

Friends of Tigger's Before and After School Care and Summer Camp!

Princess Location
Kindergarten to Grade 5
1161 Princess Ave
Victoria BC
250-889-9125



Caledonia Location
Grade 2 and up
1110 Caledonia Ave
Victoria BC
250-208-6014

**Are you looking for quality, fun, and loving care?
Our program offers a nurturing, healthy, safe, and fun environment where
children discover the true heart of being a child.**

Friends of Tigger's offers care for children attending George Jay Elementary School and other surrounding schools, providing morning and afterschool care for children in kindergarten to Grade 5. We offer a loving, safe environment where children take part in activities such as art, storytelling, play, music, swimming, group games, gymnastics, field trips, and much more.

Afterschool/Kindergarten Programs Include:

- Early morning care from 7:30am including school drop-off.
- Afterschool care including school pick-up and care until 5:30pm.
- Full day care during Pro-D days
- Full day care during Spring and Christmas Breaks (not including statutory holidays).
- Summer camp full days throughout July and August

Our Summer Programs

Fun Weekly Themes
Nature Discovery Walks
Beach Trips
Vancouver Waterslides
Flying Squirrel
Games and Art
Sidney Aquarium
Sports
Bowling
And much more!



MISSION STATEMENT

“At Under the Umbrella Inc. childcare centers, we provide a Christian environment that is safe, loving, healthy, nurturing, educational and fun. Children can grow and learn at their own creative pace and discover the true heart of being a child. Under the Umbrella Inc. is committed to quality care and the building of healthy families.”



Tigger's and Under the Umbrella Child Care

Tigger's was established in 1990 as a family daycare by Raymonde, originally operating out of her home. As the demand of parents needing quality care continued to grow, Tigger's developed into a group daycare, preschool, and after school care center (Friends of Tigger's) all of which started out under the same roof! Today Tigger's has evolved into Tigger's Playschool and Preschool, Friends of Tigger's Afterschool Care , and Tigger's Too Playschool and Preschool as well as two summer camps, serving parents and kids in both the Greater Victoria and Saanichton area.

Tigger's recognizes and acknowledges that it is operating on the traditional territories of the of lək'wəŋən, Songhees, Esquimalt and WSÁNEĆ peoples and that Tigger's Too is on the traditional territory of the Tsartlip and Tsawout First Nations. We understand that we have a responsibility in doing our part to promote healing, truth, and reconciliation for Indigenous communities in ways that are Indigenous led and culturally sensitive.

Tigger's is a Christian environment with community values to help promote a loving and nurturing place for children to grow and play surrounded by kindness. We are an inclusive center which means that all ethnicities, religious and cultural backgrounds, as well as gender expressions and identities are welcome and safe in our centers.

**FRIENDS OF TIGGER'S CHILDCARE POLICY
PARENTAL AGREEMENT**

HOURS:

**7:30a.m. to 5:30 p.m. — MONDAY TO FRIDAY.
CLOSED ON ALL STATUTORY HOLIDAYS.**

1. FEES:

PRESENT FEES:

- REGISTRATION FEE: _____ \$80.00 (*non-refundable*)
- DEPOSIT FEE: _____ \$100.00

MONTHLY FEES:

- a) Kindergarten Am/Pm Care _____ \$514.00/month
- Pm Care Only _____ \$475.00/month
- b) Grade 1-up Am/Pm _____ \$438.00/per month
- Pm only _____ \$400.00/per month
- Am only _____ \$200.00/per month

OTHER FEES:

- c) Pro-D Day _____ \$40.00
- d) Drop-in rate _____ \$55.00 per full day
- e) Hourly rate _____ \$18.00 per hour
- f) Transportation fee _____ \$55.00 per month

SUMMER FEES:

- g) Summer Care Fee: _____ \$820.00/month or \$225/week
July & August, Grade 1 and up

ACTIVITY FEES:

h) Throughout the year during Pro-D days and Spring and Summer break Tigger's takes the kids for field trips, some of which require payment from parents to help cover part or whole of the entry or activity cost of their child's participation. Tigger's will notify parents of these activities in advance through the monthly calendar and verbal check-ins from staff.

