

Sir James Douglas Out of School Club

# Parent Handbook

Program Guide & Policies



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# Who we are & what we do

## Section one

Welcome to The Club!

Our programs are conveniently located at Sir James Douglas Elementary. We operate within the school which allows us to work in close partnership with the children's education team and provide a seamless experience for students and families. With space for up to 55 children in our before school care program, 106 in after school care, and 16 in our preschool program, we are proud to be an integral part of the SJD community.

We invite you to explore our handbook and learn more about our programs, policies, and practices. Thank you for choosing The Club as your partner in your child's journey of growth and learning.

## PROGRAM VALUES



### *Fun*

We keep things engaging by offering activities and games that reflect the interests of the children attending.



### *Respect*

We understand that respect is earned by both the adult and child. Our Leaders guide students with compassion, patience and clear boundaries.



### *Safety*

The Club is licensed and monitored by Victoria Island Health Authority. We take proactive steps to ensure the well-being of staff, children, and families.

## Inclusion

Every child and family deserves to feel safe, supported and treated with dignity.

### THE BOARD OF DIRECTORS

The Out of School Club is governed by a Board of Directors, which is composed of parents who have children enrolled in our programs. The Board is responsible for overseeing the center's operations and ensuring that our programs and services align with our mission, goals, and values.

The Board meets regularly to discuss and make decisions regarding the clubs policies, finances, staffing, and other matters that affect our community. As a parent-led organization, we encourage all parents to consider joining our Board of Directors. Serving on the Board is a rewarding way to get involved in your child's early learning experience and have the opportunity to make important decisions that directly impact them.

If you are interested in learning more, please reach out to us via email for contacts of current Board members. We welcome your participation and look forward to working with you to provide the best possible care for our children.

### SDD61 PARTNERSHIP

For over 20 years SJD OSC has been exclusively serving the students of Sir James Douglas, this has enabled us to build an incredible relationship with the school itself as well as the district.

Through our partnership with School District 61, we have access to a range of resources and supports that enable us to maintain high standards of care. Such as our staff members have free access to professional development opportunities offered by the school district.

## Vancouver Island Health Authority

As a licensed childcare centre, we follow the Childcare Regulation Act to ensure the safety and well-being of all children in our care. This means that we have undergone a rigorous licensing process and meet the necessary requirements and standards set by the government to operate as a childcare centre.

### Some of the regulations that we follow include:

- **Quality Standards:** As a licensed program, we are committed to providing high-quality care to your child. Our staff members undergo rigorous training and are qualified professionals in early childhood education.
- **Health and Safety:** Licensed programs are required to meet specific health and safety standards. Our facility undergoes regular inspections to ensure compliance with regulations regarding hygiene, sanitation, emergency procedures, and more.
- **Staff-to-Child Ratios:** Licensed programs in BC have mandated staff-to-child ratios that are designed to ensure adequate supervision and individual attention for each child. These ratios are based on the age and developmental needs of the children.
- **Background Checks:** All staff members and volunteers in licensed programs are required to undergo comprehensive background checks, including criminal record checks and vulnerable sector checks. This process helps to ensure the safety and security of the children in our care.
- **Continuous Monitoring:** Licensed programs are subject to ongoing monitoring and evaluation by licensing officers from the provincial government. This regular oversight ensures that we maintain compliance with regulations and continuously strive to provide high-quality care.

# Programs

## Section one

### Preschool

- Ages 3-5
- M-F
- 8:45am - 1:30pm
- \$305.00

Our Preschool is lead by an Early Childhood Educator and supported by two Early Childhood Education Assistants. We prioritize following natural curiosities, and developing social and emotional skills.

### Before School Care

- Ages 5-12
- M-F
- 7:30am - First bell
- \$69.00

Join us at 7:30 AM as we kickstart the day. Children engage in quiet and outdoor activities, guided by our attentive staff. We ensure a smooth transition to class line-ups before the morning bell, setting the tone for a positive and calm day in class.

