



School Age Parent Handbook

Revised: April 25, 2022

Licensed Child Care

SEC Child Care Centres are licensed by the Ministry of Education under the Child Care and Early Years Act, 2014. Provincial Government standards ensure that all programs provide a safe, healthy, and stimulating environment with quality care for the children we serve.

Centres are inspected at least once annually to confirm compliance with the Child Care and Early Years Act, 2014.

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CFRB 1010 AM Radio

CITY TV

School Age Programs

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School Age Programs

Welcome to SEC Child Care

Social Enterprise for Canada (SEC) is pleased to welcome your family to our Child Care program. In choosing SEC Child Care for your child, you have chosen a great service provider committed to delivering high quality child care services.

SEC Child Care Services offers a learning program that is consistent with Ministry of Education policies, pedagogy and curriculum. Some of the Ministry documents we reference in our program include the following:

- How Does Learning Happen? Ontario's Pedagogy for the Early Years
- Ontario Early Years Framework
- Ontario Early Learning Framework
- Think Feel Act: Lessons from Research About Young Children
- Early Learning for Every Child Today

Our Before & After (B&A) School Programs are licensed and government inspected. Ministry of Education issued License and Licensing Inspection Summaries are posted in all programs. Copies are available upon request.

Our hours of operation are:

- Monday to Friday 7:00 am to the start of school and when school is finished to 6:00 pm. Snacks are provided by SEC.
- On PA Days, March and winter breaks, care is from 7:00 am to 6:00 pm. Snacks are provided by SEC while lunch is provided by the family (SEC does not provide lunch).
- Outdoor play is minimum two hours daily for full day programs and 30 minutes daily for after school programs.
- Winter Break, March Break and Summer Camp Programs will be offered depending on enrollment needs.

This handbook will provide you with program information and policies regarding SEC Child Care services. SEC reserves the right to amend policies at any time. If you require further information, please feel free to contact your Centre Supervisor.

Parents and Guardians are required to adhere to all policies and procedures outlined in the Parent Handbook and circulated to parents as required.

Thank you for becoming part of our SEC family!

Program Statement

Our program statement describes how our programs support and foster early learning. It will outline our view of the child, our philosophy and pedagogy as well as the goals and approaches used to ensure healthy child development.

"Children are competent, capable of complex thinking, curious, and rich in potential. They grow up in families with diverse social, cultural, and linguistic perspectives. Every child should feel that he or she belongs, is a valuable contributor to his or her surroundings and deserves the opportunity to succeed."

How Does Learning Happen? Ontario's Pedagogy for the Early Years 2014 pg. 6

Our complete Program Statement can be found as Appendix A at the end of this manual.

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Curriculum

The foundation for our curriculum is based on the philosophy of emergent programming. An emergent curriculum is a way of planning curriculum based on the student's interest and passions as well as the teacher's. Emergent curriculum starts with the children's interests.

Daily documentation by the staff allows parents to see what activities their children have engaged in. The child care documentations are based around the How Does Learning Happen? document and includes what 'learning' is observed in the activity. Each child's development is also monitored by the staff, based on the five developmental areas: cognitive, physical, emotional, social and communication, language & literacy.

Additional information regarding emergent programming and How Does Learning Happen? can be obtained by speaking to your child's teachers or the site supervisor.

Our Staff Team

In addition to their professional schooling, our staff are chosen because of their training and expertise in child development, their experience and demonstrated skills. One of the most important qualities we look for in our staff is their commitment to quality child care.

We believe that in order to provide your child with the very best care, we as the providers must approach our work with a collective shared goal. That goal is to provide a safe, healthy and happy learning environment for all children.

Please note: Staff members who work in our child care programs are not permitted to provide babysitting services to clients.

Students and Volunteers

Volunteers and placement students provide a valuable contribution to our programs that enrich the experience of the children in our program.

SEC promotes opportunities for personal growth, community involvement and volunteerism. Students and volunteers are welcome in our licensed child care centres, and they participate in an orientation and review of relevant policies and procedures. All students and volunteers complete a Criminal Reference Check through Police services.

At no time are students or volunteers left alone with children while in the program. At all times they are paired with and mentored by a SEC staff member.

Ages for Care

Our School Age programs are licensed for children aged 3.8 to 12 years. Your child must be enrolled in a JK/SK program in September in order to attend the school age program. Children must be toilet trained, unless there is a medical or diagnosed condition.

