

# Oakville Trafalgar Licensed Summer Program

## Frequently Asked Questions

### Payment Methods

- Credit card (Visa or Mastercard) required at the time of registration

### Please note:

- For week 1 and week 2 PAP is required to be paid by June 15<sup>th</sup>. After June 15<sup>th</sup> you will be required to pay at the Y 410 Rebecca Street or pay by Credit Card
- A \$20.00 service charge will be applied to all NSF pre-authorized debits and declined credit cards
- Disputed transactions must be addressed within 60 days of the registration date
- Failure to make full payment of camp fee one week prior to the start of the program will automatically result in withdrawal. Please refer to the payment schedule below.

### Oakville Trafalgar Licensed Summer Program - Payment Dates

Week	Session Date	Bank Withdrawal	Credit Withdrawal	Cancel-by Date
1	July 4-8	01-Jun	08-Jun	20-Jun
2	July 11-15	15-Jun	June 22	27-Jun
3	July 18-22	15-Jun	June 22	04-Jul
4	July 25-29	July 1	July 8	11-Jul
5	August 2-5	July 1	July 8	18-Jul
6	August 8-12	15-Jul	July 22	25-Jul
7	August 15-19	15-Jul	July 22	August 2
8	August 22-26	August 1	August 8	August 8

## **Cancellation Policy**

- Full refunds will be issued if Licensed Summer Program is not able to operate as a result of Government or Public Health directives
- All refund requests must be in writing ([e-mail us](#))
- For requests made at least 15 days prior to Licensed Summer Program date, refunds will be issued less \$25 per session
- Requests made within 14 days of the first day of Licensed Summer Program fees are non-refundable
- Exceptions may be considered for confirmed medical reasons with proper documentation (doctor's note required)
- No refunds are issued if a child is sent home as a result of their behaviour, if they are ill or if they are directed to isolate/stay home

## **What are your hours of operation?**

- Our Licensed Summer Program operates from 8:30am till 4:30pm.
- It is important to ensure that your child is picked up not later than 4:30pm. Our late fee is levied at the rate of \$15.00 for every 15-minute increment, starting at one minute past the program time.
- For example:  
4:31pm - 4:45pm \$15.00  
4:46pm - 5:00pm \$30.00
- Please note we do not issue receipts for late payments. Should you be late, every effort will be made to reach you and your emergency contact person(s). If we have not been able to contact someone to pick up your child by 5:30pm a call will be placed to Halton Children's Aid Society. Families who are late more than three times, will be asked to find alternate childcare for their child.

## **What is Program Educator to child ratios?**

- In our Licensed Summer Program will be operate at Program Educator to child ratio of 1:13

## Safety is #1

- The YMCA Licensed Summer Program has been reimagined following Ministry of Health and Halton Public Health guidance. Our top priority is providing a safe environment for our children and staff.
- Safety protocols and frequent disinfecting will be in place. This includes having the option for children and staff to wear a mask indoors, encouraging physical distancing, frequent hand washing, health screening, individual equipment, and activities that encourage appropriate space between campers.
- Children will be outside as much as possible and should dress appropriately for outdoor activities.

## Screening

The YMCA Licensed Summer Program follows the same health practices as Schools and Licensed Child Care Centres.

- Parents/caregivers are required to complete the **Ontario health screening** each day for child(ren) attending.

## What will happen if my child becomes sick or injured?

- Please keep your child(ren) home if they are feeling unwell. Access to YMCA Licensed Summer Program will not be permitted if the individual does not pass the screening that day.
- If your child comes to the Licensed Summer Program sick, or becomes sick while in our care, you will be contacted to pick up your child. If we cannot reach you, the emergency contacts indicated on your registration forms will be contacted.
- Children with any one or more Covid-19 like symptoms listed in the Ontario School/ Child Care Screening Tool must be kept home from our Licensed Summer Program until symptoms have not been present for 24 hours (48 hours for nausea, vomiting, and or diarrhea). A doctor's note may be required prior to the children returning in some instances.

## Drop-off and Pick-up

- When entering the childcare centre please be respectful of everyone's personal space. Information on how to access the centre will be provided to each family individually in a Pre-Licensing Summer Program email.
- Only individuals 16+ listed as authorized pick-up during the registration process will be permitted to sign participants out. Authorized pick-ups, including parents/caregivers, must show valid, government issued photo

## Entering Oakville Trafalgar Area

- For the safety of everyone involved, parents/caregivers and authorized individuals, please have 1 individual escort your child into the centre, this includes at pick up time as well.