### After School Care

- Ages 5-12
- M-F
- Last bell - 5:55pm
- \$254.00 - \$311.50

Directly following the school's dismissal bell, students gather at designated locations where our staff are waiting to greet the children. With a focus on structure and supervision, your child will engage in purposeful activities that extend their emotional and social learning.

### Pro D Days

- Ages 5-12
- M-F
- 8am - 5:25pm
- \$50.00

For non-instruction school days, The Club offers full day care for registered families. Children will spend their day playing with friends, head off on field trips, and engage in stimulating activities.

### Camps

- Ages 5-12
- Spring & Summer
- 8:am- 5:25pm
- \$250.00

During the summer, The club is open for 7 weeks of full day camps. Weekly themes, field trips, guest speakers and exciting activities will keep children engaged while designated time outside helps them burn off their summer-time energy.

### HOURS OF OPERATION

**The club closes at 6pm sharp during regular OSC programming.** Parents are expected to arrive no later than five minutes before the centre closes for any program, to allow enough time for children to gather their belongings and staff to be able to leave at the end of their shift.

### CLOSURES

Please note that we are **closed on weekends and major holidays**. If we need to close for any other reason, such as for weather, power outage, or other emergencies, we will notify parents as soon as possible through email and text message.

For brief closures of one full day or less, families will not be reimbursed for missed time. However, if a non-weather-related closure persists for more than one day, families will be reimbursed for missed time.

#### **Weather related closures**

We typically align with the directives of our school district regarding closures. However, we also consider the road conditions and the ability of our staff to safely commute.

#### **Infrastructure/ Building related closures**

At times, unforeseen infrastructure issues affecting our building may arise, necessitating temporary closures to ensure the safety and well-being of all participants. In such cases, we are committed to promptly addressing these concerns in collaboration with relevant authorities.

#### **Insufficient staff related closures**

In circumstances where we are unable to maintain appropriate child-to-staff ratios due to insufficient staffing – whether due to weather, illness, or unforeseen factors – our program may be compelled to temporarily close.

### PRO D DAYS & EARLY DISMISSAL

**Early dismissals** related to parent-teacher meetings in October, The Club will be open to take students directly from the bell. Similarly, during student-led conferences in May, the program will open early. However, once you've picked up your child for their conference, they will be signed out and not allowed to return for the remainder of the day. This practice ensures a safety and effective supervision.

**Pro D day** attendance is on a first-come, first-served basis, and pre-registration is mandatory. Families will receive an email notification one month prior to each Pro D day, informing them of the registration window.

# Registration

## Section two

### WAITLIST & PRIORITY

**Families on the waitlist will be contacted in the order they were added, as spots become available. Priority is given to siblings of enrolled children.**

Join the waitlist by filling out the online registration form found on our website or reach out for support by phone or email.

### ACCEPTING A SPOT

To ensure that our enrollment process runs smoothly, we have established the following process for accepting a spot::

#### Notification

In May each year, new spots become available for enrollment. Families who have expressed an interest in enrolling their child will be notified by phone call and emailed when a spot becomes available.

#### Response Time

Once notified of an available spot, families will have 48 hours to accept the offer and 72 hours to send a \$50 deposit. This deposit will be applied to the first month's program fees. Failure to respond within the specified time frame may result in the spot being offered to another family on the waitlist.

#### Waitlist

If the family declines the offer, they will not remain on the waitlist for future openings unless requested

#### Confirming Enrollment

To confirm enrollment, families will be required to complete all necessary portions of the online registration form and provide any required documentation (e.g., immunization records, emergency contact information) within a specified timeframe.



### GRADUAL ENTRY

For a positive start, both preschool and kindergarten students will follow a gradual entry process. Parents will receive an email three weeks ahead, outlining their child's staggered schedule.

### ROOM PLACEMENT

The classroom placement decision is ultimately made by our management team. We consider a variety of factors when determining classroom placement, including but not limited to the child's age, developmental level, social skills, and behavior. We want to reassure parents that our team of experienced and knowledgeable childcare workers make these decisions based on the best interests of the child and the entire program.

