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2012 Parent Handbook

COOK'S SCHOOL DAY CARE INC.

EXECUTIVE DIRECTOR: LYNN STUBBINGS, RECE, ECE.C

EMAIL: stubbings@cooksdaycare.ca

COOK'S CHILD CARE PROGRAM

700 D'ARCY STREET, BUILDING 18, UNIT 31
COBOURG, ONTARIO K9A 5T3

EMAIL cooks.on.darcy@cooksdaycare.ca

PHONE 905-372-4525

FAX 905-372-3227

SUPERVISOR LISA SMITH, RECE

VICTORIA PARK CHILD CARE CENTRE

172 QUEEN STREET
COBOURG, ONTARIO K9A 5P6
vic.park@cooksdaycare.ca **EMAIL**

905-372-2143 **PHONE**

905-372-2441 **FAX**

SHARON WELSH, RECE **SUPERVISOR**

A decorative border of red hearts surrounds the central text. The hearts are arranged in a grid-like pattern, with one heart in each corner and along the edges of the page.

Early Childhood Education – Our Chosen Career

Early Childhood Teachers are among the most influential and important members of the community. The teaching and care that they offer lay the foundation for success in education, and in life. Our Early Childhood Teachers take on this responsibility with confidence, and enjoy the excitement, creativity, and challenge of working with young children.

We Innovate...

Teaching today is challenging, exciting and rewarding with inventive, creative teaching practices.

We Motivate...

Enthuse and inspire children – teach today and help to create tomorrow. Teaching is more than just a job.

We Educate...

Help children to learn and develop the skills for an ever-changing world - take the next step in their lives.

Our Career in Early Childhood Makes a Difference

Our career in Early Childhood Education lets us share our love of learning with children as they set out on their educational journey. Early Childhood Teaching is not your average job. Early Childhood Teachers have a vital place in childrens' education. Research confirms the importance of quality Early Childhood Education in readying children not just for school, but also for life.

Our Early Childhood Teachers...

- ♥ Work with children and families to help them develop the social skills that will form the foundation of their ongoing educational success
- ♥ Have genuine respect for children
- ♥ Have enthusiasm, patience and creativity
- ♥ Have a great sense of humour
- ♥ Understand the need for well-developed communication and interpersonal skills
- ♥ Actively engage with children each day in individual and group programs that are developed to inspire, motivate and stimulate skill development and learning...

TABLE OF CONTENTS

MISSION STATEMENT	3
INTRODUCTION.....	3
PHILOSOPHY	5
GOALS.....	5
INTEREST CENTRES.....	5
THE DAILY PROGRAM.....	6
GOAL-DIRECTED PROGRAMS.....	6
TO OUR PARENTS.....	7
TEACHING TECHNIQUES.....	7
POLICIES FOR PARENTS	8
1.ENROLLMENT.....	8
APPLICATION & ANNUAL INFORMATION UPDATE.....	8
REGISTRATION FEES.....	8
EARLY ENROLLMENT	9
2.INFORMATION CHANGES.....	9
3.FUNDRAISING POLICY/CHARITABLE DONATIONS.....	9
TIPS FOR BINGO VOLUNTEERS.....	10
THE BINGO VOLUNTEER'S COMMITMENT.....	10
4.HOURS, DAYS AND MONTHS OF OPERATION.....	11
5.CHILD CARE LOCATIONS	11
6.SCHEDULES.....	11
YOUR CHILD'S SCHEDULE	11
MINIMUM ATTENDANCE PER WEEK	12
SCHEDULE CHANGES.....	12
FREE OFF-TIME	13
MONTHLY & SUMMER HOLDING FEE	14
7.PAYMENT POLICIES	14
PAYMENT OF FEES: PRE-AUTHORIZED DEBIT (PAD) PLAN	14
FUNDS NOT AVAILABLE.....	15
STOP PAYMENTS.....	16
DISCOUNTS AND FINANCIAL ASSISTANCE.....	16
LATE FEE & OVER-TIME CHARGES	16
RECEIPTS	17
ACCOUNT UPDATES	17
8.STATUTORY HOLIDAYS / " DAYS OF CLOSURE"	19
9.HEALTH, SAFETY & WELL-BEING.....	19
CLOTHING.....	19
FOOD AND MENU.....	20
OUR PROFESSIONAL RESPONSIBILITY.....	21

POLICIES.....	22
Anaphylaxis.....	22
Bullying, Harassment and Violence in the Workplace.....	22
Medication.....	22
Photography.....	23
Playground Inspections.....	24
Safe Drinking Water.....	24
Safety & Security.....	24
Serious Occurrence.....	25
Sleep/Rest-Time.....	26
Volunteer & Student Supervision.....	26
Workplace Health & Safety.....	26
PROOF OF IMMUNIZATION.....	27
SMOKING.....	27
SUN-SAFETY.....	27
WELLNESS.....	28
10.EMERGENCY PROCEDURES.....	29
ACCIDENTAL INJURY.....	29
CAN WE REACH YOU?.....	29
CHILD CARE CENTRE TELEPHONE USAGE.....	30
EVACUATION.....	30
FIRST AID/CPR.....	31
11.ARRIVAL AND DEPARTURE PROCEDURE.....	31
CUSTODY AGREEMENTS.....	31
EXTRA SAFETY MEASURES.....	32
RELEASE OF YOUR CHILD.....	32
12.INCLUSION POLICY.....	32
13.BEHAVIOUR MANAGEMENT.....	33
14.RESOURCES FOR PARENTS.....	36
15.PARENT/GUARDIAN/FAMILY INVOLVEMENT.....	37
16.EXCURSIONS OFF OF THE PROPERTY.....	38
17.TOYS FROM HOME.....	39
18.COMMUNICATION.....	39
19.PROGRAMMING & ACTIVITIES.....	39
SAMPLE DAILY SCHEDULES.....	40
GROUP DESIGNATIONS.....	41
20.SCHOOL-AGE (GRADE ONE AND OLDER).....	42
21.SUMMER MENU (JUNE TO OCTOBER).....	46
22.WINTER MENU (OCTOBER TO JUNE).....	48
23.WITHDRAWAL POLICY.....	50
FEE GUIDE: JANUARY 2, 2012 TO JANUARY 1, 2013.....	INSIDE BACK COVER

WELCOME TO COOK'S SCHOOL DAY CARE INC.

MISSION STATEMENT

The purpose of Cook's School Day Care Inc. is to meet the needs of the children and families of Northumberland County by providing both home and centre-based early learning and child care, as well as, training and support services to the community.

INTRODUCTION

- 1985** Cook's School Day Care Inc. established on Danforth Road, Cobourg as a not-for-profit childcare centre.
- 1987** Cook's Home Child Care Agency founded to meet the needs of families with infants and families whose hours of school or work could not be accommodated within our centre-based Program.
- 1989** Victoria College Square Day Care, a second centre-based Program created in historical Victoria College, in Cobourg, to meet the ever-increasing need for regulated child care in the Cobourg area.
- 1993** Cook's School Day Care Inc. becomes a registered charity; the Organization is able to issue income tax receipts to the many Individuals and Businesses of this community who generously assist this Organization through donations of money, goods and services.
- 1995** Closure of Victoria College and purchase of the Knights of Columbus building on Queen Street in Cobourg; Victoria Park Child Care Centre is established to continue to provide child care services to those families within the Cobourg area. Cook's Home Child Care Agency is housed within Victoria Park Child Care Centre.
- 2005** After almost 20 years at the Danforth Road location, our Cook's Centre is relocated to 700 D'Arcy Street in Cobourg. Although the name for this division of our Program changed from Cook's School Day Care to Cook's Child Care Program, we have maintained and added many great staff and have been able to increase our childcare spaces.

An Executive Director, Registered Early Childhood Education Teachers, Assistant Teachers, and Support Staff oversee each Program named under the incorporation.

A voluntary Board of Directors, consisting of interested parents and community members, governs the Organization, as a whole.

Effective January 2012, our Programs are licensed by the Ministry of Education and comply with the regulations of the Day Nurseries Act. Until January 2012, early learning and child care programs were overseen by the Ministry of Children and Youth Services.

All Early Childhood Educators are registered with Ontario's College of Early Childhood Educators. Many individual staff persons are also active members of the:

- Association of Early Childhood Educators, Ontario.
- Canadian Child Care Federation.
- Ontario Coalition for Better Child Care.
- Canadian Advocacy Association.

All staff persons are encouraged to participate in the continuous program of in-service training, as well as any training offered through outside sources. Professional advancement on an ongoing basis assists the staff with remaining alert to the ever-changing needs of today's families.

The Centre-based Programs are designed to serve the needs of children 12 months to 12 years, while the Home Child Care Agency provides service for those children who are 3 weeks to 12 years. In order to accommodate the varied schedules of the families we serve, we offer flexible hours and days of care.

We welcome ALL children who may benefit from our Programs. Children are encouraged to be themselves and have respect for others. We expect the parents and/or guardians to read the Parent Handbook and any other notes and newsletters made available. We urge all parents to offer suggestions, comments, constructive feedback, and moral support. We welcome open communication to help us to continue to provide the high level of quality and variety of service expected.

All parents are encouraged to consider becoming a part of the Cook's School Day Care Inc. Board of Directors, which oversees the operation of the Organization.

Cook's School Day Care Inc. has a purchase of service agreement with the County of Northumberland that allows eligible families who are enrolled in our Programs to receive financial assistance from the County to help pay child care fees.

Our nutritious and delicious snacks and lunches are prepared on-site at our centres and home child care settings. Food preparation staff persons working in our centre-based programs hold valid Food Handlers Certificates. The menus follow the Canada Food Guide standards and are reviewed regularly by the local Health Unit's Dietician and during the Ministry's annual licensing inspection.

Please note that the Board of Directors and Administration, review this document annually. We encourage Parents / Guardians to offer suggestions regarding additions to our handbook. All submissions will be considered.

PHILOSOPHY

GOALS

FOR THE CHILD

- To provide opportunities for being with other children in a setting conducive to the development of wholesome social relationships.
- To provide appropriate play experiences that contributes to the developmental needs of the child.
- To provide opportunities for meaningful play that is based on the child's individual needs, interests, limitations, abilities that build important foundations for future reading skills and other academic pursuits.

