

# Parent Handbook



## Summer Camp



This information is available in alternate formats and/or with communication supports, upon request. Contact [marketing@RisingOaks.ca](mailto:marketing@RisingOaks.ca) for assistance.

REV 2025-08-13

## Welcome to RisingOaks' Summer Camp Program

RisingOaks' camp program is for children who have completed JK to Grade 2 , with weekly sessions in July and August. Families may choose to enrol for 1 week, or as many weeks as they would like. Each week is theme-based with a special guest and/ or field trip.

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

All RisingOaks camp programs are licensed on an annual basis by the Ministry of Education's Licensing and Compliance Branch. A summary of our licensing visit can be found on the parent bulletin board at each centre.

## Diversity + Equity + Inclusion = Belonging

At RisingOaks Early Learning, we uphold and maintain a community where families, children, educators and staff feel safe, respected, empowered, and a sense of belonging. With this sense of belonging, everyone can learn, grow, challenge themselves, and bring their perspective.

We respect the many different perspectives and lived experiences within our community. RisingOaks commits to being accountable to our community through reflective practice. Collectively, we strive to continuously challenge the status quo and enhance inclusivity and allyship within our community.

We commit to annually reviewing our diversity-equity-inclusion and belonging (DEIB) policies for areas for improvement, to active listening with each other, and to finding ways to gather the voices and lived DEIB experiences within our organization.

See <https://risingoaks.ca/dei-belonging> for more details.

## Hours of Operation

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

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

## Closure Dates

Camp does not run on Canada Day or the Civic Holiday in August. Summer camp programs will run for 8 weeks. There will be no summer camp program offered the last week of August.

## Base Fees

Base Fees include the following:

- Weekly camp fees as noted in the chart below.
  - » Families can choose to pay the camp fee in full at time of registration or pay a \$50 deposit and the balance later in 2 additional payments.

	Children <6 years of age	Children 6+ years of age
Weekly Fee	\$110	\$275

## Non-Base Fees

Non-Base Fees are those that apply only in certain circumstances or discretionary fees for optional program activities. At this time, the following non-base fees may apply:

- Camp cancellation fees
  - » See cancellation policy for more details
- NSF/bank service fees, \$30 per returned payment
- Security fob deposit, if applicable, is \$25. Refundable once fob is returned. A \$10 reprogramming charge is applied for lost fobs. This fee is reduced for families receiving child care fee subsidy.

Non-base fees are not reduced under the Canada-Wide Early Learning and Child Care Agreement.

### Please note:

- Fees are charged on all scheduled days, including on all statutory and public holidays (i.e., Canada Day, August Civic Holiday)
- The weekly fee for children <6 years of age has been further reduced under CWELCC to \$22/day which equates to a weekly fee of \$110
- RisingOaks does not issue credits or reduce fees due to sick days, vacation days, or for closures due to weather, mechanical or electrical failure, or other building closures outside of our control (e.g., school strikes). Refunds will be provided for customer deposits, overpayment of fees, or billing errors at the sole discretion of RisingOaks
- The Board of Directors reserves the right to make changes to these fees at their discretion. Notice of 45 days will be given informing parents of any changes



# REGISTRATION

## Online Camp Account

Once the Register Now button appears on our website, you can create your camp account. You may choose to login at any time to edit forms, download receipts, check payment schedule and add weeks of camp.

## Forgot your password

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

## Waitlist

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

## Cancellation Policy

A full refund will be issued for any cancellation request received in writing (i.e., paper or e-mail to the centre supervisor) by April 30.

A **partial refund** (after a \$50 cancellation fee per child, per week) will be issued for any cancellation requests received in writing by the following dates:

- Between May 1 and May 31 for July camps (i.e., weeks 1 to 5)
- Between May 1 and June 30 for August camps (i.e., weeks 6 to 8)

**No refunds** or credits will be issued as of the following dates:

- As of June 1 for July camps (i.e., weeks 1 to 5)
- As of July 1 for August camps (i.e., weeks 6 to 8)

Please see the list of important dates to confirm all cancellation dates by camp week: <https://risingoaks.ca/summer-camp-fees>

Per our official Payment Policy, refunds are not issued for missed days due to illness, injury, vacation, scheduling conflicts or for unforeseen centre closures (e.g., COVID-19, natural disasters).



### **Families on Subsidy with The Region**

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

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

**Frequently Asked Questions:** [www.risingoaks.ca/summer-camp-faq](http://www.risingoaks.ca/summer-camp-faq)

# WHAT TO EXPECT

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

On or prior to your first day of camp, you will receive a camp t-shirt and water bottle.

## What to Bring

- Water bottle – your child will receive a reusable RisingOaks' water bottle
- Sun hat
- Running shoes
- Backpack
- Bathing suit and beach towel
- Change of clothes
- Sunscreen, only if your child has sensitivities and requires a specific type not used at RisingOaks
- Insect Repellent (with a signed consent form)
- Daily morning snack
- Lunch 4 days per week (pizza lunch is provided 1 day a week)
- Insulated lunch bag with ice pack

## Children's Belongings

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

To order:

- Go to: [https://mabelslabels.ca/en\\_CA/fundraising/support/](https://mabelslabels.ca/en_CA/fundraising/support/) and
- Search: **RisingOaks Early Learning (Waterloo Region)**
- Enter discount code: **RISINGOAKS10** to get 10% off your order!

