

# Solid Futures Learning Centre Co-operative Limited

## PARENT HANDBOOK

04/01/2017  
Solid Futures Learning Centre  
SFLC

## **MISSION STATEMENT**

Our Objective is to provide high quality licensed child care by exceeding industry standards.

The values that define our centre are based upon trust, respect and diversity. These values are provided in a caring, fun and creative environment. Our staff encourage individuality and continuous learning in a positive atmosphere.

We are a family centre. Parents are partners with staff in achieving positive childhood development. Our goal is to support not only the child but the family unit.

We are a fully inclusive child care centre. Our program is developed using innovative and current child care practices that stimulates learning. Children are respected as individuals who have different personalities, feelings and developmental needs.

The centre is committed to interaction with other child care organizations in developing ground breaking approaches to child care. We recognize our responsibility to the early childhood community and to the community at large in providing leadership in quality child care.

## **STRUCTURE**

Our daycare is made up of members (parents who use the centre) who elect at a general members meeting a Board of Directors. The Board is responsible for making policy decisions and hiring a manager (the centre director) to manage the day to day operation of the centre in accordance with established policies. The director is responsible for hiring and supervising staff and ensuring conformance to all standards and general operational requirements. Any parent inquiries or concerns are to be directed to the centre director, to the Board of Directors, if needed, and finally to the general membership, if necessary.

We are licensed and monitored by the Early Years Branch, Ministry of Education (2<sup>nd</sup> Floor, 2220 College Avenue, 306-787-4980) and are governed by the Co-operative Associations Act.

### **GENERAL MEETINGS**

All parents are required to attend general meetings which are held one or more times during the year. The membership directs the Board and policies so parent input is essential for the daycare to operate as the membership (parents) desire. Notice of meetings will be posted at the centre. Child care is provided at the centre for all general meetings. General meetings offer parents the opportunity to get to know one another and are sometimes combined with a social or meal.

### **ADMISSIONS POLICY**

We are licensed to accept children between the ages of 18 months and 12 years. Children are accepted based on the availability of child care space in specific age groups. A waiting list is maintained in the event that the daycare is fully enrolled to its licensed capacity. Spaces are filled on a first come, first served basis from the waiting list as spaces become available. Families who currently have children enrolled in the centre are given first priority on the wait list.

### **REGISTRATION PROCEDURES**

Upon admission, parents are required to fill in the following forms prior to the child's start date:

- ✓ Agreement for Child Care Services
- ✓ Social Resume
- ✓ Health Resume
- ✓ Emergency Transportation Consent
- ✓ Emergency Card
- ✓ Transportation Consent
- ✓ Subsidy Application (for parents applying for subsidy)
- ✓ Supplemental Agreement
- ✓ Picture / Video Consent
- ✓ Child Release Form
- ✓ Fee Payment Policy

## **ORIENTATION**

Parents will receive an orientation from the staff or director. It is highly recommended that parents be familiar with the parent handbook and policies of the daycare as soon as they register.

We have a gradual entry program that allows children to become familiar with the centre before the actual start date. This consists of:

1. A first visit with a parent or other close family member. This should last about one to two hours. The child will be shown around the centre, be given opportunity to explore toys, and be introduced to staff and other children.
2. A second visit of about one half day (mornings are best) where the child is encouraged to interact more independently. (parent remains)
3. One or more short days while the parent leaves.
4. Full days alone once the child is comfortable.

**This program is adjusted to meet the needs of individual children.**

## **HOURS OF OPERATION – LATE PICK UP POLICY**

*(revised January 1<sup>st</sup>, 2013)*

The daycare operates from **7:00 AM to 6:00 PM** from **Monday to Friday**. It is closed on weekends, statutory holidays (Boxing Day is included as a statutory holiday under our agreements), civic holidays and possibly other days designated by the Board of Directors. The centre will close at 3:00 PM on Christmas Eve and New Year's Eve.