FOR THE PARENTS

- To provide opportunities to meet with and work with other parents and teachers who have, as their common concern, the interests and needs of the preschool and school age child.
- To provide care for the child while the parents work, attend school, or pursue other interests.
- To provide opportunities to grow in the understanding of child development through planned parent workshops.

FOR THE COMMUNITY

- To help meet the needs of the community by providing an early childhood education facility.
- To contribute to the wholesome growth and development of the future citizens of the community.

INTEREST CENTRES

It is always possible that inclement weather may keep us from using our outdoor space. Therefore, we plan our indoor areas as if we did not have a playground at all. Each morning before the children arrive, the teachers prepare enough interest centres to equal two-thirds the number of children. That is, if we are expecting sixteen children, we will have ten interest centres.

An interest centre can be set up on a tray, a table, in a corner of a room, or any other place where a child can spend some time pursuing an activity. Activities can range from sitting alone quietly observing to being involved in self-chosen activities to joining with others in building a large block structure or exploring manipulative objects or creating art projects.

Interest centres can accommodate from one to four children at a time. Some centres have a choice of several activities ~ others have only one. Sometimes a particular place will have the same interest centre for several days in a row. Other times, it will be changed daily.

In setting up an interest centre, teachers select materials that will lead to a particular

learning experience. Teachers know, of course, that sometimes the child may use the material in some way other than the way the teacher anticipated. The child's learning experience, in that case, will be something other than what the teacher intended. If the teacher feels that the child still needs the learning experience that was originally intended, another interest centre may be prepared at another time - perhaps using a different approach to motivate the child in the desired direction.

THE DAILY PROGRAM

When the children enter our Program in the morning, they are greeted by a teacher/caregiver. They are given the freedom - not permission - to explore the various learning activities and interest centres that have been prepared before their arrival. These centres are changed from week to week, day to day, and sometimes from hour to hour.

Paint, clay, playdough, collage, musical instruments, blocks, dolls, books, or special things for special days, all make each day enjoyable and unique. There are enough interest centres and activities going on at one time to motivate the child. Enough things remain the same to provide the security and comfort of familiarity, but we incorporate something new or a new way of doing something to add excitement. Learning centres are not arranged for ease of movement and convenience, but rather for maximum challenge to the body and mind.

When a child loses control of materials, equipment, or even emotions, a teacher is always nearby to answer a question, offer a challenging statement, follow through on a suggestion, or to give comfort. Each child's current level of achievement, interest, ability and needs are kept in mind when developing program plans.

Moments of the day can sometimes be brief periods of: whispers, quiet times, and relaxation, a savouring within of good feelings, involvement time when there is a very special closeness between friends, a love time, or a magic time. We are sometimes involved in a story, quiet music, a gradual approach to a rhythmic activity and dancing, crawling, jumping, growing like flowers, or blowing like the wind activities. We go outdoors to run, climb, jump or walk on narrow boards. We are given time and room to explore, to experiment, to discover, to play, and, most importantly, to be a child.

GOAL-DIRECTED PROGRAMS

Within our Programs you will see:

- ★ Games to play.
- ★ Materials with which to create.
- ★ Ideas and things to talk about, relate to, compare with, match, fit into, try out, reinforce, invent, discover, and enjoy.

The children are being continuously challenged by specific learning goals we have set for them:

- ★ In order to begin to read and perform other academic tasks, the children must first gather meaning from the world and develop an awareness of concepts.
- ★ In order to gather meaning from the world, children must have many satisfying sensory motor experiences - we encourage the children to explore their ability to touch, feel, see, smell, and hear.

Perceptual development is how children interpret their sensory experiences, which is a prerequisite for developing their minds.

The program we pursue is geared toward helping children develop habits of observation, questioning, and listening. It gives them an awareness of their own feelings by sometimes channelling them into other means of expression. They learn that they are free to make choices and that as long as they stay within the limits of consideration for people and things; they do not always have to conform. An open-ended program like ours prepares children to utilize their intellectual and creative abilities in future learning tasks.

TO OUR PARENTS

- ★ We want you to know, to understand, and to discuss our goals with us.
- ★ We want you to look often into busy, happy, noisy, creative classrooms and see your child at play.
- ★ We want you to realize the validity of play and the importance of what is being learned.
- ★ Parents and teachers together can help your child develop to his/her full potential.

TEACHING TECHNIQUES

What we teach is not always apparent to the casual observer. We set the stage in order to guide the children without obtruding. Routine restrictions are few because we try to avoid regimentation. However, through adult guidance and association with their playmates, children are being prepared for self-control at a pace they can absorb.

They become aware of their own worth both as individuals and members of their peer group, while learning to respect the rights of others and to conform to minor regulations. We attempt to maintain an atmosphere of freedom, friendliness, and creativity. Mostly, adults stay in the background, but are ready to help if they are needed.

POLICIES FOR PARENTS

1. ENROLLMENT

APPLICATION & ANNUAL INFORMATION UPDATE

For the safety of your child/ren, we must be aware of all pertinent information relating to your child/ren.

BEFORE a child may begin care, the following information must be supplied to the Child Care Centre office:

- ★ **Completed** application form and white information card for each child being enrolled.
- ★ A copy of each child's up-to-date immunization card. This copy may be made in the office of the Child Care Centre.
- ★ A copy of all documents relating to the custody of the child/ren being enrolled, if applicable.
- ★ The completed pre-authorized debit form and banking information.
- ★ The completed Individual Emergency Response Plan for every child being enrolled who may be at risk of anaphylaxis (life-threatening allergic reactions).
- ★ The completed Early Enrollment Agreement for all children who are 15 months of age or less.

NOTE: The Application (detailed form) is kept in the office at all times. The white 2-sided information card is kept with your child's group at all times.

Information update forms and handbooks are distributed to all families on or about every January 1st. The information forms must be completed and returned in the time directed to ensure current information is always on file.

REGISTRATION FEES

UPON ENROLLMENT AND EVERY JANUARY 1ST

All families are required to pay a **non-refundable REGISTRATION FEE (\$20.00/child or \$30.00/family)** upon enrollment and **every January 1st**, thereafter. The fee assists with covering administration costs and partial payments for excursions. The Registration Fee will be included with your first pre-authorized debit and every January 1st pre-authorized debit thereafter while enrolled in our Programs.

If you must temporarily withdraw from the Program for a period of time, you are required to pay the **REGISTRATION FEE** upon return to the Program unless the minimum fee or holding fee is paid to hold and guarantee your child's placement.

SCHOOL-AGE SUMMER PROGRAM ACTIVITY FEE

An activity fee of \$30 per child is due for every child enrolled in the Summer Adventure Program. The fee will be added to your pre-authorized direct payment closest to and prior to the beginning day of the program (i.e., June 1st or June 15th).

A special pre-authorized debit transaction will be run for new enrollments to cover the activity fee and any scheduled days booked if wishing to start the program prior to the first scheduled transaction date (example: a family wishes to begin the program on the 10th and the first transaction date is the 15th of the month; the special run will include the activity fee and all days up to the 15th of the month). There is an authorization form to complete authorizing the special transaction.

EARLY ENROLLMENT

It is the policy of Cook's School Day Care Inc. to ensure that any child enrolled into the program who is younger than 18 months of age (12-18 months) meets the prescribed developmental requirements prior to beginning his/her placement in either centre-based program.

Prior to commencement of the placement, the parent/guardian must complete the **Early Enrollment Agreement** confirming that the child:

- Walks unassisted.
- Eats/drinks items provided on the menu by Cook's School Day Care Inc., with the exception of food allergies/restrictions.
- Is able to sleep/rest on a cot provided by Cook's School Day Care Inc..
- Has visited the program with the parent/guardian prior to beginning the placement to allow readiness to be verified by the Administrative Staff.

2. INFORMATION CHANGES

Although all forms will be updated annually (approximately January 1), **you must inform the office of any and all changes as they occur.** We must ensure that all information remains up-to-date and valid. A revised Parent Handbook will be distributed with application update forms every January.

All changes to the information you have provided on your child's application form/information card must be submitted to the office on the form provided by Cook's School Day Care Inc. as soon as possible.

3. FUNDRAISING POLICY/CHARITABLE DONATIONS

Cook's School Day Care Inc. is a NOT-FOR-PROFIT, CHARITABLE Organization. Any person or group who donates goods and/or services will receive a tax receipt for the value of such (which can be used for income tax deduction purposes).

Bingo Fundraisers provide the most profitable return for our fundraising efforts. Fundraising activities assist us with keeping our fee increases to a minimum and the purchase of program enhancements (field trip costs, craft supplies, new toys & equipment, some food costs, etc.).

To that end, **ALL families are OBLIGATED to either:**

1. **Assist our Fundraising Committee with running one (per family) of our FUNDRAISING BINGO EVENTS** during the period January 1st to December 31st, **or**
2. **Pay a \$50 per child annual fundraising fee each January.** This fee, for which a tax receipt is issued, is also used to assist with keeping our fee increases down and to assist with the purchase of program enhancements (field trip costs, craft supplies, new toys & equipment, some food costs, etc.). The amount of \$50 per child has been set high because we do not want parents to choose this option - we want and need Bingo help.

Please read on for more details about Bingo duties, etc...

TIPS FOR BINGO VOLUNTEERS

1. IT'S A LOT OF FUN - believe it or not!!! We can refer you to people who have already assisted us to affirm that "IT'S REALLY NOT THAT BAD".
2. You are given a great opportunity to meet other families and friends of Cook's School Day Care Inc.
3. "FREE" childcare is provided when helping with a matinee (1pm) bingo if advance notice is given.
4. The Bingo events are held at Bingo Country on Division Street in Cobourg (behind Sine's Flooring).
5. Snacks are provided for assisting volunteers.
6. You will help with selling Bingo cards, calling back winning Bingo #'s to the Bingo Caller, and general clean-up of the play area (an Employee - usually Heather A'Court - and/or Board Member of Cook's will be present to give guidance, if needed).