We kindly request that parents understand that the classroom placement decision is not negotiable. This policy is in place to ensure consistency in our program and to provide the best possible learning environment for all children in our care.

### PROBATION

During the first month of enrollment, we closely monitor your child's integration, engagement, and behavior within our program. This period allows us to identify any concerns regarding their participation.

In the rare event that either party - the family or our program staff - feels that the program may not be a suitable fit, services may end immediately. It is ultimately at the discretion of the Director to determine if discontinuing participation is in the best interest of the child and the overall program.

### RE-REGISTRATION

In April, families will receive notification that re-registration for the upcoming academic year is open. Families that choose to continue with SJD OSC will have one month to claim their spot and send the required \$50.00 deposit.

# Fees & Payment

## Section Three

At SJD OSC, we strive to provide high-quality and affordable care for children in our community. As part of our commitment to transparency, we want to make sure parents are aware of the different types of fees they may need to pay.

We understand that paying for childcare can be a significant expense for families. If you have any questions or concerns about fees and payments, please don't hesitate to reach out to us. We are committed to working with families to ensure that every child has the opportunity to participate in our programs.

### PROGRAM FEES

We offer a variety of programs, fees vary depending on the type of program. Parents can check our website for up-to-date pricing information.

### ADDITIONAL FEES

In addition to program fees, parents may need to pay the following fees:

- **A \$50 non-refundable deposit to register for any program.** This deposit ensures that your child's spot is reserved and helps us plan for staffing. All deposits made will go to
- **An annual \$10 membership fee.** This fee helps support our administrative costs and gives you membership status within our society.
- **Late Pick Up Fee.** If a child is not picked up within 10 minutes after the program ends, a late pick-up fee of \$15 will be applied as well as an additional \$15.00 for every 10 minutes thereafter.
- **NSF Fee.** Parents are responsible for any costs associated with bounced checks or declined electronic payments.

### FEE DEFFERALS

In order to ensure the sustainable operation of the Club on a non-profit and self sustaining basis, minimize overhead administrative costs, ensure consistent and reliable revenue The Club is unable grant a fee waiver, fee deferral or a leave of absence from the Club. In some extraordinary cases, a repayment plan can be made with the program Director.

### THE AFFORDABLE CHILD CARE BENEFIT

The Club requires confirmation from ACCB before applying any subsidies for children. Sometimes, the application and approval process can take more than a month. If a family claims subsidy for past months, the club will credit the retro pay to their account.

### CHILDCARE FEE REDUCTION INITIATIVE

CCFRI directly lowers program fees for ALL families attending our programs. This government initiative pays our program directly so we are able to pass on savings directly to parent's. We are committed to offering the lowest possible costs to families. For more information, you can explore the government website.

### FINANCIAL DOCUMENTS

At any point, you can access your invoices, tax receipts and other financial records through our childcare app. If you require any form of assistance in accessing these forms, do not hesitate to ask.

# How to Pay

## Section Three

**We accept three forms of payment:** pre-authorized payments, monthly e-transfers, and cheques. We do not accept cash payments for our safety.

### Pre-authorized payments

Preauthorized payments are a convenient and efficient way to make monthly payments. Parents can arrange for automatic payments to be withdrawn from their bank account on the 15th of each month using our childcare app.

### Monthly e-transfers and cheques

Monthly e-transfers and cheques are also accepted methods of payment. E-transfers should be sent to [office@sjdosc.com](mailto:office@sjdosc.com), and cheques should be made payable to Sir James Douglas Out of School Club and delivered directly to the office.

**Payments are due on the 15th of every month**, and we request that all payments are made in a timely manner. Failure to do so may result in suspension of childcare services until the outstanding balance is paid in full. As a non-profit organization, we operate on a self-sustaining basis and rely on program fees to support our operations.