Part-Time Care

Part-time care (less than 5 days before and after school) is available in our programs providing there is space available. However, parents of children enrolled in part-time care will be notified and given the opportunity to extend their hours to full time in the event that the space can be filled by a full-time enrollment.

Registration Information

Documentation

All necessary forms must be completed and received by the program supervisor prior to your child's participation in the program.

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Children's Information

Any information collected during the application process for child care is requested under the Child Care and Early Years Act, and will be retained in confidence.

Immunizations

The Child Care and Early Years Act (CCEYA) and the Immunization of School Pupils Act require that children attending a child care centre and school in Ontario are up – to date with required immunizations.

Should parents/guardians choose not to vaccinate their child (ren) for medical, conscientious or religious reasons, Parents/Guardians must complete standardized ministry-issued forms and return it to the supervisor for the child's file.

- [Statement of Medical Exemption Form](#): Medical reasons must be completed by a health care provider
- [Statement of Conscience or Religious Belief form](#): standardized ministry-issued forms are required from the Parents/guardians.

Statutory Holidays

The program is closed for the following statutory holidays:

New Year's Day
Family Day
Good Friday
Victoria Day
Canada Day
Civic Holiday
Labour Day
Thanksgiving
Christmas Day
Boxing Day

In the event that these holidays fall on the weekend, parents will be advised of the day of the closure granted to staff in recognition of these holidays. In addition, please note that YRDSB and YCDSB are closed Easter Monday therefore programs located in these schools will also be closed on that day.

Please note: All statutory holidays are included in your monthly fees calculation. There is no reduction in fees for these holidays.

Fees and Payment

Social Enterprise Canada is a non-profit Agency. Fees are calculated to cover the Agency's costs, such as lease arrangements, wages, program supplies, utilities, insurance, etc. Fee schedules are posted at each site and are attached as appendices to this document. Copies are also available upon request.

Our current Fee Schedule can be found as Appendix B at the end of this manual.

Family Registration Fee

A non-refundable, family registration fee of \$25.00 is required to enroll your child in the program.

Deposits

A deposit equal to 50% of your monthly fee is required once a spot has been confirmed for your child. Deposits will be held for the duration of registration in program.

Your deposit is refundable provided two (2) weeks written notice is received by email at the following email addresses,

School Age Programs

- Johnsvie Village School age program - Johnsvie.banda@socialenterprise.ca
- Our Lady of Fatima School age program - Our.ladyofFatimabanda@socialenterprise.ca
- Maple Leaf School age program - mapleleafbanda@socialenterprise.ca

Your deposit will not be refunded with Email notice of less than 2 weeks.

Monthly Fees

Monthly fees are calculated based on the number of school instructional days required excluding winter, March break and PA days. Your fees are then divided by the 10 months of program to provide an equal monthly billing. Payments are required on the 1st business day of each month of service.

Payment Options

You may pay by Pre-authorized Debit (PAD), credit card (3% fee will be added for credit card payments) or postdated cheques. If your child is enrolled in our School age Programs and you are choosing to pay by cheque, post-dated monthly cheques for the school year are required upon registration (and each September your child remains in our program), payable by the first business day of the month. Please make cheques payable to **Social Enterprise for Canada** or the abbreviation, **S.E.C.**

Sibling Discount

We offer a 10% discount for additional children enrolled in the program. The youngest child will pay full fee and a 10% discount will be applied to each additional child.

NSF, Non or late payment of Fees

The Supervisor will notify the Director in the event of late or non-payment of fees. This may result in suspension of care and/or the termination of child care, with notice to the parents.

N.S.F. cheques or PAD's will be charged an additional \$10.00 per cheque. Replacement fees for returned cheques will be accepted in the form of certified cheque or money order and must be paid within five days of notification.

Vacation, Illness

There is no reduction in fees for vacation or illness.

Additional Information

Please be aware that an additional reinstatement fee will be applied for each child, if families withdraw and re-enroll their child(ren) within the same school calendar year. Re-enrollment will only be possible if it is determined that there is suitable space available in the program.

All Child Care fees are subject to change at any time with a minimum of one month's notice to the parents.

Changes in Service Needs

Supervisors must be notified in advance of your requirements for care change. Our ability to accommodate an increase in care will depend on current enrollment in your child's program room.