Children must be picked up by 6:00 PM. Parents will be charged \$25.00 per half hour or portion thereof past 6:00 PM plus any late fees incurred by our staff members who are penalized by their own childcare facilities. If a child is picked up late 3 times or more, the parent may be given notice to withdraw the child. When a child is not picked up within thirty minutes of the centre closing and the centre has not been able to contact the parent/guardian or any of the contacts the parent has provided, Mobile Crisis Unit or the community equivalent to Mobile Crisis Unit will be called. The appropriate contact number will be posted for you to call in regards to your child/children.

### **DAILY MAXIMUM HOURLY ATTENDANCE**

**Full-time** attendance, parents are reminded that their child's full day away from home should be restricted to a maximum of ten (10) unless otherwise arranged.

**Absent Children / Arrival Times** Please call the centre if your child will be absent or if he/she will be arriving later than 9:00 AM. This is important for the staff planning. Children function better with a regular predictable routine so whenever possible, children should be here at the same time every day, preferably by 8:30 AM so they can enjoy breakfast with the other children.

### **DAILY CHILD DROP OFFS**

*(Revised January 29<sup>th</sup>, 2019)*

All children must be signed in upon arrival. Parents must ensure that the staff is aware that the child/children has come in. Please escort your child/children to their group and ensure that their belongings are put away in their lockers. If there are any messages, please write them in the communication book on the sign in/out table and talk to your child's/children's educator directly. In order to protect the security of the building all parents/guardians or anyone dropping a child/children off at the centre MUST access the centre through the front door.

### **DAILY CHILD PICKUPS**

*(Revised January 29<sup>th</sup>, 2019)*

The person picking up the child/children must make sure that the staff is aware that the child/children has left for the day. Children are not permitted to walk home from the centre unattended by an adult. Children will not be released to anyone under the age of 16 years old. Only the persons listed on the *Child Release Form* will be allowed to remove the child/children from the centre. The child/children will only be released to a person not listed on the *Child Release Form* if the centre has received written or telephone confirmation from the parent/guardian. If someone arrives to pick the child/children up from the centre who our staff do not recognize they will be required to show picture identification and staff may phone the parent/guardian for confirmation. Parents must make it clear if there is someone who is not allowed to remove the child/children from the centre and copies of any custody agreements or court orders regarding access to the child/children must be kept in the

child's/children's file. In order to protect the security of the building and ensure the safety of all children, parents/guardians or anyone else picking children up from the centre must access the building through the front door. If the children are in the backyard play space when parents/guardians or anyone else picking children up arrive, they must access the backyard through the front door of the building and proceed to the back yard through the building.

**POLICY FOR CHILD PICK-UPS VIA CAB SERVICE**

*(added January 2013)*

In the event that a parent/guardian has an emergency and is unable to pick their child/children up from the centre at the end of the day and they wish to send a cab to pick up their child/children, the following will be enforced in order to protect the safety and well-being of the child/children and the interests of the centre.

- The parent/guardian must contact the centre stating that they will be sending a cab to pick-up their child/children. They must give the name of the cab company and the telephone number.
- When the cab arrives at the centre to pick-up the child/children, the driver must come into the building to take the child/children. Our staff will not take the child/children out to the car. Please inform the cab company of this when arranging the cab.
- The driver must show his identification to the centre staff and must give the license plate number of the vehicle.
- If the cab arrives after centre closing time (6:00 PM), regular late fees will apply and will be billed to the parent/guardian.
- Car seats and booster seats are not legally required in cabs and will or will not be used at the parent's/guardian's discretion. The centre does not have car seats or booster seats on hand and cannot supply any such item for a child/children being picked up by a cab.
- Once the child/children have been released to the driver of a cab, the centre is no longer responsible for the child/children and cannot be held accountable for anything that may occur.

In the event that a parent/guardian wishes to have their child/children picked up from the centre by a cab, please consider having the cab pick up the parent/guardian first and have the parent/guardian accompany the cab to the centre. The centre would then be releasing the child/children to the parent's/guardian's care. If this is not possible, as a courtesy to the

staff and the centre, please consider calling the centre when the child/children arrive at the destination so the our staff are aware that the child/children have arrived safely.