# Policies & Expectations

## Section Four

### ATTENDANCE

We place a high priority on the safety and well-being of all children in our care. To ensure that we have accurate attendance records and to maintain a secure environment, we have established the following attendance policy:

**Authorized Pickups:** Only individuals authorized by the child's parent or guardian will be permitted to pick up the child. Parents or guardians must provide consent in advance for anyone who is not authorized to pick up the child.

**Absences:** Parents or guardians must inform the childcare program in advance of any absences or schedule changes. This includes any planned vacations or illnesses

**Late Arrivals and Early Departures:** If a child will be arriving late or departing early, parents or authorized pickups must email or text to notify the program staff.



**Repeated late pick-ups may result in termination of enrolment in the program.**

*If you know you will be late, please inform the program as soon as possible so that arrangements can be made for your child. We appreciate your cooperation in adhering to the pick-up schedule.*

### COMMUNICATION

We believe that transparency enhances our ability to support and protect the children we serve. This section outlines how we keep you informed and our expectations of parents and guardians.

**Disclosure of Relevant Information:**

To ensure that we are able to meet the individual needs of each child, we kindly ask that parents disclose any information that may impact their child's participation in our program.

This includes any major life changes or experiences that the child may have gone through recently, such as a family move or a loss of a loved one. It is also important to discuss any behavioural or learning challenges your child may be experiencing, we can use this knowledge to help guide our practices and best support them.

**Confidentiality:**

Your family's privacy is paramount, and any details related to your child and your family will be treated with the utmost care. We ensure that this information is shared only on a need-to-know basis within our team.

### DROP-OFF & PICK-UP

Parents or authorized pickups must personally pick up their children. It is imperative that parents touch base with a staff member at drop off and prior to leaving so that they may sign your child in and out at the exact time they leave. Our doors open at the precise time our program begins, children who have been dropped off early will not be permitted to enter.

**If a guardian does not arrive or respond to any calls after 5 minutes of closing the staff will call their emergency contacts**

### HOME TOYS

We recommend that children do not bring any toys from home. Bringing toys from home can lead to unnecessary conflict, distraction, and potential safety hazards. Additionally, the childcare centre will not be responsible for any damaged or lost toys brought from home. We provide a variety of age-appropriate toys and activities for the children to enjoy during their time with us.

### INCLUSION

We firmly believe that every child, regardless of their abilities or challenges, deserves the opportunity to participate in our programs. Our classrooms are designed to cater to all children, we incorporate visual schedules, sensory tools, quiet spaces, and "class toolboxes".

#### **Care Plans**

If your child has additional needs, our team will work closely with you to create an individualized care plan that addresses their strengths, challenges triggers, ect. This plan will outline any necessary accommodations, modifications to programming, and strategies to support their participation and growth.

#### **Collaboration**

Where appropriate, will actively engage with your child's care team, including healthcare professionals and therapists, to ensure a coordinated and holistic approach.

#### **Supported Child Development Program**

If it becomes evident that your child requires support beyond what our team can provide, we will work closely with your family to initiate the process of applying for the Supported Child Development Program where children can receive funding for an additional staff to attend program with them. We highly recommend applying for this service prior to registering for our programs if you know your child may need it, current wait times can exceed a year.

#### **Limitations and Best Interest**

We acknowledge that there may be cases where a child's needs exceed the scope of our program's capabilities. In such instances, if additional support workers are not available, it may be determined that continuing services would not be in the best interest of the child and the group.

# How to Withdraw

## Section Four

We understand that circumstances may arise that require families to withdraw their child from our programs. To ensure fairness and consistency, we have established the following policies:

### Non-Refundable Deposit

All of our programs require a non-refundable deposit of \$50 to secure your child's spot. This deposit is applied towards the total cost of the program.

### Notice Required

Families are required to give two week's notice before withdrawing their child from our programs. This notice must be given in writing to the centre director. Failure to provide two week's notice may result in the forfeiture of your payment.

### Refund Eligibility

If a family gives two week's notice and their child's spot can be filled by a child on the waitlist, they will be eligible for a refund of their program fees, less the non-refundable deposit.