2. FEES & SUBSIDY STRUCTURE:

a) FEES:

- All parents may e-transfer or write 6 months post-dated cheques for your payment. Cash is no longer being taken.
- Payments are to be made on the 1st day of the month.
- A **late charge of \$50.00** will be applied to fees that are late (received after the 1st) unless arrangements have been made directly with Raymonde.
- If your fees become more than one month in arrears on your account, your children cannot be accepted to Friends of Tigger's until **all** fees are paid.
- If there is a problem with your fees, please call Raymonde to resolve any hardship you may be having.

b) SUBSIDY:

- Parents are responsible for renewing their applications before their expiration date.
- If confirmation is not made before the expiration date, the parent will pay the full fee until renewal is approved.

If the subsidy is not renewed within the month it has expired, you will be expected to pay the full amount until it is renewed.

c) PROOF OF SUBSIDY:

- Authorization numbers must be received BEFORE child starts at the center or half of fee is due at start date which will be reimbursed when subsidy is received.

d) NSF CHARGES:

- There will be a charge of \$25.00, for any NSF cheques and a \$50.00 late fee.
- If your fees become more than two (2) weeks in arrears in your account, your child/children will not be accepted to Friends of Tigger's until **all** fees are paid.

e) DEPOSIT:

- \$100.00 for all day Kindergarten & Grades 1-5
- Deposit **MUST** be paid before the child starts.
- The \$100 will be returned 30 days after the child has left the center as long as proper notice was given for withdrawal.
- Withdrawal of the center must be made a month in advance; on the 1st of the child's last month.

f) REGISTRATION FEE:

- \$80.00 non-refundable deposit **MUST** be paid at time of registration.
- The deposit holds your child's space in the center.
- Parents get \$10.00 off for each additional sibling.

g) **LATE FEE:**

- \$50.00 to be applied for any fees not received by the 2nd of the month.
- If fees have not been received by the 15th of the month, your child will not be accepted at the center until ALL fees are paid in full.

3. POLICIES AND AGREEMENTS:

a) **BEHAVIOUR AND CONDUCT:**

- If a child's behaviour becomes abusive and uncontrollable and is deemed too dangerous to have at the center, notice will be given, and parents will have up to two weeks to find alternative care or terminate immediately for the safety of the center and children.
- If a parent's behaviour becomes abusive and/or inappropriate language is used towards the staff, children, or other parents, a verbal warning will be given. If the parent chooses not to adhere to the warning, the police will be contacted. If this behaviour continues, the parent will be given notice immediately; not to return to the center and to find alternative care. Your deposit and unused fees for the month will not be returned.

b) **DROP-OFF:**

- I will keep the staff informed of any event or change of routine that might affect my child's behavior.

c) **PICK-UP:**

- I will provide a written notice if someone else is picking up my child that is not on the registration form. Picture Identification will be required.

d) **LATE PICK-UP:**

- A late fee of \$20.00 will be applied for each child picked up after 5:30 pm. This late fee will be applied to your following month's fee.
- If a child remains after 5:45 pm we will begin calling emergency contacts obtained from your registration form.
- If a child remains after 6:00 pm then the appropriate authorities will be notified.

e) **OBSERVATION PERIOD:**

- A two-week observation period is in place. A parent or staff member may choose to terminate the care agreement not later than two weeks after the child starts. The registration fee will be returned should the staff choose to cancel the agreement. The deposit pays the two-weeks of care in this case.
- Should the parent(s) choose to cancel care, there will not be a refund unless special arrangements are made with the owner (Raymonde).

f) ABSENT/ LATE ARRIVAL:

- If your child is to be late or absent, a phone call must be made to the daycare no later than 9:30 am. Your child will not be accepted after 9:30 am if a call is not received.

g) WITHDRAWAL:

- This must be a 30 days written notice and be received by a staff member before the first (1ST) day of the month to be valid. Notices received after the first (1ST) will not be considered valid and you will be charged that month's fee.

h) PART-TIME PARENTS:

- Days reserved for your child cannot be changed to other days unless a holiday falls on that day or prior arrangements have been made directly with Raymonde.
- Special permission must be given before any prearranged days can be changed.

i) CHILDREN'S BIRTHDAYS:

- Parents are welcome to bring a cake or cupcakes for an afternoon celebration.

j) NEWSLETTER/CALENDARS:

- Monthly newsletters and calendars will be issued to families to inform you of your child's upcoming trips, special activities, and various themes.

k) TOYS FROM HOME:

- We discourage any toys brought from home.
- We will have special days outlined on our calendar for your child to bring a small, special toy. On these days, have the item clearly labeled with your child's name as toys are easily lost or broken.

l) CHILDREN INJURES AND /OR ILLNESS:

- Tigger's holds no liability to any injuries or illness that may occur at the center. It is the responsibility of the parent to cover any costs that may occur due to injury or illness.

