



Registration Package



Friends of Tigger's After School Care Friends of Tigger's Summer Camp

Friends of Tigger's is an afterschool care facility in a Christian environment with values to help promote a loving and nurturing place for children to grow and play.

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

Tigger's recognizes and acknowledges that it is operating on the traditional territories of the of lək'wəŋən, Songhees, Esquimalt and W̱SÁNEĆ 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.

Please read through each section of the registration package thoroughly ensuring to initial and sign where indicated.

Once complete please e-mail the registration package to:

Undertheumbrellainc1161@gmail.com

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Registration Package Checklist:

Ensure that you complete all the required pieces of the registration package and then hand in the package BEFORE your child starts at the center. You can drop off a hard copy of the package to the center or you can e-mail a (completed filled out) file to Undertheumbrellainc1161@gmail.com. Use this email if you have any questions or feel free to call Raymonde at 250-818-7677.

- Thoroughly read through the policy agreement
- Fill in the amount you are paying for the deposit and registration fee
- Pay the deposit and registration fee to hold your spot if you have not yet done so. You can pay through e-transfer to undertheumbrellainc1161@gmail.com
- Sign that you have read and accept the policy agreement
- Sign the child release form
- Initial the summer camp and afterschool care parental fee agreement
- Fill in the child's file information sheet
- Follow us on Instagram and Facebook if you'd like to stay connected through social media
- Opt out of website photos if you do not want your child's face on our website
- Fill out ALL THREE emergency information cards
- Fill out and sign your child's care plan if applicable
- Include two recent photographs of your child for their file
- Include and up to date photocopy of your child's immunization record
- Fill out and sign your child's emergency care plan if applicable
- Child's emergency kit: Include the following in a Ziplock bag and hand it in when you hand in the registration package or on your child's first day of care:
 - A picture of you
 - A written note of comfort to your child
 - An emergency blanket
 - Juice box or water bottle (to be replaced when expired)
 - Snacks such as granola bars and fruit leathers (NUT FREE)
 - \$10 dollars to help replace expired items every year

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 _____ \$528.00/month
Pm Care Only _____ \$490.00/month
- b) Grade 1-up Am/Pm _____ \$452.00/per month
Pm only _____ \$439.00/per month
Am only _____ \$225.00/per month

OTHER FEES:

- c) Pro-D Day _____ \$40.00
- d) Early Dismissal _____ \$20.00 (per day)
- e) Drop-in rate _____ \$50.66 per full day
- f) Hourly rate _____ \$18.00 per hour
- g) Transportation fee _____ \$55.00 per month

SUMMER FEES:

- h) Summer Care Fee: _____ \$850.00/month or \$275/week
July & August

HOLIDAY FEES:

- i) Spring/Christmas Break: _____ \$275.00 (per week) or \$52.00 per day

ACTIVITY FEES:

j) 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 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.

Childcare Fee Reduction Initiative For your information, Tigger's Playschool, Tigger's Too Playschool, & Friends of Tigger's Afterschool **have** been approved to opt into the Childcare Fee Reduction Initiative to reduce parent fees. Every April CFFRI needs to be approved by the government to qualify. Every April there will be an increase of fees for all centers.

SUBSIDY FEES:

Parents receiving government SUBSIDY are responsible for renewals. If subsidy form is not renewed and received at the Center by the first day of the month, the full fee must still be paid in full.

Proof of daycare subsidy must be shown before a child may start at the center, or half of the fee is due at time of start date. This will be reimbursed (not including deposit) when subsidy is received.

2. FEES & SUBSIDY STRUCTURE:

a) FEES:

- All Fees are due on or before the 1st of the month by e-transfer only. Cash will not be taken.
- Payments are to be made one month in advance, on the first 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 two (2) months 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 deposit will be returned 30days after your child leaves, if proper notice is given.
- Withdrawal from 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 AGGREEMENTS:

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. Your deposit and unused fees for the month will not be returned.
- 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 parents will be given notice immediately; not returning 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. If my child does not need to be picked up, I will call the center before 2:00pm. If I do not call, I am aware that I will be charged \$20.00 a no call fee on my invoice.

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.
- If a child that is regularly picked up from school by our staff does not need to be picked up on one of their days, the center **MUST** be notified no later than 2pm. If our staff do not get notified in time a \$20 fee will be added to the monthly invoice each time.

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 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. 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.

M) CENTER CLOSURES:

- There will be no refunds if the center is forced to close for reasons including but not limited to unsafe weather conditions, sickness (including covid) prevention protocols, unsafe road conditions, shortage of staff due to sickness or unforeseen events.

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:

- Sometimes 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 may 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.
- I will keep the staff informed of any event or change of routine that might affect my child’s behaviour.
- 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.

7) ONLINE MEDIA:

● Photographs of the children are taken regularly throughout the year during activities and special events to help showcase what our centers have to offer.

● The photos are displayed in hard copy on display boards within the centers.

● The photos that are used on our Instagram and Facebook pages will have the faces of all children in the photos shielded from the public eye.