### **COMMUNICATION**

Parents are responsible for the communication all necessary information about their children to the staff. Communication must be ongoing. The staff's first priority while working is to the children, so if your discussion will take longer than a few minutes, please arrange a time when the staff can give you their undivided attention. Please do not discuss your child or any other child with staff or parents when the child is present.

In keeping with our philosophy, parents and staff are expected to respect each other. In order to maintain consistent child care, certain routines, rules, and policies have been established. Please do not interfere with these or attempt to change them single-handedly. Remember that group living involves some compromises. Your suggestions or concerns should be addressed to the director, the Board if necessary, and finally to the general membership at a general meeting if still unresolved. Abusive language and/or behavior toward staff, other parents or children will not be tolerated under any circumstances.

### **EMERGENCY CONTACTS**

*(revised June 24<sup>th</sup>, 2004)*

The people listed by the parent/guardian on the child/children's emergency cards will only be used by the centre in case of emergency. It is the responsibility of the parent / guardian to inform the centre immediately on writing of any changes in the information provided on the emergency cards. On a yearly basis the centre will provide the parent/guardian with new cards to be filled out for updates.

### **CUSTODY AND ACCESS**

*(revised June 24<sup>th</sup>, 2004)*

It is the responsibility of the parent/guardian to accurately fill in all the forms required by the centre. It is also the responsibility of the parent/guardian to provide the centre in writing with any changes to the information given at the time of registration. It is the responsibility of the parent/guardian to provide the centre with a copy of any legal documents required to provide a safe environment for the child/children, pertaining to custody and access.

When no legal documentation is provided and the parent/guardian is not in agreement with the access and custody issued, the centre will maintain previous parent/guardian arrangements until legal documentation is provided to the centre. If any person insist on removing the child / children without the consent of the parent/guardian the local authorities will be contacted.

### **VISITATION**

*(revised June 24<sup>th</sup>, 2004)*

In centre visitations are at the discretion of the Director. The time length of the visitation is to be determined by the Director of the child care centre. Copies of visitation agreements issued by the court will be kept in the child/children's file and will be strictly adhered to by the centre. If no legal visitation order has been provided to the centre, visitation will be at the discretion of the Director through consultation with the contractual parent/guardian. The director will consider the previous arrangements, as well as the safety and well-being of all children attending the centre, when making any decision.

### **SIGN IN / OUT BOOK AND MESSAGES**

Please ensure that your child is signed in and out daily at the accurate time as it is very important for fire regulations and could also affect your subsidy. Also make sure that all messages are written down in the book provided beside the sign in/out book.



## **INTOXICATION**

*(revised June 24<sup>th</sup>, 2004)*

If the centre suspects that the child/children are being transported by a person that is intoxicated, the centre will contact the local police and child protection. The centre will provide the license plate, model and make of the vehicle and any other pertinent information requested by the authorities. The centres main concern will always be the safety of the child/children.

## **CLOTHING**

Children should be dressed appropriately for play. Fancy or constraining clothing is not suitable since the most fun activities seem to get the children the dirtiest. Staff will try to prevent unnecessary soiling of clothing by having the children wear smocks for messy play, however, children cannot fully participate and enjoy the daily activities if they are worried about getting dirty.

Clothing should have simple fastenings as independence is very important in your child's development.

All clothing must be labeled. Despite efforts by the staff, clothing is sometimes lost. Staff is not expected to take responsibility for finding misplaced items.

Shoes must be worn at all times. This is to prevent accident or injury and in case of fire drills when children must go outside. During seasons when children wear boots, shoes should be left at the centre.

All children must have a complete change of clothing at the centre at all times. Toddlers, especially those in training should have several changes.

If your child wears diapers, please insure that an adequate supply of diapers is available.

Children may be required to keep a swim suit and towel in a labeled plastic bag at the centre.