THE BINGO VOLUNTEER'S COMMITMENT

When your family (guardian, family member, and/or friend) chooses to assist with a fundraising bingo, you **MUST:**

1. Schedule the date selected with the Administration (Heather A'Court).
2. **YOU ARE COUNTED ON TO SHOW UP on the date and time you book** or provide a replacement volunteer in your place.
3. If you or a replacement volunteer does not show up on the date and time you schedule, a second chance to volunteer is not granted. Payment of the \$50 fee per child is due immediately if you fail to fulfill your commitment to help.
4. Questions or comments may be directed to Heather A'Court, our Fundraising Committee Chairperson, or the Executive Director, Lynn Stubbings.

4. HOURS, DAYS AND MONTHS OF OPERATION

Our Child Care Centres are open JANUARY TO DECEMBER, MONDAY to FRIDAY, 6:30 am - 6:00 pm (sharp). We are closed for all municipally recognized statutory holidays. Please refer to **Section: 8 STATUTORY HOLIDAYS / "DAYS OF CLOSURE" (Page 19)**.

Refer to **Section 7. PAYMENT POLICIES: LATE FEE & OVER-TIME CHARGES (Page 16)** relating to dropping your child off before 6:30 am and/or picking up your child after 6 pm.

A possibility of closing one or both Centres during the public and separate school Christmas break is a consideration made by the Board of Directors on an annual basis. Families will be given advance notification of a closure.

5. CHILD CARE LOCATIONS

During periods when enrollment in our Centres may be lower (based on schedules submitted in advance by the families), we may combine both Centres at one of the locations. This measure allows us to grant approval for staff off time, while saving costs operating two locations. We will provide prior notice of any of these changes occurring – watch for details as these special times approach. The times when this may occur are:

- ★ Christmas Break (dates to be confirmed)
- ★ March Break
- ★ Easter Monday
- ★ During the summer (July & August), we have been running our program for school-age children (those eligible to enter Grade One and older the coming September) at our Victoria Park Child Care Centre location. All children eligible to enter Junior or Senior Kindergarten the coming September have been combined at our Cook's Child Care Program location.

6. SCHEDULES

YOUR CHILD'S SCHEDULE

Child Care Schedule Request forms are provided for families to specify, in advance, the days and hours of care required. Each form covers a two-month period with the deadline it is due to be completed, signed and submitted to the office clearly stated on the bottom. The form is available in your child care centre office and on our website www.cooksdaycare.ca (*Application Forms & Handbooks* tab).

FOR CHILDREN WHO WILL BE DROPPED-OFF AND/OR PICKED-UP FROM SCHOOL/BUS STOP BY COOK'S SCHOOL DAY CARE INC.:

It is strongly recommended that a copy of your schedule, be submitted to your child's teacher at school to help avoid any confusion regarding the child's before and/or after

school care arrangements. The information supplied to your child's teacher at school should indicate who will be dropping off and/or picking up your child (parent, name of caregiver/child care centre, bus...).

For your child's safety, you must inform both the school and this Program, in writing, every time your arrangements or schedule changes.

MINIMUM ATTENDANCE PER WEEK

All children are required to be scheduled for a minimum of two (2) days per week. If your child attends less than the required two (2) days in the week, you will be billed for two (2) days.

Exception for Children in Grade One and Older (At January 2, 2012):

- No fees apply for any child, grade one and older, not scheduled to attend during the Christmas and March breaks when two week's notice is given. If two week's notice is not given, you will be required to pay the two (2) day minimum attendance fee.
- During summer break, you book and pay for only the days you require. You must clearly indicate on, sign and submit the summer calendar by the deadline to confirm the days you need. Two week's notice, in writing, is required to change your schedule. You will be billed the two (2) day/week minimum attendance fee if a signed schedule is not submitted and/or two week's notice is not given.

SCHEDULE CHANGES

You are responsible for the schedule you submit. Two weeks advance written notice is required for a permanent change to your child's schedule.

Requests for changes to schedules (adding days or cancelling days) must be submitted to the office on the **Change to Schedule** form provided by Cook's School Day Care Inc..

In order to use allotted "free" days for days you wish to book off/cancel from your schedule, the form must be completed, signed and submitted two weeks before the change is to occur.

Regular fees apply when notification of less than two weeks is given. Examples of situations when regular fees apply: child is absent due to illness for one or more days; family situation prevents child from attending the program for one or more days.

Added days must be approved to ensure space is available. Because we adhere to strict staff:child ratios and space requirements, **NEVER arrive unannounced without prior approval - we may not be able to accommodate an extra child.**

Cook's School Day Care Inc. will make every attempt to accommodate requests for changes to schedules.

FREE OFF-TIME

Requests for vacation/off-time must be submitted to the office on the change of schedule form (available from the Agency office) two weeks before the change occurs.

For Children in Senior Kindergarten and Younger (At January 2, 2012):

Each child will be allowed up to three weeks of “free” off time each year (January 1st to December 31st). The number of “free” days off to which you are entitled is based on the average number of days your child attends the program.

If your child normally attends:

- ⊕ 5 days / week, the child may be absent 15 days for which no charges apply.
- ⊕ 4 days / week, the child may be absent 12 days for which no charges apply.
- ⊕ 3 days / week, the child may be absent 9 days for which no charges apply.
- ⊕ 2 days / week, the child may be absent 6 days for which no charges apply.

For Children in Grade One and Older (At January 2, 2012):

School-age children, Grade One and older are not granted “free” off days during the school year.

- No fees apply for any child, grade one and older, not scheduled to attend during the Christmas and March breaks when two week’s notice is given. If two week’s notice is not given, you will be required to pay the two (2) day minimum attendance fee.
- Any other time off during the school year will require payment of the full regular fee.
- While we do appreciate and need notice for odd days off for appointments, school trips, etc. you will be billed the full regular fee for the days to cover your child’s space.
- During summer break, you book and pay for only the days you require. You must clearly indicate on, sign and submit the summer calendar by the deadline to confirm the days you need. Two week’s notice, in writing, is required to change your schedule. You will be billed the two (2) day/week minimum attendance fee if a signed schedule is not submitted and/or two week’s notice is not given.

Requests to cancel or add days on your child’s schedule must be submitted to the office on the *Change to Schedule* form provided by Cook’s School Day Care Inc..

“FREE” OFF-TIME MAY NOT BE USED IN LIEU OF A TWO-WEEK WITHDRAWAL NOTICE FROM THE PROGRAM.

MONTHLY & SUMMER HOLDING FEE - \$50 PER MONTH/CHILD

If your child will not be attending our Program for a full month (i.e., off during the month of July) and you wish to reserve your child's space, you will be required to provide two weeks' advance written notice of the off-time to the office on the form provided by Cook's School Day Care Inc. and **Pay \$50.00 per child for each month off.**

This retainer fee is a minimum monthly fee and is not applied to the Annual Registration Fee.

This disruption to your regular schedule is considered a temporary withdrawal. The Board of Directors developed this policy to assist with ensuring continuity for the children as well as the stability and viability of the Organization.

7. PAYMENT POLICIES

PARENTS MUST SIGN THE PARENT / GUARDIAN AGREEMENT FOUND ON THE APPLICATION FORM, ACCEPTING RESPONSIBILITY OF THE FINANCIAL ARRANGEMENTS AS STATED IN THIS HANDBOOK, BEFORE WE WILL ACCEPT YOUR CHILD/REN'S ENROLLMENT.

PAYMENT OF FEES: PRE-AUTHORIZED DEBIT (PAD) PLAN

All of the families enrolled with Cook's School Day Care Inc. are required to register with Pre-Authorized Debit to have childcare fees automatically withdrawn from your personal savings or chequing account.

Upon enrollment, you will receive a **PRE-AUTHORIZED DEBIT (PAD) AGREEMENT** form on which to complete your banking information and to specify how often you wish transactions to occur. After completing this form you will receive a **PRE-AUTHORIZED DEBIT (PAD) CONFIRMATION** form that clearly outlines the details of your Agreement with Cook's School Day Care Inc.. If the need to address an overpayment or an outstanding amount due arises, you will receive a **PRE-AUTHORIZED DEBIT (PAD) AGREEMENT TO ADDRESS AN OVERPAYMENT OR BALANCE DUE** form. Please refer to the samples at the end of this section.

Pre-Authorized Debit amounts are calculated directly from the information you provide on your schedule request form. You are responsible for FULL PAYMENT of the schedule you submit and any approved extra days you may require. We staff the program according to the number of children registered; therefore, you will be billed for the days you schedule.

Please be assured that you can always contact the office to confirm the amount of the transaction. Be advised that the file containing the amounts of the funds being withdrawn from your account is forwarded to the bank by 2pm on the last day of the month (for the 1st) and on the 14th of the month (for the 15th).

Required changes identified after the 2pm deadline will be addressed at the next transaction date.

The office must be informed of any changes to your banking information immediately. The completion of a new PRE-AUTHORIZED DEBIT (PAD) AGREEMENT and PRE-AUTHORIZED DEBIT (PAD) CONFIRMATION form will be required.

If at any time you need to discuss your payment plan – WE ARE ACCESSIBLE! You are welcome to call to ask questions or make an appointment to stop in and meet with us. Please understand that our phone lines are often busy. Your call is important – always leave a message if you cannot get through. We receive and respond to messages as quickly as possible. If you wish, please call back.

We truly believe this payment system benefits both the Organization (because we are guaranteed regular payment for services) and you, the families (because the valued time you spend within your child care setting can be used to interact with your child's teachers/caregivers rather than worrying about rushing to the office to address your fees).

Although childcare fees may no longer be paid using cheque or cash, fundraising items may still be paid for using cheque or cash.

HOW DO WE CALCULATE WHAT YOU OWE?

Payment Method #1 (paying once per month on the 1st or the 15th)

Based on the schedule you submit:

- The amount for the 1st of the month will pay for care scheduled from the 2nd of that month to the 1st of the following month or
- The amount for the 15th of the month will pay for care scheduled from the 16th of that month to the 15th of the following month.

Payment Method #2 (paying twice per month on the 1st and the 15th)

Based on the schedule you submit:

- The amount for the 1st of the month will pay for care scheduled from the 2nd of that month to the 15th of that month and
- The amount for the 15th of the month will pay for care scheduled from the 16th of that month to the 1st of the following month.