● All photos on our website show the faces of our kids, if you do not want your child's identity shown on our website you must OPT OUT by emailing TiggersMedia@gmail.com and include your name and the name of child and a clear statement to keep your child's identity off the website.

Parent Signatures:

Registration amount paid: _____ Deposit amount paid: _____

(Non-Refundable 12 hours after policy is signed)

Child's Name: _____

Parent/Guardian Signature(s): _____

Signing acknowledges that the parent or guardian has read, understands, and accepts the terms and conditions of this policy.

Start Date: _____

Finish Date: _____ (if applicable)

CHILD RELEASE FORM

FRIENDS OF TIGGER'S Afterschool Care

1161 Princess Ave./1110 Caledonia 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 \$50.00 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 pick-up the person and child. 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 wellbeing 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 a description of the car and geographic vicinity. If the caregiver believes that the child needs 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.

Date: _____ Signed: _____

Friends of Tigger's Afterschool & Summer Care

Parental fee contract

PLEASE INITIAL EACH SECTION:

_____ I agree to pay the fee of _____ by the 1st of the month. I will submit six months post-dated cheques to the center. I am aware this is required during registration.

_____ I agree to pay the fee of _____. Subsidy portion is _____, and my parent portion fee _____.

_____ I am aware that fees may be subject to change. A change is expected when the new subsidy is established.

_____ I am aware of the late fee policy.

_____ I am aware that I am responsible to keep my subsidy renewed and to keep the daycare informed if there is a problem.

_____ I am aware of the withdrawal policy and know that if I do not give notice on the 1st of the month, deposit paid will not be returned.

_____ I understand that if my fees are outstanding, I will be refused service until arrangements for payments to be made.

_____ I understand the late pick-up fee of \$50.00 will be applied to my bill. After 6:00 p.m. other arrangements will be made at the owner's discretion.

_____ I understand that if my child's behaviour becomes abusive or uncontrollable or becomes a safety issue to staff and/or other children, i will be called to remove him/her. After three incidents, a meeting will be set with the owner to discuss options.

_____ I understand that the center is not liable for any cost that may occur due to illness and /or injuries during the time my child is at the center.

_____ I have read and understand and do agree to the terms and conditions of friends of Tigger's policies and procedures as set out in the parent package and the parent agreement contract.

_____ I have received Friends of Tigger's parent package and the parent agreement contract.

Parent/Guardian signature(s): _____

Date: _____

Children’s File Information:

Name of Childcare Center: _____

Child’s Full Legal Name: _____

Home Address: _____

Child’s DOB : (M/D/Y) _____

Child’s School: _____

Child’s Grade When Started Care: _____

Parent’s/Guardian’s Name (N), Relation to Child (R), Contact Phone Number (#):

(Please include as many as possible. Example: Birth Parents, Grand Parents, Step Parents, Foster Parents, etc.)

N: _____	R: _____	#: _____
N: _____	R: _____	#: _____
N: _____	R: _____	#: _____
N: _____	R: _____	#: _____
N: _____	R: _____	#: _____
N: _____	R: _____	#: _____
N: _____	R: _____	#: _____
N: _____	R: _____	#: _____
N: _____	R: _____	#: _____
N: _____	R: _____	#: _____

To reduce paper waste, we are doing our part by asking parents for their email to have the calendar and newsletter emailed to them.

Parents Email Address: _____

Parent Signature

Date

Following us on our social media platforms in also a great way to stay informed:

Facebook Group: Tigger’s Playschool

Instagram Page: @tiggerschildcare

Emergency Information Cards:

Ensure to fill out ALL THREE cards as these provide the crucial information that we will need with us when we are away from the center, at the park and on field trips as well as provide a quick view during emergency situations. Your child(ren) cannot start at the center until all the cards are filled in and signed.

Child's Name: _____	DOB: _____
_____	_____
(Last) (First)	(D/M/Y)
Gender: <input type="checkbox"/> M <input type="checkbox"/> F <input type="checkbox"/> Other	Preferred Pronouns: _____
Home Address: _____	
	(Postal Code)
Parent/Guardian: _____	
(Name)	(Cell Phone) (Work Phone)
Parent/Guardian: _____	
(Name)	(Cell Phone) (Work Phone)
Emergency Contact: _____	
(Name)	(Cell Phone) (Work Phone)
Child's Doctor: Name: _____	# _____
(Please put the name and number of the medical clinic the child goes to if you do not have a family doctor)	
<u>Child Emergency Information Card:</u>	<u>Permission Form:</u>
It is the facility's policy to notify the parent when a child is ill or requires medical attention. If we are unable to contact the parent and the child needs immediate medical help, parental consent is necessary for facility staff to take appropriate action on behalf of the child. Your consent will accompany the child to the emergency service.	
I authorize the staff at the _____ childcare facility to call a physician, take my child to the nearest emergency center or summon an ambulance for emergency medical aid should the person(s) in attendance feel such services are required and I cannot be contacted by phone. If such an emergency should arise, I shall be notified as soon as possible. I agree that any cost incurred for such services shall be the sole responsibility of myself.	
Date: _____	Parent/Guardian Signature: _____
Date: _____	Parent/Guardian Signature: _____

