany their child. Items requested are to support activities the child may be participating in while at Hinton Kids for Success/Discovery Camp. These items may include a swimsuit, indoor (non-marking) shoes, extra clothing, etc. Caregivers will be notified of when these items are required through our monthly calendars. Please consult staff if you have any questions or concerns.


### **3.0 ACCESS TO LICENSING REPORTS**

- 3.1 Caregivers have access to monitoring and licensing inspection reports through the Hinton Kids for Success Supervisor. All inspection reports are posted in the program space.
- 3.2 Licensing and inspection reports help Hinton Kids for Success/Discovery Camp ensure they are offering quality programs and activities to children in a safe and well-maintained environment.

### **4.0 CAREGIVER COMPLAINTS**

- 4.1 Hinton Kids for Success/Discovery Camp will make every effort to address concerns when they arise. If a situation causes concern, please address it with staff (verbally or in writing) as follows:
  - 4.1.1 Discuss the issue with a staff member present at the time of issue;
  - 4.1.2 If you feel the issue has not been resolved, please bring it to the attention of the Hinton Kids for Success Supervisor;
  - 4.1.3 If you still feel the issue has not been resolved, please bring it to the FCSS Assistant Manager.



	<b>Record Keeping Policy</b>
	<b>HKFS Policy #013</b>
	<b>Approved</b> July 28, 2020
	<b>Last Revised</b> April 25, 2022
	<b>Applies To</b> <ol style="list-style-type: none"> <li>1. Hinton Kids for Success</li> <li>2. Discovery Camp Programs</li> </ol>

## 1.0 POLICY STATEMENT

- 1.1 Hinton Kids for Success/Discovery Camp must maintain accurate, comprehensive, and accessible records related to the program and the children in care.

## 2.0 CHILD INFORMATION


- 2.1 With respect to each child, the following up-to-date information must be maintained:
- 2.1.1 Child's name, date of birth, Alberta Health Care number, and home address;
  - 2.1.2 A completed registration package
  - 2.1.3 Caregivers' name, home address, and telephone number;
  - 2.1.4 The name, address, and telephone number of a person who can be contacted in case of an emergency;
  - 2.1.5 If medication is to be administered, the written consent of the Caregiver and the name of the medication, the time of administration, the amount administered, and the initials of the person who administered the medication;
  - 2.1.6 The particulars of any health care provided to the child, including the written consent of the child's Caregiver; and
  - 2.1.7 Any other relevant health information about the child (e.g. allergies).

## 3.0 ADMINISTRATIVE INFORMATION

- 3.1 The following up-to-date information must be maintained:
- 3.1.1 Particulars of the daily attendance of each child, including accurate arrival and departure times;
  - 3.1.2 Particulars of the daily attendance of each primary staff member including arrival and departure times and hours spent providing child care;
  - 3.1.3 Evidence of the program supervisor and members' childcare certifications;
  - 3.1.4 Current first aid certificates for the program supervisor and each primary staff as required; and
  - 3.1.5 Verification of criminal record check, including a vulnerable sector search for each primary employee, to be updated every three years.

#### **4.0 PORTABLE RECORDS**

- 4.1 Hinton Kids for Success/Discovery Camp must maintain a portable record of emergency information, which includes the following:
  - 4.1.1 Child's name, date of birth, Alberta Health Care number, and home address;
  - 4.1.2 The Caregiver's name, home address, and telephone number; and
  - 4.1.3 The name, address, and telephone number of a person who can be contacted in case of an emergency.

	<b>Internal Invoice Billing &amp; Payment</b>
	<b>HKFS Procedure #001</b>
	<b>Approved</b> April 17, 2023
	<b>Last Revised</b>
	<b>Applies To</b> <ol style="list-style-type: none"> <li>1. Hinton Kids for Success</li> <li>2. Discovery Camp Programs</li> </ol>

## 1.0 RELATED POLICY

- 1.1 This procedure outlines the standard practices for processing internal clients payments and posting invoices as appropriate.
- 1.2 This procedure corresponds to Hinton Kids for Success & Discovery Camp Policy 002 Fees, Refund & Credit policy.

## 2.0 RESPONSIBILITIES

- 2.1 The following Family and Community Support Services (“FCSS”) workers have duties as outlined in this procedure:

2.1.1 Childcare Programs Supervisor will:

- a) Post invoices for the upcoming month to each internal clients iCare accounts no later than seven (7) days prior to fees being due for the upcoming month.

2.1.2 FCSS Assistant Manager will:

- a) Review this procedure with all Family & Community Support Services workers, answer questions, and address concerns through annual training and training at time of hire;
- b) Process all payments made in person by FCSS Internal Clients via Moneris, cash or cheque and post receipt in Serenic;
- c) Post receipt to Serenic for all payments made via credit card in iCare software;
- d) Ensure compliance with the policy by reviewing Serenic to ensure all internal clients receipts are being processed as per policy.

## 3.0 DEFINITIONS

3.1 **Internal Client:** Any staff member employed with the Town of Hinton.

#### 4.0 REVISION CONTROL

- 4.1 This procedure must be reviewed every three (3) years in conjunction with review of all Service Branch procedures to ensure Workers are prepared to address internal customer service.
- 4.2 Upon Family & Community Support Services Manager approval, all former versions of the Procedure are hereby rescinded.

Date	Revision
April 17, 2023	Torrie Gunia, Family and Community Support Services Assistant Manager  <i>Torrie Gunia</i>