**Personal toys should be left at home as it is too hard on the children when they become lost or broken at daycare.**

## **NUTRITION**

The daycare serves:  
Breakfast at 7:30 for school age and 8:30 for all others  
Lunch at 11:30  
Snack at 3:00

**Children must be here on time for meals, otherwise it is the parent's responsibility to ensure that the child has eaten.**

The daycare follows the Canada Food Guide and provides well balanced meals. Processed foods, foods containing a lot of coloring or preservatives and overly sweet foods are kept to a minimum.

Candy and gum are not allowed at daycare.

Meals are served family style in small table groupings. Good manners and quiet conversations are encouraged. To prevent choking, children must remain seated while eating. Children are encouraged to be independent and practice such skills as pouring their own drinks, serving themselves and others, and making choices. They are offered small portions to start with and may have further helpings as desired.

Children are never forced to eat. They are encouraged to try new foods. Dessert may be with-held from a child who does not eat the main meal.

It is the parent's responsibility to provide any foods required by children on special diets.

## **HEALTH AND HYGIENE**

Children are required to wash their hands before eating or handling food and after using the toilet, coughing or sneezing.

Children's faces are washed, noses are wiped. We do not require or provide hair brushes.

Proper hygienic methods are used.

Because of our busy day at daycare, all children are required to have a rest period. The youngest children sleep in the toddler room, older children rest on cots where they may fall asleep if tired, and non napping preschoolers and school age when there is no school have a quiet time. The rest period is immediately after lunch and lasts for one half hour to two hours, depending on the children. Cots are assigned to the same child at all times and bedding is washed weekly.

## **ALLERGIES**

Please inform the staff of any allergies your child has and the expected reaction. It will be posted in the kitchen as well as the child's room.

## **MEDICATION**

### **Guidelines for Administering Medication in the Centre**

#### **No Medication will be given without the parent filling in and signing a Medication Form.**

This is a regulation and a requirement of us maintaining our license to operate. The only time this will be waived is in the case of an emergency when the director or designate may obtain permission by telephone. The parent will be required to sign the form immediately on arrival to the centre.

#### **Only prescribed medication will be administered routinely to children.**

It is the policy of this centre that only medication given to children (except on an emergency basis) will be that prescribed by a doctor. This MUST be:

- in the original container with the pharmacist's label;
- prescribed for and named with the child's name; and
- a new prescription

(We will not give any medication that was not used up last time)

#### **Tylenol and cough syrups will be given only on an emergency basis**

If your child has a fever a doctor needs to be consulted to find the reason. Tylenol will only be given ONCE to relieve the fever until they can see a doctor. The fever is telling you that something is wrong; Tylenol does not cure the illness. Tylenol will never be given to a child already taking a prescribed medicine unless a doctor's note is presented. There are many kinds of Cough syrup and it is important that you are giving your child the right one. Again we will only give un-prescribed cough medicine once until you can see a doctor.

#### **Over the counter medications must still be authorized by a doctor.**

Sometimes your doctor will suggest that you give your child medicines that you can just buy without a prescription. You MUST ask the doctor to give you this recommendation in writing. This applies to Tylenol and cough syrups as well as anything else he/she recommends. Over the counter medications can react adversely with prescription medication and your doctor's written recommendation should be obtained before you give it.

### **Some Helpful Hints for You and the Centre**

If possible new medicine (one that the child has never had before) should be given at home for 24 hours. This means that you can monitor your child carefully for any reactions. If this is not possible please let us know if the medicine we are giving is a new one.

Some medicines can be on a schedule that allows you to only have to give it at home. Ask your doctor if this is possible. This means you don't have to continually remember to transport medication.

Please tell us if your child is receiving medicine at home so that we can watch for any side effects such as drowsiness.

If it is possible, ask to have a prescription filled in two bottles so staff and parents do not have to pass the medication back and forth each day.

If you have two children both receiving the same medication BOTH names must be included on the label. We will not give medicine to a child whose name does not appear on the bottle.

A separate form must be filled out for each medication that child is taking.

All medicines have an expiration date. We will not give prescriptions or over the counter medicine that has expired.

Please let us know how you give the medicine and any suggestions you may have to make the experience easy. Wherever possible we let the child have some control over the situation by helping hold the spoon or choosing where they'll sit while they have it, but you may be able to give us some valuable tips about your child.