Emergency Information Cards:

Child's Name: _____ DOB: _____		
_____	_____	_____
(Last)	(First)	(D/M/Y)
Gender: <input type="checkbox"/> M <input type="checkbox"/> F <input type="checkbox"/> Other Preferred Pronouns: _____		
Home Address: _____		
		(Postal Code)
Parent/Guardian: _____		
_____	_____	_____
(Name)	(Cell Phone)	(Work Phone)
Parent/Guardian: _____		
_____	_____	_____
(Name)	(Cell Phone)	(Work Phone)
Emergency Contact: _____		
_____	_____	_____
(Name)	(Cell Phone)	(Work Phone)
Child's Doctor: Name: _____ # _____		
(Please put the name and number of the medical clinic the child goes to if you do not have a family doctor)		
<u>Child Emergency Information Card:</u>		<u>Permission</u>
<u>Form:</u>		
<p>It is the facility's policy to notify the parent when a child is ill or requires medical attention. If we are unable to contact the parent and the child needs immediate medical help, parental consent is necessary for facility staff to take appropriate action on behalf of the child. Your consent will accompany the child to the emergency service.</p>		
<p>I authorize the staff at the _____ childcare facility to call a physician, take my child to the nearest emergency center or summon an ambulance for emergency medical aid should the person(s) in attendance feel such services are required and I cannot be contacted by phone. If such an emergency should arise, I shall be notified as soon as possible. I agree that any cost incurred for such services shall be the sole responsibility of myself.</p>		
Date: _____	Parent/Guardian Signature: _____	
Date: _____	Parent/Guardian Signature: _____	

Emergency Information Cards:

Child's Name: _____	DOB: _____
_____	_____
(Last) (First)	(D/M/Y)
Gender: ___ M ___ F ___ Other	Preferred Pronouns: _____
Home Address: _____	
	(Postal Code)
Parent/Guardian: _____	
(Name)	(Cell Phone) (Work Phone)
Parent/Guardian: _____	
(Name)	(Cell Phone) (Work Phone)
Emergency Contact: _____	
(Name)	(Cell Phone) (Work Phone)
Child's Doctor: Name: _____	# _____
(Please put the name and number of the medical clinic the child goes to if you do not have a family doctor)	
<u>Child Emergency Information Card:</u>	<u>Permission Form:</u>
It is the facility's policy to notify the parent when a child is ill or requires medical attention. If we are unable to contact the parent and the child needs immediate medical help, parental consent is necessary for facility staff to take appropriate action on behalf of the child. Your consent will accompany the child to the emergency service.	
I authorize the staff at the _____ childcare facility to call a physician, take my child to the nearest emergency center or summon an ambulance for emergency medical aid should the person(s) in attendance feel such services are required and I cannot be contacted by phone. If such an emergency should arise, I shall be notified as soon as possible. I agree that any cost incurred for such services shall be the sole responsibility of myself.	
Date: _____	Parent/Guardian Signature: _____
Date: _____	Parent/Guardian Signature: _____

Child Care Plan (If Applicable)

The child care plan is to be filled out if your child has any specialized needs due to atypical conditions such as, but not limited to, physical differences, anxiety, ADHD, FAS, autism, trauma, emotional dysregulation, etc. The child care plan should also be filled out if your child is experiencing significant stressors in their life outside of our center, such as parental separation, losses in the family, foster care changes, difficulties at school, etc. Giving our staff an outline so that your child can receive the extra care and attention needed for them to thrive is important to us. Please fill in the form thoroughly and provide as much information as possible.

Child's Name: _____

Child's Condition(s): _____

Please describe your child's specialized needs:

Potential triggers for my child:

Signs that my child is becoming distressed:

The best ways to help my child de-escalate or feel safe and calm again are:

After an episode the best thing for my child to do to decompress is:

Likes and dislikes

My child takes medication daily that must be administered by the staff

Type of med

Time

Permission

Understand if child is violent Raymonde will be called etc

Child Allergy Emergency Plan (If Applicable)

The child emergency plan is to be filled out if your child has any allergies, so that our staff can take extra care to prevent exposure. It is also the resource the staff will have on hand in the unlikely event that the child does have a reaction. Please fill the form out thoroughly, including as much information as possible.

Child's Full Legal Name: _____

Allergic To: _____

Severity: Mild Moderate Severe

If the child is exposed and begins having a reaction staff are to:

Does the child have a(n):

EpiPen: Y N

Antihistamines: Y N

Other: _____

Medication Location at the Center: (Filled in by staff) _____

I _____, guardian of _____
give my consent to the staff at Tigger's Childcare Centers to administer the above medication(s) to my child in the event of an emergency consisting of an allergic reaction if the staff believe it is necessary, and I understand that if my child needs emergency medical attention I will be contacted after paramedics have been called and Tigger's Childcare Centers are not liable for any costs involved in any incident related to my child experiencing an allergic reaction.

Signature: _____

Date Signed: _____

Child's Medical Number: _____