4. LUNCHES & SNACKS:

a) FOOD QUALITY:

- Parents are requested to provide a healthy, nutritious lunch and snack every day. Please do not send foods with a high sugar content or "junk food". All containers must be clearly labeled.

b) SNACK TIME BEHAVIOUR:

- In an event that your child behaves in an unsafe manner during lunch or snack time, they will be redirected and then given the opportunity to rejoin the group. At this time, they have the opportunity to try again to eat in a safe manner. Food is never withheld or treated as punishment or as a reward.

c) ALLERGIES/NO NUTS AND SEEDS:

- WE ARE A NUT AND SEED FREE CENTRE! Please do not send any kind of nuts, seeds, peanut butter sandwiches, or any foods that may contain any form of nuts or seeds.
- Also, please be aware of any use of peanut oil, sesame oil, nuts or seeds as ingredients in food items and do not bring these to the center.

5. FIELD TRIPS:

- Sometime children will be taken on field trips away from Friends of Tigger's center.
- The owner and/or staff of Tigger's are not liable for accidental injury or illness that might occur on the premises, outside the premises, on field trips, and/or in the daycare vehicle.

6. HEALTH AND SAFETY:

a) SICK CHILD/ILLNESS:

- The staff have the right to refuse admission to a child who appears too ill to be at the center.
- If a child becomes ill during the day, the staff will contact the parent(s).
 - If the parent(s) cannot be located:
I authorize the staff to:
 - * Make arrangements to put the child in the care of an alternate person named on the registration.

b) EMERGENCY PROTOCOL:

- In the case of an emergency, the staff will contact the parent(s).
 - If the parent(s) cannot be located:
I authorize the staff to:
 - * Call my family physician
 - * Call the alternate person named on the enrollment form
 - * Take the child to the hospital (which may be by ambulance)

c) MEDICATION ADMINISTRATION:

- No staff member will administer my child any medicine without my permission in writing.
(Administer Medication forms are available)
- I will provide adequate clothing (raincoat and/or snowsuit with boots for winter.) All children must have a change of clothes to be left at the center. Due to safety concerns, no sandals please.
- **All immunization** records will be submitted **before** my child's start-date at the Center.
- An **up to date** picture of your child(ren) will be submitted **before** their start date at the center
- All known allergies must be documented on both the application and emergency cards.

Friends of Tigger's Afterschool Care
School Schedule

7:15-8:30	Morning care/ Free play
8:30-8:40	Walk to George Jay School (drop off at school)
2:45	Pick up from school
2:45-3:30	Outside play
3:45	Wash up and snack time
4:00-4:15	Quiet reading
4:15-4:45	Theme activity
4:45-5:30	Free play



Pro-D Day/ Summer Schedule

7:30-9:30	Children arrive/ free play
9:30-10:00	Clean-up/ wash hands/ morning snack (we provide)
10:00-11:00	Quiet reading/ activity/ art project
11:00-12:00	(Sunblock on – Summer) Outside play/ park/ or fieldtrip outing
12:00-1:00	Wash hands/ lunchtime
1:00-3:00	Park/ games/ swimming (check calendar)
3:00-3:30	Afternoon snack (from lunch kit)
3:30-4:30	Activity planned/ reading
4:30-5:30	Free play/ ready to go home

1110 Caledonia location:

This location is used only during Pro-days, Christmas & Spring Break, and Summer Care when weather is not suited to go on a fieldtrip.

11:30-11:45:	Walk to Caledonia Location (5-10min walk)
11:45- 12:30:	Wash hands for snack and eat
12:30- 1:00:	Set-up indoor activities, kids have free play/free art
1:00-1:15:	Clean-up, go back to other location or to the park

Friends of Tigger's Afterschool & Summer Care

DISCIPLINE POLICY

Discipline involves the continuous process of guiding behavior that is nurturing and positive in each child.