The staff record every time they give medicine, you can check what time your child received their medicine by asking to see the form.

### **Children who are too ill to attend school are too ill to attend daycare**

### **Children who are too ill to go outside are too ill to attend daycare**

Should an accident occur at the daycare, staff will administer basic first aid. If the child requires further medical assistance, he/she will be taken to the hospital or medical centre either by car or taxi. An ambulance would be called in very serious situations. The parent is responsible for transportation costs. Parents or guardians will be contacted immediately after an accident occurs to establish whether they will pick the child up or be met at the hospital.

## GUIDELINES TO PARENTS FOR EXCLUSION OF SICK CHILDREN

**Out of consideration for the other children, staff and parents, please do not send your child to daycare if he/she does not feel well. The following guidelines may help to make that decision:**

\* **Fever:** Rectal temperature over 101` F. or an oral temperature over 100`F. Children must be fever free for 24 hours before returning to the centre.

\* **Conjunctivitis** is an eye infection sometimes called “**pink eye**”. The eye may be red and runny with some itchiness and burning. Children need to be on antibiotics for 24 hours before returning.

\* **Bronchitis and /or croup** may begin with hoarseness, cough and a slight temperature, wheezing or whistling may be heard when the child breaths. Children need to be on antibiotics for 24 hours before returning.

\***Impetigo** is a red pimply rash that eventually blisters and weeps. It is common in moist areas of the body such as in the diaper area, face, hands, armpits, and skin creases. A physician’s approval must be given before the child may return.

\* **Diarrhea** is a watery or greenish bowel movement that looks different and is much more frequent than usual. A child may not attend until the diarrhea is fully ceased for a full 24 hours.

\* **Vomiting.** A child needs to have not vomited for 24 hours before returning.

\* **Severe cold** with fever, coughing, sneezing, or runny nose.

\* **Any contagious illness,** some of which are:

**Measles**(children need to be excluded from the centre for a minimum of 4 days from appearance of rash)

**Rubella** (children need to be excluded from the centre for a minimum of 7 days from appearance of rash)

**Chicken Pox**(children need to be excluded from the centre for a minimum of 5 days from appearance of rash and pox need to be dry before returning)

**Mumps** (children need to be excluded for a minimum of 9 days from onset of swelling)

**Strep Throat** (children need to be on antibiotics for 24 hours before returning)

**Scabies** (children must be excluded from the centre for a minimum of 24 hours after being treated)

**Head Lice** (children must be treated and ALL nits should be removed from the hair before returning to the centre, when returning to the centre after being treated for head lice, parents must wait in the centre with their child until the child's head has been checked for nits by a staff member, this will help you to find any nits that may have been missed, children must be retreated in 7 to 14 days as recommended on the OTC head lice treatment).

\* A child on antibiotics to treat upper respiratory infections may not attend the centre until at least 24 hours after treatment has commenced.

\* Children who are just not themselves are often coming down with an illness. Watch for further symptoms.

\*If a child has an unidentified rash, the child will need to be seen by a physician and a doctor's note must be returned to the centre stating what the rash is and whether or not it is contagious.

\*In the best interest and safety of the children and staff in the centre we will always follow the recommended (as recommended by Public Health) exclusion times and procedures for all communicable diseases.

\*Any outbreaks of communicable diseases within the centre will be reported to Public Health officials as required.

### **DAILY SCHEDULE**

7:00 to 8:15 AM	Table top toys
7:30 AM	School Age breakfast (Sept. to June)
8:00 AM	Toddlers go to their room, School Age wait for bus
8:30 AM	Toddler, Preschool breakfast, health routine
9:00 to 11:30 AM	Group Time, Age Appropriate Activities which include Art, Craft's, Baking, Drama, Music and Movement, Field Trips, Outside Play, Story Time. Gross Motor, Fine Motor, Sensory, Science and Cognitive.
11:30	Lunch time followed by health routine.
12:30	Sleep time / Quiet Time
1:30	Kinders/ School Age to quiet activities
2:30	All children up, health routine, prepare for snack
3:00	Snack time
3:20	Group time
5:00	Everyone join in the big room upstairs
6:00	Close