Adjustments for a particular period (overpayments or underpayments due to changes in schedules) will be made on the next transaction date. It is your responsibility to make certain that we are fully aware of your care needs in advance to assist with ensuring accuracy in our calculations.

FUNDS NOT AVAILABLE

Each time a transaction cannot be completed on the first attempt (insufficient funds), you will be charged a \$15 administration fee. This \$15 charge will be added to the childcare fees calculated for the next pre-authorized payment date.

We have contracted with the bank to make one attempt to secure the funds within two business days after the transaction fails. Please keep this in mind and ensure funds are available for the second attempt.

If the second attempt fails, you will be notified immediately to cover all fees plus an additional \$30 administration fee. You may be asked to pay for services in advance using cash or certified cheque.

You risk losing your childcare space if payment for your child's care cannot be secured. Our final measure in securing payment is to involve the local collection agency.

STOP PAYMENTS

If you **stop payment** on a scheduled transaction, you will be charged an **automatic \$30 service fee**.

You will risk having your child care service discontinued if you stop a regularly scheduled payment that covers the costs of your child's care.

DISCOUNTS AND FINANCIAL ASSISTANCE

A discount rate is provided for the benefit of those families who enroll more than one child in our Program. The first child rate applies to the youngest child and the additional child rate applies to the older child/ren. If you enroll more than two children in our Program, please contact the Supervisor / Executive Director to discuss the financial arrangements.

PLEASE SPEAK WITH THE ADMINISTRATION REGARDING FINANCIAL ASSISTANCE.

If you feel you may require financial assistance to pay your child care costs, please contact Northumberland's Department of Social Services at (905) 372-1003 or 1-800-354-7051. A needs assessment will be conducted to determine your eligibility for obtaining assistance.

LATE FEE & OVER-TIME CHARGES

The Child Care Centres are open 6:30 a.m. to 6:00 p.m., Monday to Friday. All parents/guardians arriving prior to 6:30 a.m. or after 6:00 p.m. (according to the Child Care Centre clock) will be charged the fee of **\$5.00 per minute per family**.

Should a parent/guardian arrive prior to 6:00 p.m., but remain past 6:00 p.m., the fee will be charged. The premises, including the playground must be vacated by 6:00 p.m..

The fee will be billed to your child care account. You will be required to consent to the additional amount being added to the next scheduled pre-authorized debit transaction. The amount may be paid by instalments that are acceptable to Cook's School Day Care Inc..

The full amount of the late fee/over-time charge is paid to the staff persons who stay with your child.

IMPORTANT

If no parent/guardian has arrived by 6:00 pm and we cannot reach you, the persons you have indicated as persons to whom your child may be released (on the child's application form and information card), will be contacted to pick up your child.

If Cook's School Day Care Inc. cannot reach you or your emergency contact / alternate release people by 6:30 pm, we will contact the local authorities at that time.

If contact is made with the parent/guardian/alternate emergency contact person and the child remains in care at 7pm, the authorities will be contacted. It is felt that one hour past closing is sufficient time to make arrangements for your child to be picked up.

RECEIPTS

A receipt for payments made for child care fees made for the year will be issued on or before February 28th to attach to your income tax return.

A separate receipt is issued for the value of any charitable donations made to the Organization during the year. Many thanks to those who are able to make donations of goods, services and/or cash to Cook's School Day Care Inc.!

INCOME TAX RECEIPTS WILL NOT BE MAILED, BUT WILL BE AVAILABLE FOR PICK-UP IN YOUR CHILD CARE CENTRE'S OFFICE.

Special circumstances, such as early preparation of the receipt, may be considered if the family is moving from the area.

A service fee of \$5.00 is charged to reprint your Income Tax Receipt.

ACCOUNT UPDATES

In an effort to reduce the amount of paper we use, we will not prepare a monthly statement of account unless the Parent/Guardian of a child in our care requests it.

If you request an update, please allow a minimum of 24 hours for its preparation. Account updates must be picked up at your child care centre office – they are not mailed unless a stamped, self-addressed envelope is provided.

SAMPLE ACCOUNT UPDATE

Parents must request to have account updates printed.

A sample of an Account Update follows on the next page.

Short captions have been added to help to explain what you will see on your account update.

Remember:

An account update is not a bill. It is a printout of the payments and billings for the period requested.

COOK'S CHILD CARE PROGRAM

700 D'Arcy Street,
 Building 18, Unit 31
 Cobourg, Ontario, K9A 5T3
 Phone: 905-372-4525 Fax: 905-372-3227
 Email: cooks.on.darcy@cooksdaycare.ca



**VICTORIA PARK CHILD CARE CENTRE
 COOK'S HOME CHILD CARE AGENCY**

172 Queen Street
 Cobourg, Ontario, K9A 5P6
 Phone: 905-372-2143 Fax: 905-372-2441
 Email: vic.park@cooksdaycare.ca
 Email: cooks.home@cooksdaycare.ca

STATEMENT

To: SMITH, JACK & JILL
 c/o Jane & John Smith
 1 Any Street
 Any Town, Ontario K9A 1A3

Children's Name: _____
 Parent/Guardian's Name/s, _____
 Family's Computer Code _____

STATEMENT DATE: 01 FEB 2012
 Account Number: SMITH JJ

Date	Ref #	Description	Amount	Balance
31Dec2010	DEPOSIT	PRE-AUTH DEBIT: Jan1-15, 2012	489.00-	489.00-
03Jan2012	REG.FEE	REGISTRATION FEE: 2012	30.00	459.00-
03Jan2012	BILLING	03-07 JAN 2012:5 DAYS	255.00	204.00-
10Jan2012	BILLING	10-14 JAN 2012:4 DAYS	204.00	0.00
14Jan2012	DEPOSIT	PRE-AUTH DEBIT: JAN15-FEB1, 2012	510.00-	510.00-
17Jan2012	BILLING	18-22 JAN 2012:5 DAYS	255.00	255.00-
24Jan2012	BILLING	24-28 JAN 2012:5 DAYS	255.00	0.00
31Jan2012	BILLING	31 JAN-01 FEB 2012:NOT SCHEDULED	0.00	0.00

TOTAL DUE \ OVERPAID 0.00

↑

Ref # column tells you in one word if the amount to follow in the Amount column is a billing, trip fee, registration fee, etc.

↑

Description column tells you if the amount in the Amount column is a payment, billing, trip fee, registration fee, etc.

↑

Amount column indicated all amounts billed and paid. Payments are followed by "-".

↑

Balance column is a running total of what is due or overpaid. Overpayments are followed by "+".

"Learning through play, building friendships along the way"
www.cooksdaycare.ca

8. STATUTORY HOLIDAYS / "DAYS OF CLOSURE"

In conjunction with the Municipal government for this area, Cook's School Day Care Inc. recognizes the following days as "Days of Closure" and will be closed for said days:

- ♥ New Year's Day (January 1)
- ♥ Family Day (February)
- ♥ Good Friday (April)
- ♥ Victoria Day (May)
- ♥ Canada Day (July 1)
- ♥ Civic Holiday (August)
- ♥ Labour Day (September)
- ♥ Thanksgiving Day (October)
- ♥ Christmas Day (December 25)
- ♥ Boxing Day (December 26)

NOTE: Regular fees are billed for ALL days indicated above - no exceptions. When a child is enrolled with Cook's School Day Care Inc., this condition is accepted as part of the payment policies.

If care is available during the public and separate school Christmas break, and your child attends any number of days – you are required to pay for all Statutory Holidays.

NOTE: The Child Care Centres close at 2:00 p.m. on Christmas Eve and New Year's Eve when they fall on weekdays (Monday, Tuesday, Wednesday, Thursday, or Friday).

A possibility of closing one or both of the Centres during the public and separate school Christmas break is a consideration made by the Board of Directors on an annual basis. Families will be given advance notification of a closure.

9. HEALTH, SAFETY & WELL-BEING

CLOTHING

Think of your child's comfort and provide simple PLAY clothing that is free of complicated fasteners. Playtime can be a messy time, please provide clothing that is washable to eliminate feelings of fear of getting dirty.

Children must have appropriate outdoor wear. Provide sweaters, jackets, mudsuits, boots, snow pants, mittens, caps/hats, etc. depending on the temperature and weather conditions.

We enjoy at least one hour in the morning and one hour in the afternoon of outdoor activities (Ministry Regulation). We do not keep children inside – you may be called to provide your child's necessary items to participate in our activities. It is much easier to remove an unneeded item than to put on something you do not have.

We insist that you provide indoor shoes for your child at all times.

A fire drill is conducted at least once per month. We cannot take the time to put on shoes and we do not have enough staff to carry all of the children.

Always provide a full extra set of clothing for your child - regardless of age. All of the children are involved in a variety of activities that can become quite messy.

Remember to change the size of the extra clothing as your child grows.

To make sure your child's possessions are returned, and to help the staff with identification of all children's possessions, **PLEASE LABEL EVERYTHING.**

If your child must borrow clothing from the Centre because his/her extra clothing has already been used, please launder and return the items immediately (we have very limited "extras"). We thankfully accept the donation of extra clothing at all times.

FOOD AND MENU

Due to allergies, NUTS AND PEANUTS (INCLUDING PEANUT BUTTER) are not served within our Child Care Centres. PLEASE DO NOT SEND YOUR CHILD WITH SNACKS CONTAINING NUTS (INCLUDING HONEY NUT CHEERIOS).

Our menu rotates on a five-week basis to allow for a variety of different snacks (morning and afternoon) and lunchtime meals to be served. Our menu is planned based on guidelines as outlined by the Canada Food Guide. Only 2% milk is served to the children and staff. If your child has limitations with regard to this or any other food, be sure to inform the staff and note them on your child's application form and information card.

It is the policy of Cook's School Day Care Inc. that any requests for variations or substitutions to the current menu will only be accepted with written instructions from the child's physician. Please direct any requests to the Administration. Parents will be asked to supply food for a child who has nutritional requirements that are not provided by the Child Care Centre. Children are never forced to eat and privileges are never taken away. Children are encouraged to try what is provided; therefore do not send snacks or lunches for your child simply because he or she is a picky eater.