- Establish Clear, Consistent and Simple Limits.
 - statement of what behavior will be acceptable.
- Offer Straightforward Explanations for Limits.
 - children understand the reasons or rationale for limits.
- State Limits in a Positive, rather than Negative Way.
- Focus on the Behavior, rather than on the child.
- Make Statements of Expectation, rather than Pose Questions.
 - make a clear statement of what is expected.
- Allow Time for Children to Respond to Expectations.
 - give children a warning call to prepare when to clean up.
- Reinforce Appropriate Behavior BOTH with Words and Gestures.
- Gain a Child's attention in a Respectful Way.
 - approach children individually, state their name, establish eye contact and use a calm, controlled voice.
- Use Proximity and Touch
 - move close to a child. Putting an arm around a child or holding a child can serve as effective guidance and intervention.
- Reminders are helpful to children.
- Acknowledge Feelings Before Setting Limits.
- Model Problem-Solving Skills
 - following the steps of problem-solving helps children learn the process involved
- Offer Appropriate Choices
 - the choice should be posed in a non-threatening and non-punitive way.
- Use Natural and Logical Consequences.
- Redirect
 - children should be redirected to activities that are in line with their needs.
- Limit the Use of Equipment
- Provide Opportunities for Children to Make Amends.

- Time Away:
 - in using this strategy, the attitude of the caregiver must ensure a positive learning experience
 - explain what “time away” means and what it involves.

MEANING: Persistent refusal to abide by the rules of safety for self, others and environment may, on occasion, require that a child be removed from the situation.

- Locate the time away place within the play space, but far enough removed from the general activity.
- Alternately, allow the child to determine when he or she is ready to re-enter the play.
- Time away is no more than one minute of time per year age of the child.
In a preschool setting, this should never exceed five minutes.
- Refrain from discussion, nagging, arguing, or moralizing.
- When time is finished, positively reinforce the first appropriate or acceptable behavior of the child.
- Used cautiously and only when all other strategies have been proven ineffective.

It is our hope that discipline in this fashion will help your child to be happy and well adjusted to his/her surroundings, as well as help the child to have a concept of self-respect and respect for his/her parents and caregivers.

Thank you



CHILD RELEASE FORM

Friends of Tigger's Afterschool & Summer Care

1161 Princess Ave., Victoria, BC

1) LATE PICK UP

If a guardian has not picked up a child or has not called by 5:30pm the caregiver will try to contact the family and then alternative person/s from the authorized pick up list. If that person is unavailable and the parent has not contacted the caregiver by 6:00pm, the caregiver is required to notify the Ministry for Children and Families. A late fee of \$20.00 will be applied for each child picked up after 5:30pm. If late pick up is an ongoing problem and reasonable effort has been made by staff to solve it, then notice of termination of service may be given.

2) UNAUTHORIZED PICK UP

The guardian is required to notify the caregiver in writing if someone else will be picking up the child. If the caregiver does not know the person picking up the child, information about the person will need to be provided (name, phone number, physical description). The person will be asked to show photo identification. If an unauthorized person arrives to pick up a child, the child will remain under the supervision of the caregiver. The caregiver will speak to the individual and explain the policy that no child will be released without written authorization from the guardian. If difficulties arise, all reasonable efforts will be made to ensure the safety of the child and other children. If necessary, the police will be called for assistance.

3) ALLEGED IMPAIRED PICK UP

It is the caregiver's responsibility, to the extent that it is possible, not to release a child to an authorized person who is unable to adequately care for a child. If the caregiver believes that a child will be at risk, the caregiver will offer to call a relative or friend to pickup the person and child, or offer to call a cab to pick them up. If the person is driving a vehicle, the caregiver will explain that driving while under the influence of drugs or alcohol is against the law and that the caregiver is obligated to ensure the safety and well being of the child. If the presumed impaired person chooses to get in the car with or without the child, the caregiver will immediately notify the police and provide description of the car and geographic vicinity. If the caregiver believes that the child is in need of protection, the caregiver will call the Ministry for Children and Families.