### Refund Policy

Families who withdraw their child without providing two week's notice or whose child's spot cannot be filled by a child on the waitlist will not be eligible for a refund. Refunds will be processed within one week of the withdrawal date or parents can choose to use the funds as a credit on their account.

*To ensure the sustainable operation of our non-profit and to minimize overhead administrative costs, we regret to inform families that only under extreme circumstances will we grant a fee waiver, fee deferral, or a leave of absence from our programs.*

## CAUSES FOR IMMEDIATE WITHDRAWAL

### Extreme Behaviour

Occasional tantrums, emotional outbursts and defiant behaviour are expected for elementary aged children.

Extreme behaviour is when a child's actions are persistently disruptive to the program or endangers themselves, other children, or staff. These behaviours may include but are not limited to running away, violence, physical harm to self or others, destruction of program property, and excessive defiance. In such cases, The Club reserves the right to immediately remove a child from a program.

**Prior to dismissal from the program, the following measures will be taken:**

- All extreme behaviours will be recorded in detail
- The Manager will create a prevention and safety plan and implement it with the team
- The Director will host a parent meeting to address the behaviours and the safety plan
- A request for a support worker will be made to Victoria Island Health Authority if deemed necessary

If the parents are unwilling to discuss and support the safety plan, the child will be immediately dismissed.

### Unpaid Fees

If fees remain unpaid for over 30 days, the family does not respond or declines to make a repayment plan, or if they continue to miss payments, their serviced may be terminated.

We understand that financial difficulties may arise, and we are committed to working with families to ensure that they have access to affordable child care options. However, we also need to ensure that we are able to operate on a self-sustaining basis, and therefore prompt payment is required.

### Parental Behaviour

We expect all families to treat our staff, other children, and parents with kindness and respect. If a parent displays rude or aggressive behaviour towards any member of our community, we may have to review their child's enrollment in our program. We reserve the right to withdraw services if we feel that a parent's behaviour is negatively impacting our ability to provide a safe and supportive environment for all.



### ACTIVE PLAY

Weather permitting, we offer a minimum of an hour of outdoor playtime daily to encourage active play.

### SCREEN TIME

Our approach to screen time emphasizes balance, we use technology as an aid in making our programs even more enjoyable.

**Holiday Movie Tradition:** We gather as a whole to watch a single holiday movie in December, fostering a sense of community during special occasions.

**Classroom Movie Nights:** Each classroom enjoys their own a movie night once a year.

**Sensory/ Educational Activities:** Screen time is permitted for educational purposes such as working on Jr Leader projects under supervision, reading e-books or audiobooks, and occasionally projecting things like calming visuals, yoga classes, how to draw videos, ect..

**Unexpected Weather:** At times, when the weather unexpectedly keeps us in indoors, staff may use screens for up to 30 minutes to keep the children distracted while indoor activities are prepped.

### MEDICATIONS

For the safety and well-being of all children in our care, we request that parents disclose any medications a child may require while attending our program. Clear documentation outlining the administration procedure and dosage must be provided to our staff. This information will be stored in a readily visible location, ensuring accessibility and prompt response if needed.

In cases where a child is capable of self-administering medications, such as an inhaler, a staff member will supervise and document the dosage.

## FOOD

### **Parent provided snack**

For most of our programs, parents are expected to provide a full lunch, snack and a water bottle. If a child does not have enough food parents will be notified and expected to bring them additional food.

### **Program provided snack**

In the After School Program children are provided a daily snack that includes a fruit or vegetable paired with a healthy carbohydrate.

### **Dietary restrictions**

For parents with unique dietary needs or selective eaters, we kindly ask you to provide your child's snack. Accommodations will not be made beyond offering a gluten-free or dairy-free option.

### **Sugar**

In line with our commitment to health-conscious choices, we limit the consumption of refined sugar and food dyes. While occasional small treats like popsicles and cupcakes may be offered, parents play a crucial role in informing us if their child should **not** receive these treats due to dietary preferences or restrictions.