BREAKFAST

Because breakfast is one of the most important meals of the day, the Staff of both Cook's Child Care Program and Victoria Park Child Care Centre has gladly attempted to assist the families of our early arriving children with providing this nourishment. In order for our Staff to set up and offer the activities for the day, we ask that the following guidelines be followed:

ALL BREAKFAST ITEMS, INCLUDING FOOD AND CONTAINERS, MUST BE CLEARLY LABELLED WITH THE CHILD'S NAME!

- ☉ Breakfast food items are supplied by the parent/guardian for each child. We will offer milk for cereal if a child wants milk. **WE ARE NUT-FREE AND PEANUT-FREE IN OUR CENTRES BECAUSE OF ALLERGIES.** Please do not bring in any items containing nuts or peanuts.
- ☉ For sanitary reasons, dishes and cutlery must be obtained through the Staff.

- ☉ Because other children are present or arriving and ready to participate in activities, ONE designated table will be available for breakfast.
- ☉ The time designated for breakfast is 6:30-7:30 a.m. (to allow all food items to be stored and tables cleaned by 7:45 a.m.). We offer busy programs beginning at 6:30 a.m., which includes a nutritious snack at 9:00 a.m. Please understand that it is difficult to move on to the day's activities & programs when breakfast time extends beyond the first hour.

BABY BOTTLES

We discourage bottles in the Centres because we prefer to encourage the use of toddler cups. If you feel you must provide a bottle for your child, you must note:

- ★ It must be clearly labelled with your child's name.
- ★ The liquid you provide for your child's bottle (especially milk) must be delivered in a separate labelled container which will be transferred to the labelled bottle as required.
- ★ At the recommendation of the Health Nurse, it will not be provided to your child while he or she is lying down (may result in ear infections & tooth decay).

Copies of our summer menu (which is followed from approximately June to October) and the winter menu (followed from approximately October to May) are included.

OUR PROFESSIONAL RESPONSIBILITY

Under the Child and Family Services Act, we are legally obligated to report any suspicion that a child is in need of protection. The Act recognizes that we, who work closely with children, have a special awareness of the signs of child abuse and neglect, and a particular responsibility to report suspicions. It is an offence to fail to report.

Any professional who fails to report a suspicion that a child is or may be in need of protection, where the information on which that suspicion is based was obtained in the course of his or her duties, is liable on conviction to a fine of up to \$1,000.

We will contact the authorities (Police, Children's Aid Society) as a result of:

1. A child disclosing information that could indicate a potential for abuse.
2. Viewing actual mistreatment of a child by any adult (physical, sexual, emotional).
3. Observing signs of physical, sexual, or emotional harm.
4. Observing a child in need of protection - Examples: a child not properly restrained while travelling by motor vehicle (i.e. no car seat or seat belt); a child requiring but not obtaining medical attention, etc.
5. Any suspicion that a child is experiencing mistreatment or harm.

It is not the responsibility of the Staff to evaluate or judge a situation. The proper authorities will be contacted to gather information and reach conclusions.

POLICIES

ANAPHYLAXIS

If your child is at risk of anaphylaxis (life-threatening allergic reactions), you must indicate this fact on your child's application form and complete an Individual Emergency Response Plan. The forms are available in the office and must be updated immediately as changes occur.

BULLYING, HARASSMENT AND VIOLENCE IN THE WORKPLACE

Cook's School Day Care Inc. is committed to providing a work environment in which all individuals are treated with respect and dignity, free from any form of bullying, harassment or violence. To that end, workplace bullying, harassment and violence will not be tolerated from any person in the workplace. Cook's School Day Care Inc. will take all reasonable measures to prevent incidents and protect workers.

Zero Tolerance Policy Regarding Clients/Public

Although clients and members of the public are not governed by this policy, the organization does not tolerate any behaviour constituting bullying, harassment and/or violence to be exhibited by clients/public toward the workers of the Organization. Any client or member of the public displaying any of these behaviours may be restricted future access to the properties of the Organization. The authorities will be contacted as required for protection issues.

MEDICATION

Only Physician-authorized and Prescription Medications will be administered by our Child Care Centre Teachers and Home Child Care Providers. The only exception to this policy involves:

- Children who are prone to spiking high fevers in a short period of time. A limited supply of fever-reducing medication (i.e., Tylenol, Tempra, etc.) may be kept on the premises. The Child Care centre Teacher or Home Child Care Provider will administer only one dose of the medication to a child whose temperature has risen quickly to allow time for the child to be picked up by his/her Parent or Guardian. The child may not be administered the fever-reducing medication at the Centre and remain in care for the day – the child must be picked up by a guardian as quickly as possible and kept home until the fever is controlled.
- Children who require diaper cream.
- We do not accept non-prescription medications for any child (i.e. cough syrup, vitamins, etc.)

It has been recommended by the Day Nurseries Branch that we NOT administer any kind of medication unless:

1. A Medication Form, which is supplied by Cook's School Day Care Inc., is fully completed prior to any medication being administered, including diaper cream applications.

2. Medication is in the original container.
3. Prescription Medication states the correct child's name, medication name, dosage, time(s) to be given, length of time to administer and expiry date noted on the pharmacist's label. The Parent or Guardian must label non-prescription diaper cream.
4. All labels are intact and easy to read.
5. If the medication is to be administered "as necessary" (I.e., asthma medication), the parent must state, on the Child Care Centre's medication form, the types of symptoms/reactions to be observed when the medication is necessary.

Parents MUST complete the medication consent form BEFORE any medication will be administered.

- Parents must hand-deliver all medication to the staff to be locked in the appropriate refrigerated/non-refrigerated container.
- For the safety of all children, ALL medication must be stored in a locked container while on the Child Care Centre premises.
- Any of the staff would be pleased to assist you with storing/retrieving your medications.
- Medication will not be released to a child. It must be picked up by a parent/guardian.
- It is the parent's/guardian's responsibility to ask for the child's medication at the end of the day - it is not the staff's responsibility to remind you to take medications home.

NEVER LEAVE MEDICATION OF ANY DESCRIPTION IN YOUR CHILD'S BAG, PACK, or COATROOM BASKET. ALWAYS HAND-DELIVER MEDICATION TO A STAFF PERSON.

PHOTOGRAPHY

Cook' School Day Care Inc. makes every attempt to safeguard your child's safety at all times. To follow are the guidelines put in place for the safe display of your child's photos when permission is granted.

Guidelines for the Taking and Display of Photos:

1. Photos of children must only be taken on a day care camera.
2. The day care camera must remain on the premises at all times with the exception of centre-approved field trips, where photos are taken by staff only.
3. With permission, your child's photos will be used for centre-approved activities only (I.e., Learning Stories, in-house slide shows, postings in classrooms, creative activities, parent gifts). You will indicate your choice on your child's application form.

4. Where Learning Stories are involved:

- Learning Stories contain: a photo of your child, your child's first name, and a short written description of the learning experience captured.
- Learning Stories are displayed on a bulletin board in your child's classroom (to be enjoyed by all) or your child's personal log book (to be enjoyed by your family) - your choice, please indicate below.
- Only the day care computers and printer are used to prepare and print the display information.
- The day care computers remain on the day care premises at all times.
- Learning Stories (photos and documentation) are safely stored at the day care after being removed from the display for a period of 6 months and then shredded.
- Learning Story photos cannot be sent home because they may contain photos of other children.

5. Your permission must be granted on your child's application form before any photos will be taken or displayed of your child within the day care. No permission, no display of photos.

PLAYGROUND INSPECTIONS

As part of our Ministry licensing requirements, our Child Care Centres' outdoor play spaces and equipment are inspected daily, monthly, seasonally and annually. A certified playground inspector conducts the annual inspection; Cook's School Day Care Inc. completes all other inspections.

To date, all play spaces and equipment meet all requirements. If at any time a concern is identified, it will be addressed to ensure we adhere to the safety requirements.

SAFE DRINKING WATER

As part of our Ministry licensing requirements, the water systems of each centre are flushed as directed by the Ministry of Environment. Laboratory testing for lead is also conducted as required. Our laboratory test results have been up to standard since the requirement to test came into effect in 2007.

SAFETY & SECURITY

It is the policy of Cook's School Day Care Inc. to make every attempt to ensure the safety of the children and staff at all times. Any person, including the Authorities (Police) or a representative of Cook's School Day Care Inc., who observes a real or potential threat, has the power to initiate a HOLD & SECURE, SHELTER IN PLACE, or LOCKDOWN. Examples: **Intruder, Natural Disaster, Rabid Animal, Individual out of Control**

All staff members are trained in and aware of the SAFETY & SECURITY procedures and his/her duties during a drill and actual situation.

SAFETY & SECURITY drills are conducted in coordination with the local Police Department. Staff may or may not have prior knowledge of circumstances, dates or times of the SAFETY & SECURITY drills. Families will be notified of SAFETY & SECURITY drills after the event.

In the event of an actual SAFETY & SECURITY, only after the “ALL CLEAR” is given by the authorities and at the earliest convenience will the person in charge contact/inform the Parents/Guardians about the SAFETY & SECURITY situation.

The situation and the outcomes will be reported to the Board Chairperson, the County of Northumberland’s Department of Social Services and the Ministry of Education. A written record of all SAFETY & SECURITY drills or actual situations and applicable details will be maintained by the Organization.

SERIOUS OCCURRENCE

It is the policy of Cook’s School Day Care Inc. to ensure the safety of the children and staff. In the event of a serious occurrence, during the Organization’s hours of operation, the appropriate Ministry-directed reporting and public notification procedures will be followed.

Serious Occurrence Definition

1. Any **death** of a client, which occurs while participating in a service.
2. Any **serious injury** to a client requiring medical treatment.
3. Any **alleged abuse or mistreatment** of a client (including physical, sexual, mental abuse).
4. Any situation where a **client is missing**.
5. Any **disaster on the premises** that interferes with daily routines (e.g., fire, flood, power outage, gas leak, carbon monoxide, infectious disease where public health officials are involved, lockdown, etc.).
6. Any **complaint** about the operational, physical or safety standards of the service that is considered serious by the service provider.
7. Any **complaint** made by or about a client, or any other serious occurrence involving a client that is considered by the service provider to be of a serious.