4) CUSTODY AND RELATED COURT ORDERS

If a custody or court order exists, a copy of the order needs to be placed in the child's file. The guardian is responsible for providing accurate and up to date information concerning the legal guardianship of the child. Without a custody or court order on file, the caregiver cannot deny access to the non-enrolling partner. If the non-enrolling parents are not listed on the authorized pick up list, the policy on unauthorized persons will be implemented. The guardian will provide all consents.

Friends of Tigger's
1161 Princess Ave., Victoria B.C.

EMERGENCY PLAN:

FIRE:

- 1) Blow whistle twice to attract children's attention.
- 2) Children must stop and look at teacher. Teacher gives children instructions.
- 3) Tell children to line up at either door (whichever is safer).
- 4) Teacher takes attendance and brings first aid bag if possible.
- 5) Take children to:
 - A) 2124 Princess St. (house next to church).
 - B) George Jay Elementary School, Cook St.
- 6) Phone 911. Never leave children unattended. Have someone else do the phoning.

EARTHQUAKE:

- 1) Blow whistle twice to get children's attention.
- 2) Children must stop and look at teacher. Teacher gives children instructions.
- 3) Children take cover beneath tables or in doorways.
- 4) Stay close to center of building away from glass windows.
- 5) If outside, stay away from the building:
 - A) back yard - stand by back fence
 - B) front yard - stand as far away from buildings and overhead wires

AFTER EARTHQUAKE:

- 1) Wait 10 minutes (for any aftershock) before moving.
 - 2) Assess the situation and check for injuries.
 - 3) Take attendance.
 - 4) Have children stay together.
 - 5) Shut off gas lines, furnace, hydro & water (only if possible).
 - 6) Take earthquake and first aid kits with you.
 - 7) Leave building with children and go to above address.
- Fire and earthquake drills are practiced once a month with children.

Thank you

**Friends of Tigger's Afterschool & Summer Care
1161 Princess Ave., Victoria B.C.**

**Emergency Plan
Emergency Procedures in Case of an Earthquake**

- Children and staff will crouch under tables until the shaking stops, approx. 60 secs and sing a song.
- If we need to evacuate, we will follow the Under the Umbrella Emergency Evacuation Procedure for Earthquake (see below)

Tigger's Playschool Emergency Evacuation Procedure for Earthquake:

- When safe to do so, staff will quickly move children out of the building through safe designated exits.
- **The "lead" staff member will:**
 1. Call out "Lead" loudly and clearly, taking responsibility for gathering first aid kit, emergency kit, roll call book phone, grab and go bag etc.
 2. Instruct children to leave the building in an orderly fashion when safe to do so.
- **The "Second" staff member will:**
 3. Help gather the children, checking bathrooms and hiding spots.
 4. Will take the middle position making sure all children are following the "Lead".
- **The "final sweep" staff member will:**
 5. Be the last to leave the building, making a clean sweep of the daycare checking for children and making sure all emergency packs were grabbed.
 6. Will post a notice on the daycare door stating cell phone # and meeting spot.

- All will meet at the designated meeting spot at **the tree across from the school.**
- Once outside and clear of the building, at the designated meeting spot, roll call will be made
- **If we are unable to re-enter the building for an extended time, we will remain at the meeting spot.**
- If we go to any place other than the childcare or the designated meeting place, parents can reach staff by calling the cell phone number posted on the front door. If possible, a staff member will return to the childcare area to direct parents to their children
- Practice Emergency Evacuation Procedure during monthly drills

- Staff will record monthly emergency drills (around the 15th of every month) in the safety/emergency book including date, time and any comments.

Parent Awareness Protocol in Case of Emergency

Because our center is located in an earthquake-prone area, we want to remind you that, in the event of an earthquake occurring, the following procedures will be followed:

- No child/ren will be dismissed from the center unless a parent (or guardian designated by a parent) comes for him/her.
- No child will be allowed to leave with another person, even a relative or babysitter, unless we have written permission to that effect, or that particular person is listed on the child's emergency card in our files. With this in mind, if your child's card is not up to date, please request a new card from a staff member.
- All parents or designated guardians who come for children must sign them out. Signs will be posted (indicating where) if this is an alternate location that is being used.
- We are prepared to care for children in the event of a critical situation or if parents are not able to reach the center. We have a number of people with first aid certificates and will be in communication with local emergency services. We do ask for your help in the following areas:
 - Upon registration you will be asked for \$10.00 to go towards emergency supplies to enable us to care for your children in the event of an emergency. (This is not part of the fee and is non-refundable).
 - Please always keep emergency numbers current and eligible. Any changes in phone numbers are to be reported immediately to the staff.
 - Please do not call the center; we must have the lines open for emergency calls. We will call you if it is safe to do so.
 - Following an earthquake or other emergency, do not immediately drive to the center. Streets and access to our center may be cluttered with debris and the center access route and street entrance to our center must remain clear for emergency vehicles.
 - Do turn your radio on; information and directions will be given over the radio.