### **BEHAVIOUR GUIDANCE POLICY**

At Solid Futures Learning Centre we believe that the individuality of each child is the most important consideration when dealing with children's behavior. Individual personalities, temperaments, and developmental levels are considered carefully. Our approach to discipline is the "Nondiscipline" method. We try to prevent situations where discipline would be required. To do this, we first of all try to provide an environment where children feel comfortable and secure and one that avoids problems of overcrowding or traffic paths through play areas. Some areas are designated for quiet play and others for noisy play. The environment helps children understand what acceptable behavior is. Second, we develop relationships with each child to foster trust, security, and consistency. When these two

goals are met, it leaves few situations where actual discipline is needed. The following diagram helps to illustrate our philosophy:

Situations requiring discipline



Strong relationship developed with each child. Limits are clearly defined.



Room arrangement and physical setting prevent problems before they happen.

Our non-discipline policy is based on the objective that as adults we have the responsibility of helping children make the right choices rather than focusing on preventing children from making the wrong choice. Children need guidance. They need help developing skills to make wise decisions for themselves. They need protection for their health and safety. They need limits, directions, and rules to abide by, but the discipline directed toward them must be geared to the development of self-respect, healthy interpersonal relations, and skills in problem solving. The limits of the daycare are simple and made clear to each child. They are:

1. We do not hurt other people.
2. We do not tease or bother other people.
3. We do not run or yell unless an adult permits it.
4. We take turns.
5. We take care of our things.
6. We are polite.
7. We listen to adults because they want us to be safe.

*The "Non-Discipline" approach is from the book "Please Don't Sit on the Kids" by Clare Cherry. C1983, Fearon Teacher Aids*

**When these limits are not met by children, they are dealt with in the following manner:**

1. Staff will remind the child of the limit.



2. Staff will use alternative methods such as: using humor, giving praise, or compliments, offering encouragement, distracting to a positive role model, natural consequences, arranging discussion.
3. Listening, respect, and independence are encouraged by having children solve problems with as little adult interference as possible.
4. Children who need a break from the group may be asked to have a “time out.” This method is used sparingly and will last for maximum of five minutes.
5. Staff may restrain a child who is having a tantrum to avoid the child hurting themselves or others. Parents will be informed if this happens.
6. A continuing behavior problem will be dealt with through consultation with staff and parents. A program may be developed or the parents may be referred to other professionals. If an agreeable solution can't be reached the parents may be asked to withdraw the child.
7. Ongoing communication is essential. Parents are kept up to date on their children's behavior, not just contacted when a problem arises. Parents are expected to keep the staff informed about anything that might affect a child's behavior (illness, family difficulties, etc.) to help the staff plan accordingly.

**Under no circumstances will any staff spank or otherwise physically harm a child.**

**Staff will be automatically suspended for such actions.**

**Food is never withheld as a method of discipline.**

**Staff are expected to remain calm at all times and are to ask for assistance if necessary.**

**Threats, shame, or humiliation are not tolerated.**

**We focus on the positive and build self-esteem.**

It is essential that all parents understand and accept the discipline policy. Any questions, concerns, or problems should be directed to the director and if necessary to the Board of Directors.

## **CHILD DEVELOPMENT**

Throughout our staff's daily interactions with the children in the centre and through observations of the children's activities and behaviours, our staff will sometimes identify areas of development or behaviour in which children may require additional supports that cannot be met solely in the centre within the regular staff to child ratios. If an area is identified through observation of the child where a child is having great difficulty in a specific area, the centre staff may discuss options with the family to search out further assistance for the child. There are many different agencies that can assist with developmental delays or difficulties. The centre works together with these different agencies to ensure that each child is receiving the best possible care and attention which enables children to achieve their maximum potential. In some circumstances the centre may request the family to work co-operatively with the centre in obtaining additional supports for the child in terms of *Inclusion Grants* or *Enhanced Accessibility Grants*. The centre reserves the right to terminate care for families who will not work co-operatively with the centre in these circumstances or if the centre feels that they cannot meet the needs of the child.