Reporting and Posting a Serious Occurrence

1. A verified serious occurrence is reported immediately to the parents/guardians, the Organization’s Administration and Board Executive Members, and all pertinent others (i.e., Police, Fire, Children’s Aid). A written report is forwarded to the County and Ministry children’s services departments within 24 hours of the occurrence.
2. A serious occurrence notification form is completed and posted for a minimum of 10 days in a conspicuous place - adjacent to the centre’s licence to operate to communicate information to the parents about the serious occurrence that has occurred in the child care centre.
3. If the form is updated with additional information and/or additional actions taken, the form remains posted for 10 days from the date of the update.
4. A completed notification form is retained for at least two years from the date of the occurrence and is available, upon request, for current and prospective parents and licensing and municipal children’s services staff.
5. Personal and private information is protected when a **SONF** is posted. No child or staff names, initials, ages, dates of birth are used on the posting. No age group identifiers are used on the posting (e.g., preschool room).

SLEEP/REST-TIME

It is a Ministry-directed policy that the children have a rest period following the mid-day meal. The rest period is not longer than two hours in length. Children who are unable to sleep during rest-time are not kept in bed for longer than one hour and are permitted to engage in quiet activities.

The children enjoy a very busy and interactive day. Rest-time gives them the opportunity for “alone time”. Rest-time also allows the Staff time to complete tasks that cannot be accomplished when the children are actively involved in activities (i.e. cleaning & disinfecting toys, washing floors, cleaning bathrooms, updating written records, etc.). Staff also offset each other for their mid-day break during rest-time.

There is not a scheduled sleep/rest-time in the morning in our programs. We ask that every attempt be made to wean your child off of his/her morning nap prior to starting with our program. Please assist your child with adjusting to mornings that are busy with indoor and outdoor activities. If your child requires a morning sleep/rest-time, please ask us about a possible placement with our home child care agency.

VOLUNTEER & STUDENT SUPERVISION

It is the policy of Cook's School Day Care Inc. to help support the safety and well-being of children enrolled in the centre-based program locations and home child care settings monitored by this agency.

Cook's School Day Care Inc. abides by Ministry regulations that indicate that every operator shall ensure that every child who is in attendance in a day nursery is supervised by an adult at all times.

Clarification

- No child is supervised by a person less than 18 years of age.
- Only employees will have direct unsupervised access to children.
- Volunteers and students are not counted in the staffing ratios in child care centres.

WORKPLACE HEALTH & SAFETY

It is our policy to make every attempt to make the workplace safe and without risk to the health and safety of any person. We will endeavour to:

- Ensure the safe use, handling, storage and transport of chemical products.
- Provide information, instruction, supervision and training to staff members.
- Ensure safe systems of work are in place e.g. hygiene practices, safe use of equipment.
- Ensure children, parents, visitors and members of the public are not exposed to activities or agents which may present risks to their health and safety
- Establish directions and procedures for children, staff, volunteers, parents and members of the public to ensure health and safety.
- Workplace inspections are performed to help identify health and safety risks. Strategies are developed to address any identified potential hazard.

PROOF OF IMMUNIZATION

Your child's health, safety and well-being are very important to all of us. Upon enrollment, you must present us with your child's record of immunization so we may copy it for our files. We are also required to provide a copy to our local Health Unit for their records. Generally the Health Nurse will contact us if an update is required.

At enrollment, a child will be excluded from our Program until such time as proof of immunization or a written affidavit that excludes the child from being immunized is provided for our files.

Families are encouraged to provide proof of any further boosters once enrolled in the program.

SMOKING

Please respect the fact that our Child Care Centres are NON-SMOKING ENVIRONMENTS.

By order of the Local Medical Officer of Health, you must extinguish all cigarettes, cigars, pipes, etc. BEFORE you enter our parking lot.

This policy assists with ensuring the health and safety of those persons (children and adults) who suffer from smoke-related allergies, asthma, etc.

Any Staff or volunteer of this Organization is not permitted to smoke while involved in a function of this Organization or while in the presence of any child/ren of this Organization during a Child Care event.

SUN-SAFETY

Cook's School Day Care Inc. purchases sunscreen in bulk to be applied to the children attending our centre-based programs from May 1st to September 30th. You will be notified of the brand and strength before applications begin and if changes occur. Product labels are checked to ensure that no traces of nut/peanuts are contained in the ingredients.

We do not purchase individual containers for every child.

Although no fee is charged, a donation of the **same product being used** or cash to help offset the cost would be greatly appreciated. A tax receipt is issued for all cash donations.

Parents / Guardians are responsible for providing labelled sunscreen if:

- * You do not want your child to use the brand supplied by Cook's School Day Care Inc.
- * You want sunscreen applied to your child before or after the period stated.

It is important that the children apply sunscreen for outdoor activities (at least 1 hour morning and one hour afternoon). You must sign the agreement on the Application

to grant permission for the Child Care Centre Staff to apply the sunscreen (whether supplied by you or the Child Care Centre).

We insist that all children bring a hat that protects their tender heads from the sun for outdoor activities. It is strongly recommended that sunglasses also be provided to protect their sensitive eyes.

WELLNESS

PHYSICAL ACTIVITY

Regular physical activity in childhood and adolescence improves strength and endurance; helps build healthy bones and muscles; helps control weight; reduces anxiety and stress; increases self-esteem; and may improve blood pressure and cholesterol levels. Positive experiences with physical activity at a young age help to lay the basis for being regularly active throughout life.

Cook's School Day Care Inc. has made a commitment to assist with building the children's enjoyment of physical activity both indoors and outdoors. The Teachers provide a variety of stimulating programs for the children both indoors (dancing, exercises, circle-time group activities, etc.) and outdoors (climbing, bike-riding, soccer, baseball, running, hockey, jumping rope, etc.).

The Day Nurseries Act stipulates that ALL children participate in outdoor activities for a minimum of one hour in the morning and one hour in the afternoon, if weather permits. For the safety of the children, in extreme weather conditions, such as very cold or very hot, the time outdoors will be reduced or omitted at the discretion of the Supervisor/Executive Director.

For staffing reasons, we are not able to keep your child indoors if he or she suffers from cold symptoms. The fresh air outdoors is of greater benefit to the child than the re-circulated indoor air.

SYMPTOMS OF ILL-HEALTH

If your child is not well enough to participate in the entire Program, please make alternate arrangements. Similarly, if your child is too ill to attend elementary school, he or she is too ill to attend the Child Care Centre program.

Children with contagious diseases/viruses/infestations MUST NOT attend the Child Care Program. The child must be kept home until the contagious disease/virus has been controlled or the infestation has been controlled through appropriate treatments. Written consent from a doctor may be requested before a child who has recovered from having a contagious disease/virus will be re-admitted. A child who was absent from the Centre due to an infestation will be re-admitted after a staff person has determined that no further signs of the infestation are present.

A child's parent/guardian will be contacted to pick up the child if symptoms of ill-health, signs of any type of infestation or infection appear during the day. In such cases (elevated temperature, sluggishness, vomiting, diarrhea, changes in behaviour, suspected pink eye/eye discharge, head lice, etc.), for the protection of the other

children and the staff, your child will be immediately isolated in the office area with a designated staff person until you arrive.

The local Health Unit must be contacted if your child has been diagnosed with a contagious disease/infection (905-885-9100).

When a child is sent home due to illness/infection/ etc., and a fever is present and/or medication is required (antibiotic, eye drops, etc.), the child must be free of fever and/or using the medication for not less than 24 hours before returning to the Program. If your child is ill with the flu or flu-like symptoms during the night, the child must be kept home the following day.

We trust that you will help us to do our best to control the spread of illness. Keep in mind that the child will probably be weak and need time to get his/her strength back. As stated previously, when the child is not well enough to participate in the entire Program, please make alternate arrangements.

If your child becomes infected with a contagious disease/infection/infestation while not attending the Child Care Program (absent due to vacation time, the weekend, etc.), please call to inform the Child Care Centre at the earliest convenience. It is imperative that we keep our records up-to-date at all times.

10. EMERGENCY PROCEDURES

ACCIDENTAL INJURY

In case of accidental injury, we will make an attempt to contact a parent. If we cannot reach a parent, we will contact the emergency contact person(s) you have noted on your application form.

If we determine that the child requires immediate medical care, an ambulance will be called immediately. You will be notified to meet the child and accompanying staff at the hospital. You will be expected to assume responsibility for any resultant expense that is not covered by our insurance. Your signed consent form with regard to this provision will be kept on file at the Child Care Centre.

If treatment is required as a result of the injury, the occurrence must be reported to the Ministry and County children's services departments. The Administration will need to obtain complete details of medical treatment and the child's condition.

CAN WE REACH YOU?

Due to unforeseen circumstances (illness, injury, information clarification needed, etc.), the Child Care Centre may need to contact you while your child is in care. Be sure to supply ALL current and pertinent contact phone numbers and names. Be sure that the emergency contact persons who are indicated on your child's application form/information card are persons we may contact to pick up your child when you cannot be reached.

In situations where we must reach you regarding your child (i.e., after 6 p.m. closing and child not picked up or we expect child after school and child does not show), we

will first try all contact numbers. If we are unable to reach you or your emergency contact people within one half hour of your child's expected return from school or your expected time to pick up the child, we will contact the local authorities. Your child's safety is our priority.

If you cannot be reached during your child's day with us (out of town, for example), INFORM THE STAFF when you drop off your child AND be certain to confirm that an alternate contact person has been arranged (name and phone number left with the staff). Your child's safety and well-being are priorities to us - allow us to serve your child to the best of our abilities.

CHILD CARE CENTRE TELEPHONE USAGE

The child care centre telephones must always be available for matters relating to Cook's School Day Care Inc. All persons are discouraged from conducting any type of personal business using these telephones.

Exception: In an emergency, a person may be permitted to use the child care centre telephone for a limited period of time with prior consent (every time) from a staff member.

EVACUATION

In the event of a full evacuation from the Child Care Centre, please keep the following information in mind:

1. Parents will be contacted from the emergency shelter at the earliest convenience. Attending to the children's safety is our priority. The phone message will be brief to allow for all calls to be made promptly. Information regarding the situation may be obtained at a later time.
2. We will attempt to have a person stationed at a safe location near the Child Care Centre to inform those persons who we were unable to contact about the place where the child may be picked up.