If you require an **increase in service** and we are able to accommodate your request

- your start date will be confirmed by your supervisor and
- any additional fees required for the remainder of the current month are to be paid immediately by e-transfer
- You will be notified of your new monthly rate that will be applied the following month

If you require a **decrease in service**

- You will need to provide a minimum of two (2) weeks' notice by email of the change in service

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- You will be notified of your new monthly fee
- Your new monthly fee will be effective the 1st day of the month following the last day of the two week notice period. **No refund will be provided for the period between the end of notice and the 1st day of the next month.**

For example: if you provide notice on Jan 5th your two-week notice will end on Jan 19th. Your new fee will be charged on February 1st. If you provide notice on Jan 28th your two-week notice will end on Feb 11th. Your new fee will be charged on March 1st.

Tax Receipts

A tax receipt for fees paid during the previous year will be provided by the end of February. Parents who withdraw prior to this time may request a tax receipt upon withdrawal from the program.

Waiting List

A wait list is maintained for families who either require immediate care, but there are currently no applicable spaces available, or for future care needs. Priority will be given if the child on the wait list has a sibling in the current program. Children are placed as spaces become available and are accepted. If a family declines a space, their name is either removed from the list or the date for needing care is changed according to family need

No fee or deposit will be charged for being placed on the wait list. However, once a secured spot has been offered in a program to a family, the registration fee and deposit are required to confirm enrolment.

Absence Notification

If your child (ren) will be late for programs, unable to attend programs, or is leaving a program early, you must advise the Before and After School staff. There is voicemail available after hours to leave messages on the program phone. We also require that you advise us directly through our program phone when your child is ill and the reason for the illness. **Do not leave messages regarding before and after care** at the school office or through the school messaging system. Refunds are not given for days or partial days when your child (ren) does not attend a program.

Late Fees

If you are unable to be at the Centre by 6:00 p.m. **you are required to** make alternate arrangements for your child to be picked up by one of your alternate pick-up or emergency contacts.

If you are going to be late you must call the centre on the program phone. Staff MUST be notified if a person other than yourself is authorized to pick up your child.

The following is an outline of what would happen should the Centre's staff have not heard from you by 6:15 p.m.:

- The staff will try to contact you at all contact numbers listed/available to us (and the Supervisor will be notified).
- The staff will then try to contact the alternative authorized pick up persons on the registration forms.
- If the staff is unable to reach the authorized persons or those persons are unable to pick up your child, then the staff may contact the Children's Aid Society and/or York Regional Police.

Emergency authorized pick up such as a relative, family friend, neighbour or perhaps another parent you have come to know at the Centre. Parents should inform their authorized pick up individuals that should staff not recognize them as an authorized pick up, they **will be required to show identification** to the staff.

It is the parent's responsibility to make sure that the authorized pick up persons are listed on the child's registration form and that the Centre is informed of any changes.

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Please make sure that your authorized persons know that they are on the list and what their responsibilities include. Also it would be beneficial to let your child know who is authorized to pick them up.

The Centre closes at 6:00 p.m. and if you have not left the Centre by that time with your child you will receive written notification of your lateness. The Supervisor will notify the Director after five late notices. **Please note that this is cause for child care termination.**

Late fees will be charged when the late pick-up of a child occurs. Any families picking up their child **after 6:00 pm** are considered late. A late fee of \$5.00 will be charged for the first 10 minutes (or any part thereof) and \$1.00 per minute after that. Late fees must be paid by cheque, and are due at the time of pick up.

Legal and insurance regulations prohibit us from transporting your child (ren).

Withdrawal or Termination of Service

Two weeks' written notice by email by the parent or guardian at the following email address is required for withdrawal from the program.

Johnsview Village School age program - Johnsview.banda@socialenterprise.ca

Our Lady of Fatima School age program - Our.ladyofFatimabanda@socialenterprise.ca

Maple Leaf School age program - mapleleafbanda@socialenterprise.ca

Please be aware that an additional reinstatement fee will be applied for each child, if families withdraw and re-enroll their child(ren) within the same school calendar year. Re-enrollment will only be possible if it is determined that there is suitable space available in the program.

The Agency considers the following as grounds for suspension or termination of service. Notice of termination may or may not be given depending on the seriousness of the grounds.

- It is determined that the child cannot adjust to the program.
- A child's behaviour manifests itself as a potential threat (verbal, physical or emotional) to the safety and health of other children or staff. This would include the use of excessive inappropriate or foul language.
- Verbal, physical, or emotional abuse by a parent to staff.
- Failure to comply with the policies and procedures outlined in the parent handbook and/or communicated to families as required.
- Delinquent payments.
- Five late pick-ups.