## Medication

**My child requires medication. What information do you need from me to ensure they get their medication at camp?**

- If your child requires medication while attending our program, please let us know. Our 'Medication Administration' form will be sent to you in your pre-licensed summer program email. This form will need to be filled out in its entirety.
- **Prescription Medication** - Upon arrival to our Licensed Summer Program, please give prescription medication, along with the completed medication form to the Child Care Director. The Child Care Director will ensure the medication is kept in a locked box. Medication will only be removed from this box at times when it is to be administered and to return it to parents. All medication must be labelled with your child's name, dosage, and duration in the original package. Please let us know if there are any special storage requirements, or common side effects.
- **Epi-Pens and Inhalers** - Upon arrival to our Licensed Summer Program, please give Epi-Pens and or Inhalers, along with completed medication forms to the Child Care Director. The Director will ensure all documents are completed in its entirety and that all staff are informed and trained on how to support your child. Any child who requires an Epi-Pen and/or Inhaler in our program must bring it in a separate fanny pack/case, as they will be carried by your child's Program Educator at all times while they are in our care.

### **My child will be absent today, Whom to I contact?**

- If your child will be absent from our program, it is very important that we are notified. If your child will be absent from our Licensed Summer Program, please email the Director at [Brianalu@oakville.ymca.ca](mailto:Brianalu@oakville.ymca.ca) or contact the centre directly at 905-338-7755. When informing us by email or leaving a voicemail, please be sure to include the date, your child's name, and the program they are registered in.

### **Why do I need to bring ID when picking up my child?**

- The children's safety is the utmost importance to us. Therefore, ONLY individuals whose names are listed on the registration form are able to pick up your child from our program. Program Educators will ask for photo identification to confirm the person picking up is on our registration form.

### **I am sending someone else to pick up my child today. Whom do I contact?**

- **Written permission** must be provided for any individual not listed on the registration form to pick up your child.
- Any parent/guardian or identified emergency contact picking up your child *must be 16+*. Photo identification is required at the time of pick-up from our Licensed Summer Program and each time a new person picks up your child.

### **I want to pick my child up early. Whom should I call?**

- If you know in advance that you will be picking up your child early, please let your child's Program Educator, On-Site Supervisor or Director know so they are able to have your child ready for your arrival.
- If it is a last-minute pick-up, please call the centre directly at 905-338-7755 while you are on your way.

### **Summer days can be very hot. What do you do to ensure children's safety?**

- All children have water and sunscreen breaks regularly scheduled throughout the day. Our staff team is trained to closely monitor the weather, and to increase the frequency of water and sunscreen breaks based on the weather and the children's individual needs. During very hot days, some of our regular programming may be substituted for additional water games and passive activities.

## **Program Information**

### **What do I bring to the Licensed Summer Program?**

Our Summer Program days are busy! To ensure your child is prepared, please make sure the following items are packed:

- Closed-toed shoes (preferably running shoes)
- NUT FREE, litter less lunch and snacks (an insulated lunch bag is best)
- Water (in a reusable container)
- Sunscreen
- Hat
- Swimsuit, towel, and water shoes
- Backpack to carry everything in
- Weather appropriate shoes and clothing

### **Are lunches and snacks provided?**

- Lunches are not provided at our Licensed Summer Program location. Children are expected to bring Peanut and Nut Free lunches each day.
- We will provide nutritious morning and afternoon snacks for the children

## **What types of water-based experiences are available at the Licensed Summer Program?**

The children will be able to enjoy water-based activities such as sprinklers, water painting and our portable splash pad activities.

## **How will we know what activities our child will be participating in when they are at the Licensed Summer Program?**

We have many different forms of communication tools to ensure parents can be part of the Licensed Summer Program experience!

- **Email** – The week before the Licensed Summer Program, all parents will receive an email outlining important information about the upcoming week
- **Phone Calls** – The week before our Licensed Summer Program, all families will receive a phone call from their child's Program Educator to introduce themselves and answer any questions you may have week. Please note that in the event of inclement weather, activities may be changed

## **My child requires additional support. Whom should I contact?**

The YMCA offers a positive, supportive summer experience for our children who require additional support (*limited space available*). For additional information or to secure your space today please contact Rosie Lydon, Inclusion Specialist at [rosiely@oakville.ymca.ca](mailto:rosiely@oakville.ymca.ca)

## **My child lost something at camp. How do I retrieve it?**

The YMCA of Oakville will not be responsible for any lost or stolen items.

To avoid lost items, clearly label your child's belongings, and avoid sending any unnecessary items. Lost items will be kept on-site for child or parent pick-up throughout the week.

*Please note: At the end of each month, all unclaimed items will be given to a local charity.*