## ILLNESS

If a child reports feeling unwell or shows signs of illness while in our program, we will contact the parent or guardian to promptly pick up their child. If the child has symptoms that could be contagious, they must be picked up immediately to prevent the spread of illness.

While waiting for the parent or guardian to arrive, we will provide a comfortable and quiet place for the child to rest away from others. We ask that the child not return to the program until they are feeling well and are no longer contagious.

## IMMUNIZATION

We would recommend that children are fully immunized for their own protection and for the protection of those that cannot be immunized due to health reasons.

Please note, however, that immunization is not a condition of admission to the program and thus there may be children attending that have not been fully immunized.

## WEATHER

**Weather-Appropriate Clothing:** During colder months, families are asked to provide appropriate rain gear and warm clothes to ensure the children stay comfortable and protected from the elements. On sunny days, all children are required to wear sun hats and sun shirts provided by their families.

**Temperature Limit:** When the outdoor temperature reaches approximately 28 degrees Celsius (82 degrees Fahrenheit), we will not conduct outdoor activities to prevent heat-related issues. Instead, we will engage in indoor activities in a climate-controlled environment.

**Hydration:** To prevent dehydration, it is essential that families provide water bottles for their children. We encourage regular water breaks and ensure that water is readily available during outdoor playtime on hot days.

**Heavy Rain Policy:** In the event of heavy rain, outdoor play will be temporarily suspended. Instead, we will engage in indoor activities until it is safe to resume outdoor play..

## LICE

If a child is suspected to have lice, we request that the parent or guardian promptly picks up their child. In the case that lice are confirmed, the child should not return to the program until they have been treated and are clear of lice.

In the event that lice are identified in our program, we will thoroughly clean and sanitize the affected areas, including the classrooms and any materials that may have come into contact with lice. We will also store fabrics away until there are no more cases of lice.

## MANDATORY REPORTING

Please note that as a licensed child care facility, we have a legal obligation to report any concerns that we may have regarding the safety and well-being of the children in our care. This may include situations where a child discloses information to us that raises concerns about their safety, or where we observe behaviours or circumstances that cause us to be concerned. In such cases, we must contact the Ministry of Child and Family Development.

# Emergency Procedures

## Section Two

### EARTHQUAKE

**Preparedness:** Our staff is trained to respond swiftly and effectively during earthquakes. We conduct regular drills to ensure everyone is familiar with the procedure.

**Safe Spaces:** Our facility has been assessed for safety, and designated safe areas have been identified in case of an earthquake. These spaces are designed to protect children from falling debris.

**Communication:** During an earthquake, staff will guide children to the safe areas and reassure them. After the shaking stops, a roll call will be conducted to ensure all children are accounted for.

**Parent Communication:** In the event of a prolonged earthquake, we will maintain regular communication with you through our established channels to provide updates and reassurance. We kindly request that parents avoid calling us during this time to keep our lines clear for emergency responders.

**Reunification:** Once it is safe, we will follow our reunification procedures to ensure your child is returned to you or an authorized guardian.

### FIRE

**Preparedness:** Our staff are trained to respond quickly in cases of emergencies. Each class conducts monthly fire drills to ensure everyone is well-practiced in emergency procedures. After drills, children and leaders discuss the groups timing and effectiveness.

**Evacuation Plan:** Each classroom has a designated escape route and assembly point. Staff members will guide the children to safety and conduct roll call. Once all children are accounted for, groups will gather together at the muster point furthest from the fire.

**Communication:** In the event of a fire, we will notify you via text or phone, providing updates and necessary information.

**Reunification Point:** In the case of a fire, parents are requested to pick up at our designated reunification point outside the facility.

**Our two designated points are the back field beside the gagaball court or at the front of the school on the basketball court.**

## INJURY

### Minor Injury

In the event of a minor injury such as a bleeding nose, a minor scrape or a fall, we will assess your child's condition and provide any necessary first aid. If your child is interested in continuing to play and no further medical attention is required, we will complete an incident report and inform you at the time of pick up.