Child Guidance

A positive approach is used to guide children; each situation and child is dealt with individually. The methods we use include:

- **Redirection:** Guiding a child into acceptable options when engaged in an unacceptable activity.
- **Logical and Natural Consequences:** Endeavour to make children aware of results of their actions.
- **Limit Setting:** Boundaries are developed based on age and development of the individual children according to each situation
- **Modelling:** Demonstration of appropriate ways of interacting.
- **Providing Choices:** Appropriate choices are outlined and children are encouraged to make decisions for themselves.
- **Anticipating Trouble:** Planning ahead to try to avoid possible concerns.
- **Engaging Environment:** Creating an engaging environment that supports exploration.

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- **Ignoring:** Some inappropriate behaviour can be ignored with more emphasis given to appropriate behaviour.
- **Positive Reinforcement:** Use of encouragement to promote positive behaviours.

Prohibited Practices

As legislated by the CCEYA 2014, the following practices are not permitted.

- ✓ corporal punishment of the child;
- ✓ physical restraint of the child, such as confining the child to a high chair, car seat, stroller or other device for the purposes of discipline or in lieu of supervision, unless the physical restraint is for the purpose of preventing a child from hurting himself, herself or someone else, and is used only as a last resort and only until the risk of injury is no longer imminent;
- ✓ locking the exits of the child care centre or home child care premises for the purpose of confining the child, or confining the child in an area or room without adult supervision, unless such confinement occurs during an emergency and is required as part of the licensee's emergency management policies and procedures;
- ✓ use of harsh or degrading measures or threats or use of derogatory language directed at or used in the presence of a child that would humiliate, shame or frighten the child or undermine his or her self-respect, dignity or self-worth;
- ✓ depriving the child of basic needs including food, drink, shelter, sleep, toilet use, clothing or bedding; or
- ✓ Inflicting any bodily harm on children including making children eat or drink against their will.

Staff is monitored through on going supervision, as well as on a quarterly bases through observation to ensure adherence of our program Statement Implementation Policy. Staffs, Students and Volunteers review the Policy yearly and as required due to policy revisions.

Behaviour Expectations & Resolution

We believe children thrive in an atmosphere of encouragement and support. We adhere to a Positive Guidance policy that promotes positive behaviours using redirection, resolution and reasoning and logical/natural consequences.

We do not use punitive measures such as corporal punishment, humiliation or isolation. We feel these measures are unacceptable and often increase a child's feelings of resentment which in turn will inevitably result in more of the behaviours we are trying to avoid.

While we respect a range of parenting strategies, we require that you respect our policies while in the Centre.

The management of challenging behaviours is the responsibility of both staff and parents. Every effort will be made to keep you constantly aware of any difficulties or changes in behaviours. Parents will be expected to work with the staff and their child towards manageable solutions to the issues.

Our Agency is involved in parent education and support and provides reading lists and courses for interested parents.

Students and other adults taking part in the program of the centre are considered to be staff and must abide by the policies and procedures.

Parents are welcome to view the full organization policy upon request.

Program Support for Children with Additional Needs

Where a child has been identified as requiring additional support, the Centre will, in discussion with the family, access supports available to the Centre throughout the community. If staff have concerns regarding behaviour or lags

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in a child's development, the Supervisor will request a parent meeting and discuss strategies to assist the staff to support the child within the program.

As part of this policy, parents and staff are responsible for ensuring an up-to-date individualized support plan is in place that includes:

- a description of how best to support the child to function and participate in a meaningful and purposeful manner
- a description of any supports, aids, or adaptations or other modifications to the physical, social and learning environment that are necessary

Parents are required to keep Centre staff updated and informed of any changes to their child's individualize support plan. Centre Staff will work with Parents to support each child to function and participate in a meaningful and purposeful manner.

Parents are welcome to view the full organization policy upon request.

Serious Occurrence

All licensed child care programs are responsible for delivering services that promote the health, safety and well-being of children. Child care operators are accountable to the public and to the Ministry of Education to demonstrate that their services are consistent with relevant legislation, regulations and policies.

Serious occurrence reporting is one of many tools that provide licensed child care programs with an effective means of monitoring the appropriateness and quality of service delivery. Monitoring includes an ongoing review of practices, procedures, and training needs. Many factors may lead to a serious occurrence report. A serious occurrence does not necessarily mean that we are out of compliance with licensing requirements or that children are at risk in the child care program.

If you have any questions regarding serious occurrences or the Serious Occurrence Notification form posting policy, please contact the Centre Supervisor.