EMERGENCY SHELTERS

COOK'S CHILD CARE PROGRAM:

**Five Counties Children's Centre, 700 D'Arcy St, Building 19
Columbus Community Centre, 232 Spencer St. (at D'Arcy St.)**

VICTORIA PARK CHILD CARE CENTRE:

St. Peter's Church, on the east corner of College St. and King St.

ALTERNATE EMERGENCY SHELTER

BOTH LOCATIONS:

Salvation Army Cobourg Community Church, 59 Ballentine Street, Cobourg

FIRST AID/CPR

All full-time Staff persons employed by Cook's School Day Care Inc. are required to hold a valid First Aid and CPR certificate at all times. We keep the safety and well-being of the children in mind at all times. Part-time, occasional, summer, and volunteer staff members are encouraged to hold valid certificates.

11. ARRIVAL AND DEPARTURE PROCEDURE

Our contact with you is important. Often, the Child Care Centre Staff relays important information to families arriving to drop off and/or pick-up their children. When you do not make contact with the Staff at these times, you prevent the Child Care Centre from maintaining open communication with you.

You may feel you are allowing your child the opportunity to display his/her independence and maturity when you allow him/her to enter and/or exit the building unattended. Because our parking areas can be extremely busy, we see the potential for danger. Consider what could happen if your child entered the building unattended and was accidentally injured before an adult was even aware of his/her arrival - mishaps do happen.

We insist that all children be escorted INTO and FROM the Centre.

A staff must be informed of your child/ren's arrival to ensure that our attendance records are accurate at all times. Similarly, inform the staff when you are departing with your child/ren **and** escort your child/ren from the Centre. For safety reasons, **do not** allow your child/ren to exit or enter the parking area unattended.

Upon arrival, inform us of any relevant information concerning your child. There may be something that has upset your child, either at home or on the way to the Child Care Centre of which the staff should be made aware. If so, please be sure to tell his/her teacher, so your child may be attended to appropriately. The staff will make every effort to keep you up-to-date on your child's progress, successes, adjustments, etc. on an ongoing basis. Do not hesitate to approach any of the staff to discuss any matters of importance to you.

Parents of toddler children may request that an individual information sheet be kept which outlines the child's daily experiences.

Always remember to say good-bye to your child when you are dropping him/her off. If your child appears upset when you leave, you may wish to telephone later in the day to ease your mind. Adjustments to new environments can be difficult for both the child and the parents. If possible, we welcome you to come and spend some time with us.

CUSTODY AGREEMENTS

PLEASE BE ADVISED, in situations where custodial concerns are occurring, the day care may not refuse the release of a child to a parent at the request of the other parent. We

must have an up-to-date legal custodial document on the premise in the child's file, specifically outlining the custodial arrangements.

If a concern has been brought forth by one of the parents about the other parent and an agreement is not yet in place, we will attempt to detain the person of concern until the other parent arrives, but we will not refuse the release of a child. With the safety and well-being of the child in mind, please be prompt with providing all necessary documentation that will alleviate such problems.

EXTRA SAFETY MEASURES

In the opinion of the staff, if any parent/guardian appears unable to assume care and control of their child, when arriving to pick-up the child (walking, riding or driving), the following steps will be taken:

1. At your wish, we will arrange alternate transportation, (i.e., call a family member, a friend, or taxi).
2. If you choose not to accept the arrangements of alternative transportation and choose to leave with your child, we will contact the local police detachment to inform them of our concern.

RELEASE OF YOUR CHILD

No child will be released to a person who has not been authorized to do so. We MUST receive written or verbal authorization for changes. If possible, introduce your back-up person(s) to the staff. If this is not possible, be sure to inform this person to provide photo identification to the staff prior to picking up the child. Please inform the Child Care Centre when an alternate person is picking up your child, even if the person is one who is listed as a back-up person on your child's form.

IMPORTANT: The person you designate to pick-up your child/ren must be at least 14 years of age and be able to supply a form of photo identification (Driver's Licence, Health Card, Student Card, etc.).

If a child is being picked up or dropped off by a taxi, we must be given the parent's/guardian's prior authorization (written or verbal) informing us of this arrangement. Prior consent is especially important if a taxi is picking up your child because we cannot release the child without your permission. This notification must specify the name of the taxi company being used and the time the child is expected to arrive or be picked up.

12. INCLUSION POLICY

The Centre-based Programs are designed to serve the early learning and child care needs of children 12 months to 12 years; while our Home Child Care Agency provides service for those children who are 3 weeks to 12 years.

We welcome ALL children who may benefit from our Program. Children are

encouraged to be themselves and have respect for others.

Please note that the Board of Directors and Administration review the policy annually to determine if revisions are necessary.

13. BEHAVIOUR MANAGEMENT

We wish to promote and encourage positive behaviour and to assist the child with achieving a sense of self-discipline by accepting the consequences of his/her own behaviour or actions. We encourage all children to verbalize their feelings of frustration and/or anger. Limits are set with the health and safety of the child in mind. Our objective is to be aware of and compliment the methods of discipline used in the home.

The Ministry of Education provides strict guidelines with regard to discipline. The guidelines of the Centres are designed to allow the child to know what is expected. Consistency on the part of the staff allows the child to develop feelings of security. The teacher's role in behaviour management is to encourage self-discipline. The teacher will model and explain the permissible behaviours and actions to assist the child with knowing his/her limits and boundaries.

Limits must be set to ensure that a child's actions or behaviours do not:

- Cause personal harm, either physically or emotionally.
- Harm others' property.
- Interfere with the rights of others.

We can assist with the avoidance of out of control behaviour by:

- Providing a stimulating and enjoyable environment and program of activities.
- Limiting the number of children per activity.
- Ensuring that activities and equipment are age-appropriate.
- Interacting in activities; scanning the play area frequently; maintaining a physical presence.
- Being familiar with the individual needs and personalities of the children in the group.

METHODS OF BEHAVIOUR MANAGEMENT

The two methods of behaviour management permitted by CSDC Inc. are:

- A. POSITIVE REINFORCEMENT
- B. POSITIVE DISCIPLINE:
 - Step #1 Encouragement to Modify Behaviour
 - Step #2 Redirection
 - Step #3 Time-Out

CLARIFICATION

A. POSITIVE REINFORCEMENT (Catch Them When they are Good)

The most effective method of behaviour management, which assists with reducing and/or eliminating inappropriate behaviours, is providing descriptive verbal praise for appropriate behaviours (positive reinforcement). This procedure is a method of teaching children self-control by helping children to take pride in displaying appropriate behaviours.

Young children love to please adults. This is the most effective method of gaining compliance. This consists of providing descriptive verbal praise to children on a regular basis.

When the staff observes children displaying behaviours requiring good social skills (sharing), good listening skills and/or accomplishments in personal skills (using words), the staff will:

- Describe the appropriate behaviour.
- Use the child's name.
- Use a word such as "good", "great", or "wonderful".

Positive reinforcement for successes assists the child with becoming aware of permissible and socially acceptable behaviour and actions.

B. POSITIVE DISCIPLINE (When a Child Displays Inappropriate Behaviour)

Children have limited communication skills and are required to learn many new social skills in an active environment filled with many peers. It is only natural for children to make errors in judgement (mistakes). This procedure is a consistent approach to guide children who have displayed inappropriate behaviour. Many individuals feel that discipline is punishment. When describing "Positive Discipline" this statement is not true. Positive discipline is guiding individuals to exhibit appropriate behaviours.

When a Child has Displayed an Inappropriate Behaviour:

Step #1 Encouragement to Modify Behaviour

The staff will encourage the child to display an appropriate alternative (i.e., using words, sharing, etc.). If the concern continues, activate Step #2.

Step #2 Redirection

Redirection is moving the child having difficulty to a "new" activity. The teacher will briefly explain the reason for the change and will remain with the child until the child appears "in control" of him/herself and the new situation. Redirection may again need to be used if the concern is repeated. Opportunities of redirection should be offered to a maximum of three times before implementing Step #3. If the concern continues, set in motion Step #3, as a last resort.

Step # 3 Time-out

Time-out is the "last resort" when disciplining. Time-out is completely removing a child from the play/learning situation. The child will be directed to the "time-out or sad chair" and sat facing the activity from which he or she has been removed. A short statement is given to indicate the reason for his/her removal from play. The goal of time-out is to allow the child the opportunity to calm down and think about why he or she has been

dismissed from play. The teacher will return at the end of the time-out period and simply state the permissible behaviour expected (i.e., child using words) and returns the child to play. The adult must avoid directing any attention to the unacceptable behaviour or actions.

The teacher will always institute positive discipline beginning with Step#1 only moving to Step#2 and Step #3 if necessary. Exception: If a child intentionally hurts another child Step #3 is used immediately.

MAXIMUM length of time-out for:

Toddlers-one minute

Preschoolers-two minutes

School-Age-five minutes

Our daily schedules and programs are designed and organized to provide numerous opportunities and choices to the children. Because the children are very busy during their time with us, opportunities to display inappropriate actions or behaviours are quite limited.

When disciplining, it is imperative to be:

- CONSISTENT - once a request is made or a limit is set, you have made a commitment.
- IMMEDIATE - when the prohibited behaviour is observed, ACT.
- REASONABLE - be sensitive to the child's needs and realistic in the expectations of the child and yourself.
- RELEVANT - is the request necessary and does it relate to the behaviour?
- RESPECTFUL - be able to preserve the child's dignity and self-esteem.

COMMUNICATION WITH PARENTS REGARDING PATTERNS OF BEHAVIOUR

We must maintain open communication with and be receptive to the families we serve on an ongoing basis. It is our obligation to ensure that the parents are kept aware of and given ideas about how to deal with behavioural difficulties. Serious behavioural issues, such as biting and aggressiveness, must be brought to the parent's attention immediately. We encourage parents and staff to maintain ongoing open communication based on mutual respect and honesty.

"ZERO" TOLERANCE POLICY REGARDING CHILD'S EXTREME BEHAVIOUR

The following steps will be taken should any child display any type of extreme aggression which we feel could cause injury to another child, adult, or the child him/herself:

1. The child will be immediately removed from the group.
2. The Executive Director/Supervisor/Designated Person in Charge will be informed.
3. Arrangements will be made to have the child immediately removed from the Centre

for the remainder of the day. The following steps will be taken: The Parent/Guardian will be contacted to pick up the child.