## **RELIGION**

Solid Futures Learning Centre Child Care Co-op does not have any allegiance to any denomination. As our society follows the Christian calendar and holidays, so does the centre. We encourage all children to develop the values of caring for one another. The centre as a source of teaching children will incorporate into the daily programming different cultural holidays and events. Children from families who do not follow the Christian calendar or holidays are not forced to participate in activities pertaining to these.

## **TRANSPORTATION / SCHOOL AGE POLICY** (revised June 24<sup>th</sup>, 2004)

The parent/guardian is responsible for arranging transportation to and from the centre for any other agency other than the schools in our area. The parent/guardian is responsible for notifying the centre in writing with the following information: arrival and departure times, location, bus or cab number and driver's name etc. The parent/guardian is also responsible for notifying the centre of any changes in the daily routine (i.e. school holidays, missed bus etc.) When notified in advance of any changes the centre will to the best of their ability work with the parent/guardian to accommodate the change in routine.

Children will be supervised before school and we will ensure that they get on the bus safely. It is the parent's and the school's responsibility to ensure that the children are transported back to the daycare. The daycare will contact parents by 4:15 p.m. if the child has not returned from school. It is then the parent's responsibility to locate the child.

We expect children after school only if they have contracted that day or are signed in or we are telephoned.

Parents of school age children are required to pay a higher fee in the summer to go towards the summer program.

Kindergarten and School Age children (classified as children attending school full days) may attend one of the following schools

Rosemont – Public English	St. Francis – Separate English
St. Mary's – Separate French	Centennial – Public French

Inclusive schools as arranged with the school board.

Parents/guardians who wish to have their children attend other schools are responsible for transportation.

**UNEXPECTED SCHOOL CLOSURE POLICY**

*(added May 27<sup>th</sup>, 2011)*

In the event of any school closures that are not regular designated no school days by the Public and Separate School Boards there will be an additional \$6.50 daily fee charged for any children in the School Age Group. School closures shall include, but are not limited to teacher strikes, buses not running due to poor weather conditions, school closures due to weather, school maintenance that requires a school closure, etc. The additional charge will be used to offset the added costs of care during the school year when the school age fee is reduced to reflect the hours the children are in attendance in school. The additional charges shall not exceed the current monthly preschool rate.

## **UNEXPECTED EARLY CLOSURE OF THE CENTRE**

*(added January 28<sup>th</sup>, 2019)*

In the event that a situation arises, that is beyond the centre's control, that would cause the centre to close early, the centre will contact all parents/guardians by telephone and ask them to remove their child/children from the centre by a certain, specific time. If the centre is unable to contact the parent/guardian, they will contact other persons listed on the child's/children's Emergency Contact List. The centre will remain open until all children are removed from the centre. Such situations may include but are not limited to power outages, water main breaks, inclement weather, police situations in the neighbourhood, or any situation that could be deemed dangerous to the children in the centre. If the centre needs to close early due to an emergency situation, there is no refund or adjustment of fees

## **FEE PAYMENT POLICY**

*(revised April 1<sup>st</sup>, 2017)*

### **General**

All child care fees are due on the first working day of each month. By the 5<sup>th</sup> working day of the month if your child care fees have not been received the centre will issue a reminder letter. If by the 20<sup>th</sup> of the month, your child care fees have still not been received and no payment plan has been put into place, the centre may refuse care of your child/children.

### **Outstanding Fees**

The centre will make every effort to work with the parent/guardian to develop a fair and reasonable payment schedule to collect fees owed. However, if no effort is made to pay fees or if the parent/guardian has not adhered to a payment schedule that he/she has set up, the centre will issue written notice to the parent/guardian giving the parent/guardian one last opportunity to pay the outstanding debt. If the outstanding debt is then not paid in full, child care services will be terminated and the account will be forwarded to a collection agency and/or legal action will be undertaken to collect the outstanding monies. The centre will not carry over any outstanding fees from one fiscal year to the next. Further, any parent/guardian with an outstanding balance on their account will not be able to utilise the centre on any unexpected school closure days.