Duty to Report

In the event that a child makes a disclosure to a staff or a child's behaviour raises concern regarding abuse or neglect, staff are legally required to and will always contact the Children's Aid Society. This is a very difficult process for staff, parents and most especially for children. Staff will follow the direction of Children's Aid Society through the reporting and response process. These matters are held in strict confidence. Our Agency will continue to support the family through this process and will work with the family to provide supports if the parents choose.

Health and Illness

The health and welfare of all of the children is our primary concern.

It is important that your child is well enough to participate in all activities. Following ministry regulations, we are unable to care for sick children at the Centre. Please note that if your child is not able to participate in all activities, including outdoor play, we believe they are not well enough to attend the Centre.

During the day, if a child is observed to be unwell, parents will be contacted. **We ask that you be as prompt as possible in picking up your child so they may receive appropriate medical attention.**

All staff is required to follow Public Health regulations and conduct visual daily health assessments upon your child's arrival and during the day.

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A child who is suffering from illnesses such as fever (*over 101.5 °F / 38.6 °C*), diarrhea, vomiting, or a communicable disease will not be permitted to attend the program. They will be permitted to return 24 – 48 hours after the last symptom based on Public Health recommendation or within the 24 hour period with a doctor's note indicating that they have medical clearance to return to the program.

A child who has exhibited signs of having head lice should be treated for the removal of live nits and live lice.

Medication

The following regulations apply to the administration of medication at all SEC Child Care Centres.

Prescription Medication

All prescription medication must be in its original container. A label must be attached to the container, showing the doctor's name, date, child's name, dosage and times to be given. Parents will be required to complete and sign a Medication Form prior to staff being able to administer any prescription medication. Only current medication will be given.

Non- Prescription Medications

Non-prescription medication can be administered ONLY if it is accompanied by an Authorization for Drug/Medication Administration form. The form must include, storage instructions and administration instructions (including dosage).

Non-prescription medication i.e.: TEMPRA, cough mixtures, must be labeled with your child's full name and current date. Please note: the dosage must not exceed the dosage recommended on the label. Only current medication will be given.

**All medication must be given directly to the staff and not left in your child's bag or cubby. The medication form must be filled out before you leave the Centre.*

If a parent wishes for a child to carry his or her own emergency medication (e.g. asthma, allergy anaphylaxis), a written letter giving permission must be provided for your child's file.

Allergy and Anaphylaxis

All staff and children attending our child care centres/programs are entitled to a safe and healthy learning environment.

As part of this policy, parents are responsible:

- to ensure they have completed the *Individualized Plan and Emergency Procedure for a child with an Anaphylactic Emergency, Training and Consent Form* and will complete training for Supervisor or designate.
- for informing the child care centre if their child has a life threatening allergy and ensuring medical information sheets are duly completed and updated regularly to ensure the most accurate information is on hand;
- for providing the centre with the appropriate medication (e.g., EpiPen) and training.

In the event the medical need requires the child to carry his or her own emergency medication, a written letter giving permission must be provided for your child's file.

Parents are welcome to view the full company policy upon request.

Children with Additional Needs

A child with additional needs is defined as a child who requires additional program supports or accommodations for success in the program. For example asthma, sun sensitivity, seizures, diabetic etc.

As part of this policy, parents are responsible:

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- to ensure they have completed the *Getting to Know Me* form;
- for informing the child care centre and ensuring all forms required duly completed and updated regularly to ensure the most accurate information is on hand;
- for providing the centre with the appropriate medication or medical devices or supports etc. and training as required.

In the event the need requires the child to carry his or her own emergency medication, a written letter giving permission must be provided for your child's file.

Parents are welcome to view the full organization policy upon request.

Smoke Free Facility

Smoking or holding lit tobacco, medical cannabis, and the use of electronic cigarettes are prohibited in all enclosed public areas including childcare centres and the surrounding property.

All SEC programs will comply with the requirements of the Smoke-Free Ontario Act, 2017. For more information, contact the local public health unit or visit the Ontario government website <http://www.health.gov.on.ca/smokefree>

Nutrition

Nutritious morning and afternoon snacks will be provided. All snacks are prepared fresh daily and meet all nutritional and Public Health guidelines. Peanuts and nut products are not allowed or used in any food preparation for the Centre. The weekly menus are posted and new ideas are always welcome.

It is vital that parents let the staff know of any allergies, food restrictions or intolerances their child may have and the reaction to expect or any changes to your child's health.