CHILD ABUSE PREVENTION POLICY

We are required **BY LAW** to report any suspicion and/or disclosure of child abuse or neglect to the proper authorities.

Our responsibility is to report suspicions or disclosures, not to determine if abuse has occurred.

It is the responsibility of the Ministry for Children and Families to investigate and decide if the child is in need of protection.

Reporting procedures are designed to protect the child. Our concern is the safety and well-being of the child. We are not permitted to contact the parent unless specifically directed to do so by the Ministry for Children and Families, or the Police.

NOTE: IF YOU HAVE ANY CONCERNS OR DIFFICULTIES DEALING WITH YOUR CHILD AND NEED ASSISTANCE, WE WOULD BE PLEASED TO TALK WITH YOU AND HELP TO ARRANGE ADEQUATE SUPPORT.



Friends of Tigger's **Supply List**

Please note that the following items need to be labeled and left at the daycare.

1. Appropriate Season Clothing

- Raincoat
- Mud/Plastic Pants
- Boots
- Full change of clothes (pants, shirt, socks, and underwear)
- Inside shoes (in winter)
- Mittens (in winter)
- Hat for summer / Toque for winter
- Water bottle

2. Emergency Kit in labeled Zip-lock bag

- Bottle of water
- Juice box
- Granola bar or similar (No Nuts)
- Fruit leather snack
- Foil emergency blanket
- \$10 non-refundable emergency funds*
- Family photo

* These funds help to cover the cost of supplies in the event of an emergency situation.

Symptoms Which Require Children to Be Excluded from Child Care Facilities

Parents should be advised to keep their children at home or to seek alternate care arrangements for the following conditions:

- Pain - any complaints of unexplained or undiagnosed pain.
- An acute cold with fever, runny nose and eyes, coughing and sore throat. Once temperature, well-being and energy are normal, coughing and runny nose may continue (depending on the suspect illness) without the child being contagious. (If symptoms are caused by a known allergic reaction, the child is not contagious).
- Difficulty in breathing - wheezing or a persistent cough.
- Fever (100 F/38.3 C or more) accompanied by general symptoms, such as listlessness, may be an early sign of illness that requires a physician's attention.
- Sore throat or trouble swallowing.
- Infected skin or eyes or an undiagnosed rash.
- Headache and stiff neck - Should see physician.
- Unexplained diarrhea or loose stool combined with nausea, vomiting or abdominal cramps. These symptoms may indicate a bacterial or viral gastrointestinal infection, which is very easily passed from one child to another. The child should be kept home until all symptoms have stopped.
- Nausea and vomiting may be an early sign of illness that requires a physician's attention.
- Severe itching of body and scalp.
- Children with known or suspected communicable diseases.

It is required to keep (or take) a child home when the child:

- Is suffering from one or more of the above symptoms.
- Is not well enough to take part in the regular program of the facility.

ULTIMATELY THE CARE OF THE CHILD IS THE PARENT'S RESPONSIBILITY.



Suggestions for Snacks

Milk Products

- Milk
- Yogurt without added sugar
- Cheese
- Yogurt or other cheese dips
- Cheese spreads

Grain Products

- Whole wheat breads, toast
- Crackers/bread sticks
- Rolls/bagels
- Muffins and quick breads
- Graham wafers
- Rice cakes
- Cold cereal

Vegetable & Fruit

- Unsweetened canned or frozen fruit juice
- Any raw vegetables and fruit pieces
- Grated vegetables and salads
- Vegetable soups
- Vegetable juice

Meat & Alternatives

- Pieces of lean meat or poultry, tuna, or salmon
- Bean/lentil soups
- Chili
- Chicken, tuna or salmon salad, hardboiled egg
- Meatloaf