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



## Nutrition

RisingOaks has a [bag lunch policy](#) for summer camp. Parents will be expected to send a morning snack and lunch 4 days a week. RisingOaks will provide a nutritious afternoon snack daily and a pizza lunch one day a week.

All RisingOaks' locations are designated as Allergy Safe. Educators, in partnership with parents, do their utmost to ensure children with allergies are kept safe. Allergy lists are posted in the food preparation areas and serving areas. Any food sent from home must be nut free and not have a "may contain nuts" warning. RisingOaks reserves the right to limit other foods from home due to severe anaphylactic risks of children enrolled.

## Safe Arrival & Departure Policy

RisingOaks Early Learning strives to ensure the safe arrival and departure of the children in its care. Parents or guardians must notify the centre of any absences or expected late arrivals by calling the centre directly. This notification can be done in advance or by 9:00 am on the day of.

The policy outlines the next steps for staff to follow if a child has not arrived as expected and/or if they have not been picked up. When a child does not arrive or depart as expected, and no absence has been reported, the educators will initiate a multi-step process to follow-up and confirm the whereabouts of the child. This includes electronic notifications to parents/guardians, follow up phone calls to parents and emergency contacts and possible elevation to our sr. leadership team and/or local authorities.

Full details of this policy and its procedures can be found on our website at: <https://risingoaks.ca/safe-arrival-departure>

This policy is a Ministry requirement aimed at ensuring the safety of each child. Your collaboration is needed to reduce the number of notifications you receive, and also the time and attention required of educators on this process. We thank you in advance for your cooperation and support.

## Field Trips & Special Guests

Each week will have a special guest and a field trip. Visit:

<https://risingoaks.ca/summer-camp> to see the activities overview. An up-to-date Field Trip Information Form will be provided via email. Be sure to check it for correct DEPARTURE and RETURN times of our field trips.

All costs associated with special guests and field trips are included in your weekly camp fee. Field trips are listed prior to camp registration, as well as on the online registration site. Field trip locations, visitors and dates, are subject to change, however they are usually confirmed in June.

Parents/guardians are required to sign a permission form after reviewing the information sheet that contains details regarding the transportation, activities, risks and safety management strategies. This form gets filled out through our online summer camp registration site and must be completed during registration.

Children must wear their RisingOaks t-shirt on all field trips. This makes it easier for us to identify children in our groups.

## Program Statement

The Program Statement provides an overview of the following: Four Foundations, Pedagogical Approaches, Our Approaches to Achieve stated goals - including what you might see in our program and what we do behind the scenes. Alternatively, you can request a paper copy from the supervisor. Families are encouraged to view the full Program Statement on RisingOaks' website

<https://www.risingoaks.ca/program-statement>.

## Communication

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

You will receive a weekly update email from the camp team. You may also wish to follow us on: <https://www.facebook.com/risingoaks.ca/>



## HEALTH & SAFETY

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

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

To learn more about **Safety First!** – a risk management guide for off-site activities, visit <https://risingoaks.ca/safety-first>.

### Illness

Registered campers are required to be healthy and screened daily for symptoms. It is recommended that you keep your child home when they are showing signs of illness. Per Public Health, all children with vomiting or diarrhea must stay home for at least 48 hours, even after just one bout, regardless of outbreak status, unless the symptoms are related to a known cause or condition. This change helps prevent the spread of illness and keeps our community safe. There will be no reduction in fees due to illness.

## Accessibility

RisingOaks is committed to ensuring that its services are provided in an accessible manner. Our educators work closely with special needs resource partners to ensure that the needs of all children are met, but please note that we do not have access to enhanced staff and are not able to provide 1:1 support.

## Administration of Medication

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

## Emergency Management

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

## Injury & Incident Reporting

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

## Prohibited Practices

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

To learn more about RisingOaks' **Prohibited Practices**, visit: <https://risingoaks.ca/prohibited-practices>

## Supervision of Students and Volunteers

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

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

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

## Parent Issues & Concerns Policy

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

## Reporting Parent Issues and Concerns

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

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

- Parents, at their discretion, may seek clarification from, or voice concerns to, the CEO at [lprospero@RisingOaks.ca](mailto:lprospero@RisingOaks.ca) or by calling 519-894-0581, ext. 102
- All issues and concerns will be taken seriously and will be addressed. Every effort will be made to address and resolve issues and concerns to the satisfaction of all parties and as quickly as possible.

## Responding to Parent Issues and Concerns

- An initial acknowledgement or response to an issue or concern will be provided to parents/guardians within two business days with a follow up conducted within 10 business days.
- A parent/guardian who is not satisfied with resolution of their issue or concerns has the right to escalate their concern to any of the following:
  - » The Board Chair by emailing: [boardchair@RisingOaks.ca](mailto:boardchair@RisingOaks.ca)
  - » Ministry of Education: 1-877-510-5333; [childcare\\_ontario@ontario.ca](mailto:childcare_ontario@ontario.ca)
  - » College of Early Childhood Educators 1-888-961-8558; <https://www.college-ece.ca/>
  - » Family and Children's Services 519-576-0540

View the full policy at: <https://risingoaks.ca/parent-issues-concerns>

## Respectful Conduct

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

## Public Duty to Report Suspected Child Abuse

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



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