### Major Injury

In the case of a major injury such as head trauma, a broken bone, or deep cut that requires medical attention, a staff member with first aid certification will attend to your child while we contact you immediately. We will wait for your arrival to assess what form of medical intervention is required. If staff consider that the matter becomes life threatening, 911 will be called.

### Emergency Injury

In the event of a serious emergency injury that is life-threatening or requires immediate medical attention, we will call 911 and provide any necessary first aid while waiting for emergency services to arrive. We will contact you as soon as possible and will stay with your child until you are able to reach them.



**In the event that emergency services are called for a child, the parent/guardian will be responsible for any associated charges.** *The childcare centre will not be held responsible for any costs incurred as a result of emergency services being called.*

## MISSING CHILD

In the rare event that a child is separated from a group, staff will immediately begin searching the premises and calling the child's name loudly. If the child cannot be located within 5 minutes both the parents and emergency services will be notified. A detailed incident report will be submitted to The Clubs Licensing officer.

## IMPAIRED PICK-UP

If a parent or caregiver arrives under the influence of drugs or alcohol and exhibits behavior that could potentially endanger a child, we reserve the right to contact law enforcement. We will also immediately inform the designated emergency contact person for the child in question.

# How to apply for The affordable Childcare Benefit

The Affordable Child Care Benefit (ACCB) is a financial assistance program provided by the government of British Columbia to help eligible families with the cost of licensed child care services.

The benefit is intended to help working families, those who are attending school or in job training programs, and those who are facing financial difficulties. It is designed to make child care more affordable, so that parents can continue to work or study without worrying about the high cost of child care.

The amount of the benefit depends on a family's income and the number of children who require care. Once you've been approved, The Club will deduct the approved monthly amount from your fees. The program pay us directly, reducing the out-of-pocket costs for families.

## 1. DETERMINE ELIGIBILITY

You can check the eligibility criteria on the Government of [British Columbia's website](#) to see if you qualify for the ACCB and [calculate your savings](#).

To be eligible for the ACCB, families must meet the following criteria:

- They must be residents of British Columbia.
- They must be working, attending school, or in a job training program.
- They must have children under the age of 12 who are attending licensed child care facilities.
- They must have a gross family income of \$111,000 or less per year.
- They must be Canadian citizens, permanent residents, or designated as a protected person under the Immigration and Refugee Protection Act.

## 2. GATHER INFORMATION

Before applying, make sure you have the necessary information on hand, including your Social Insurance Number (SIN), your spouse or common-law partner's SIN (if applicable), your children's personal information, and details about your childcare expenses.

## 3. CREATE AN ACCOUNT

The easiest and quickest way to apply for the ACCB is online using the [My Family Services portal](#) found on the Government of British Columbia's website. Prior to creating your account, you will be asked to create a BCeID.

## 4. SUMBIT SUPPORTING DOCUMENTS

You will be prompted to submit the **Childcare Arrangement Form** and other supporting documents.

**Child care arrangement forms are provided upon request.** Simply email the office requesting a form for your child. Once you've received it you will need to fill in a portion of the form, sign it and upload it to your portal to be assessed by the ministry of child and family development.

## 5. WAIT FOR APPROVAL

After submitting your application, you will receive a confirmation email. The government will review your application and let you know if you are approved for the ACCB. If approved, you will start receiving the benefit within 30 days.

## 6. UPDATE & REAPPLY

In order to receive funding, you will need to apply each year by obtaining a new Childcare Arrangement Form, and your funding amount may vary based on any changes to your circumstances.

It's important to note that if you require full day care, such as during spring break, an additional arrangement is necessary. To avoid any interruptions or delays in receiving your subsidy, please request a **Full Day Claim Form** at least one month prior to the start of camp.

**If you require any support in navigating the program or applying please do not hesitate to call or email the office for assistance.**