If attending on any PA or camp days' children will be required to bring their own bagged lunch. Lunches must not include peanuts or nut products. Supervisors will update families of any additional restrictions as required. All lunches must be labeled with your child's name.

Arrival and Departure

Upon arrival at the centre, children must be escorted (by Parent or Guardian) into their classroom to a staff member. The staff will then mark your child as present on the attendance form.

At the end of the day please ensure that when you are picking up your child you speak directly to the staff when you arrive in the play space so that they can mark your child as leaving on the attendance form.

Please let us know of any special requirements, unusual events or changes which may have an impact on your child.

Children will be allowed to leave the program only with a parent or a designated alternate pick-up person or emergency contact arranged by a parent/guardian. Designated alternate pick-up or emergency contact adults, as well as parents, **not recognized by program staff** will be asked for photo identification prior to picking up a child.

Please ensure that our list of contact names and telephone numbers is kept current at all times. Any changes to your information throughout the year (contact names and phone numbers, telephone numbers at home, work, etc.) should be brought to our attention immediately.

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Field Trips

Throughout the year, the child care centre may take field trips to special places of interest during camps or PA days. Information about the trip will be sent home prior to such excursions. If for some reason you do not wish your child to participate, you must make alternate arrangements of your child's care and there will be no reduction in fees. A nominal fee may be charged in order to assist with bus rental costs, as well as admission fees.

Inclement Weather / Program (School) Closures / Emergencies and Emergency Management

In the event of inclement weather, please call the Centre for the program's status. As our programs are located in schools, our Centres will be closed when the school boards announce a school closure. When this happens there will be a recorded message from the Centre Supervisor on the program phone announcing the closure as early in the morning as possible. Please note that reimbursements will not be provided due to program closures.

Any closures for the York Catholic District School Board or York Region District School Board will be broadcast on CFRB 1010 AM Radio or CITY TV.

If there is an emergency situation at the centre you may not be contacted immediately, as the safety of the children is our first priority. Families will be notified as soon as possible.

- If the emergency means children must leave the centre, they will be taken to an evacuation site. You will be contacted and asked to pick up your child.
- Social Enterprise for Canada (SEC) is required to follow the Board of Education's emergency procedures, including the lockdown procedure.
- SEC's Emergency Management / Critical Incident Policy identifies how families will be notified in the event of an emergency situation.

Parents are welcome to view the Emergency Management /Critical Incident Policy upon request.

The licensed child care program has emergency management policies and procedures in place. In accordance with our Emergency Response Procedures, the notification of parents will align with the corresponding procedure: (communication notification can happen through face to face, email, phone, text or as appropriate.)

ALL CLEAR NOTIFICATION

As soon as possible, Site Supervisor or designate must notify parents/guardians of the emergency situation and that the all-clear has been given.

UNSAFE TO RETURN

Upon arrival at the emergency evacuation site, Site Supervisor or designate will notify parents/guardians of the emergency situation, evacuation and the location to pick up their children.

RECOVERY

Director, Site Supervisor or designate must debrief staff, children and parents/guardians as soon as appropriate after the emergency

If you would like to view the complete policy, please connect with your supervisor.

Parent Communication and Participation

During the year you will be receiving regular electronic and/or written communication from the staff and/or Centre Supervisor. If at any time you have questions or concerns, feel free to talk to the staff, Site Supervisor or contact the Licensed Child Care Manager or Director.

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In addition, each Centre will provide information for you on Early Years opportunities available in the community including library programs, parks and recreation programs, etc.

Child Care staff will be communicating with school staff and may speak to your child's teacher to maintain consistency and share information in order to create a seamless day. All children that are attending school are required to have a completed Communication Consent Form prior to enrollment. We have an open door policy for our programs. Parents are welcomed and encouraged to drop by at any time to observe or participate in an activity.

Fundraising may at times be an ongoing project throughout the year and we welcome your support. All money raised goes directly towards special purchases to enhance your child's learning environment.

Parent Issues and Concerns

All of our staff, students and volunteers work hard to care for your child. If you have any issues, concerns or complaints, we encourage you to speak with us right away; here is the process we recommend:

- Speak to the staff person involved in the reason for your concern.

If you require further information or your concerns are not addressed,

- Talk to the child care Site Supervisor.
- Contact the Licensed Childcare Manager or Director Early Years Services.

The names and contact information for each person are listed on the front cover of this handbook.

You will find our *Parent Issues and Concerns Policy* attached to this handbook for your reference as Appendix C

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Appendix A: Program Statement

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Appendix B: Fee Schedule

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