### **Payment Plans**

Any payment plan submitted by a parent/guardian must reflect the regular amount paid each month by the parent/guardian as well as an amount to be paid against the arrears. The

amount to be paid against the arrears must ensure that the outstanding balance will be cleared up by the end of the fiscal year. The payment plan must include the dates each month on which payments will be made. If the payment plan is not adhered to the centre will issue notice to the parent/guardian that the parent/guardian is in breach of their contract and payment plan and child care services will be terminated immediately and the account will be forwarded to a collection agency and/or legal action will be undertaken to collect the outstanding monies.

1. Payment must be made on the first business day of each month.
2. Payment will be accepted as a debit, money order, cash.
3. A non-refundable registration fee of \$100.00 per child up to two children and \$50.00 per child over the first two children is required upon enrolment to Solid Futures Learning Centre Child Care Co-op. This deposit guarantees a space for your child/children.
4. Parents/guardians are responsible for all fees not covered by subsidy regardless of the reason.
5. Cheques are not accepted at the centre.
6. Receipts are issued for each payment. It is your responsibility to ensure that these receipts are kept in a safe place until they are needed. Photocopies of lost receipts will only be issued at a charge of \$2.00 for each receipt or one (1) bulk receipt for the year may be issued for a fee of \$25.00. It is a very time consuming task to go through old receipt books.
7. A written notice of one (1) calendar month is required upon intent to withdraw your child (ren) from the centre. If the proper notice is not received you will be responsible for the full fee including subsidy for the last month of enrolment. Any outstanding amount owed will be forwarded to a collection agency and an added expense of 33% administration cost will be charged.

**One month's notice will be provided by the Board notifying Co-op members of fee increases.**

**CO-OP TIME POLICY**  
*(revised September 2014)*

All active members of Solid Futures Learning Centre Child Care Co-op are required to do a minimum amount of co-op time as determined by the Board. The Board may post jobs that need to be done around the centre (cleaning, maintenance etc.) that parents may sign up for. Parents may wish to designate an alternate person to complete the job if they wish.

***As of October 1<sup>st</sup>, 2014 the centre will no longer participate in fundraising activities. Instead, the Board will implement an annual \$50.00 per family fee to replace income earned from fundraising. This fee will be due annually on October 1<sup>st</sup>.***

**BREACH OF CONTRACT**  
*(revised June 24<sup>th</sup>, 2004)*

Once the centre has provided the parent/guardian with written notice informing the parent/guardian they are in breach of contract with the centre, the contract immediately will be null and void and the family will no longer be considered a client of the centre. If the child/children arrive at the centre once the contract has been nullified, the centre will make every attempt to contact the parent/guardian or any emergency contacts previously provided by the parent/guardian to remove the child/children immediately. If this action fails to result in prompt removal of the child/children, the child/children will be considered abandoned and proper authorities will be notified. Any cost incurred by the centre for administration fees and care of the child/children will be the responsibility of the parent/guardian.

**DUTY TO REPORT**

Child abuse is a serious issue that requires a community response and the co-operation of service providers and the public. Our staff, as Early Childhood Professionals, are required to protect the children, families and communities we serve and we have a duty to report any and all situations of possible child abuse.

**HARASSMENT POLICY**

*(Addition to Parent Handbook June 2013)*

Solid Futures Learning Centre Co-operative Ltd is committed to a healthy, respectful, harassment-free environment. The intent of this policy is to prevent harassment of any type. Harassment occurs when a person is subjected to any unwelcome conduct. Examples

of harassment include verbal abuse, physical abuse, sexual abuse, derogatory remarks or jokes, innuendos or taunts and profanity.

Solid Futures Learning Centre Co-operative Ltd enforces a “zero-tolerance” policy in regards to any form of harassment. Under no circumstances will any form of harassment be tolerated. We reserve the right to terminate child care services immediately should any form of harassment occur.