- i. If the Parent/Guardian cannot be reached, the alternate release people noted on the child's information form would be contacted to pick up the child.
 - ii. If no listed release person can be reached, the local authorities will be contacted to intervene.
4. A conference will be arranged with the Parent/Guardian to discuss the future of the child's placement.
 5. If a child's extreme behaviour results in the child requiring removal on three occasions, the family will be asked to sign a consent form which allows for the intervention of Northumberland Child Development Centre (NCDC). NCDC provides consultation and support to the family and the Child Care Centre Staff. The goal is to discover a method that will allow the child to remain in the care situation without displaying extreme potentially harmful behaviour.

The well-being and safety of all children and the staff are a priority to us and we will not place anyone in jeopardy.

Parents / Guardians are asked to be certain that the person(s) listed on the child's information form are people who can be contacted in the event of such an occurrence.

Verbal or physical aggression directed by a Parent / Guardian / Adult to a Staff or Child Care Provider of Cook's School Day Care Inc. will result in this person being asked to leave the premises immediately. If this request is not followed, the local authorities will be contacted to intervene. Future admittance to the property may be refused.

14. RESOURCES FOR PARENTS

If you wish to obtain information on a particular topic, we will attempt to provide what you require. We may inform you of a person, agency, or service that may be of assistance to you if we are not directly able to do so. We have a number of resources and pamphlets on hand for your use. If we have something you are interested in having a look at, you are welcome to borrow what you need.

When you enroll your child with us, we accept the responsibility of giving you assistance with special needs in relation to your child's adjustment, growth and development. If you wish to arrange for conferences with any of the staff, we will do so upon request.

Your child will be given maximum consideration as an individual. Programs are planned to meet the developmental and educational needs of the children and families we serve.

15. PARENT/GUARDIAN/FAMILY INVOLVEMENT

Occasionally the Child Care Centre is involved in activities that may require the additional assistance of volunteers. When such occasions arise, please make every effort to offer your assistance.

To follow is a list of functions/activities for which Parent/Guardian/Family involvement is critical to assist Cook's School Day Care Inc. with ensuring that our standard of quality and service to the families we serve is maintained.

1. Becoming a member of the Cook's School Day Care Inc. Board of Directors (which includes Parents and Community Members) or a member of a Board Committee (which includes Parents, Community Members, Child Care Centre Staff, and Home Child Care Providers). Members must successfully complete background checks with the Police Department and Children's Aid Society. The forms may be obtained from the Child Care Centre office.
2. Attending the Annual Parent Meeting (usually once per year - June) and all special meetings organized to benefit your childcare service.
3. Assisting with organizing and participating in excursions/field trips.
 - All persons volunteering to assist with field trips must be 18 years of age or older.
 - Although your assistance is invaluable, your child's regular full fee applies when participating in the trip.
 - In most cases, Cook's covers the admission cost for adult volunteers.
 - You will be responsible for assisting with the supervision of the children attending the trip.
 - Volunteers must successfully complete a background check with the Northumberland Children's Aid Society. Form provided and submitted by Cook's School Day Care Inc..
 - Volunteers must provide recent proof of successfully completing a criminal reference background check, including vulnerable sector search, with local Police Services.
4. Assisting with fundraising activities: selling items provided through a fundraising organization; assisting with Bingo's; bake / yard sales; etc.
5. We always welcome parents to spend time during the day - either directly with the children in a playroom, assisting in the kitchen, etc.

Reminder:

Any volunteer of this Organization is not permitted to smoke while involved in a function of this Organization or while in the presence of any child/ren of this Organization during a Child Care event.

Please keep us in mind when you are disposing of your BEAUTIFUL JUNK. What may seem like JUNK to you could be an interesting addition to our dramatic play area or a piece of some child's amazing sculpture. Before you throw it away, ask us if we could use it!

16. EXCURSIONS OFF OF THE PROPERTY

On days when the playground is not suitable for use, the children may be taken for a walk off of the Child Care Centre property. If you have any questions, please contact the Executive Director, Lynn Stubbings.

On occasion, the Child Care Centre organizes special excursions off of the premises. When we leave our property, we enhance our staff to child ratio for safety reasons. Parents/Guardians must sign a permission form for all excursions/field trips before a child may participate in the activity. The Child Care Centre supplies the form.

We have visited such places as:

- ♥ Zoo
- ♥ Victoria Park Attractions
- ♥ Victoria Hall (concerts)
- ♥ Park Playhouse
- ♥ Northumberland Mall (theatre, Santa visit, etc.)
- ♥ Local Businesses (grocery stores, pet stores, banks, hospital, etc.)

TRIP VOLUNTEER GUIDELINES

Volunteers MUST be 18 years of age or older and are always welcome to assist with any or all excursions.

- ⊕ Smoking is not permitted by any volunteer of this Organization while involved in a function of this Organization or while in the presence of any child/ren of this Organization during a Child Care event.
- ⊕ 100% of your attention is demanded when you volunteer to assist with an excursion; therefore, the following items are forbidden to be used during your volunteer time: cell phones (emergency only), headsets, portable stereo equipment, etc.
- ⊕ Although your assistance is invaluable, your child's regular full fee applies when participating in the trip.
- ⊕ In most cases, Cook's covers the admission cost for adult volunteers. You will be informed in advance of the trip if an extra fee is required from you.
- ⊕ You will be responsible for assisting with the supervision of the attending children..
- ⊕ Volunteers must successfully complete a background check with the Northumberland Children's Aid Society prior to commencement of duties. Form provided and submitted by Cook's School Day Care Inc..
- ⊕ Volunteers must provide recent proof of successfully completing a criminal reference background check, including vulnerable sector search, with local Police Services.

IMPORTANT: We DO NOT have a program for your child's group at any centre on a planned trip day. If your child is not participating in a trip and you require care on that day, you are responsible for arranging alternate care for your child. You may wish to discuss a home child care option with Heather A'Court.

17. TOYS FROM HOME

It is our policy to discourage children from bringing toys from home. Besides those special "treasures" needed during a child's adjustment to his / her new Child Care experience, all other treasures should be left at home.

If the child has a special blanket or SOFT toy that he or she likes to rest with it could help to make rest time more relaxing. We encourage the child to leave these articles in his / her cubby until quiet time.

Please check with your child's teacher as to which day is "Show & Tell" day to assist with limiting the number of personal treasures brought to the Child Care Centre on a daily basis.

Label all items your child brings with him / her.

GUNS, SWORDS, WAR TOYS, ETC.
ARE FORBIDDEN AT THE CHILD CARE CENTRE.

To assist us with minimizing aggressive play, we insist that any toy of this nature be left at home.

Your assistance in this matter is greatly appreciated.

18. COMMUNICATION

Daily communication with the staff is important to allow you to be aware of your child's adjustment, progress, involvement, changes in persons to whom the child may be released, medication, etc. Allow yourself time to discuss your ideas, suggestions, concerns, etc. Your comfort, as well as your child's feelings of security, will ensure that your family's childcare experience is a positive one.

The Staff, the Supervisor and/or the Executive Director would be happy to spend time with you if you wish to discuss any matter that comes to mind. We are always open to input, suggestions, and new ideas.

Parents/Guardians may request to meet with the Board of Directors or attend a Board of Directors meeting. Please speak with the Administration to issue this request.

Please keep in mind that our policies are designed solely for the protection of YOUR children.

19. PROGRAMMING & ACTIVITIES

Programs and schedules are important for establishing routines under which children flourish.

- ♥ Schedules must allow for spontaneity.
- ♥ Schedules do not rule the classroom, but free the teacher from tedious decisions.

- ♥ Schedules give the children security in knowing what is going to happen next.
- ♥ A good schedule is elastic to provide room for the unexpected, but strong enough to hold the day together.

Our very busy day begins at 6:30 a.m. and finishes at 6:00 p.m. Please request a copy of your child's group's specific daily schedule from the Supervisor/Executive Director.

A copy of each group's daily schedule and program plans are posted by the entrance to the group's room(s). Please ask for assistance if you have trouble locating the schedule and/or plans.

The program plans include the group's theme, circle activities, and craft activities for the week are also posted for your benefit.

If you have suggestions for themes, craft ideas, etc., please give us your input. You are welcome to come and present your ideas/activities to the children if you desire.

Copies of sample daily schedules follow.

SAMPLE DAILY SCHEDULES (THESE ARE FLEXIBLE)

FULL DAY PROGRAM TODDLERS, PRESCHOOLERS, NON-SCHOOL DAYS	
6:30 am - 8:45 am	Greeting children & families. Teacher conducts health check. Children involved in self-chosen activities (dramatic play, table toys, puzzles, blocks, Lego, etc.).
8:45 am - 9:00 am	Washroom time and hand washing. Diaper changing/promoting toilet training (if applicable). Inspire healthy habits & cleanliness.
9:00 am - 9:15 am	Snack. Encouraging self-help & social skills (manners).
9:15 am - 10:15 am	Theme based, teacher initiated special activities, crafts & self-chosen activities.
10:15 am - 10:30 am	Theme based group circle (materials, songs, stories, etc. presented based on the theme of the week).
10:30 am - 10:45 am	Cloakroom. Washroom/hand washing & preparing for outdoor activities. Self-help skills promoted.
10:45 am - 11:45 am	Outdoor activities (weather permitting). Vigorous, gross motor play.
11:45 am - 12:00 pm	Cloakroom, washroom & hand washing. Preparations for lunch.
12:00 pm - 12:30 pm	Lunch. Encouraging social & self-help skills.
12:30 pm - 12:45 pm	Washroom, hand-washing, preparations for rest-time.

COOK'S SCHOOL DAY CARE INC. – 2012 PARENT HANDBOOK

12:45 pm - 2:45 am	Quiet story time/music time/unwinding time/rest-time on a cot. Relaxation.
2:45 pm - 3:00 pm	Washroom & hand washing, preparations for snack.
3:00 pm - 3:15 pm	Snack. Encouraging self-help & social skills (manners).
3:15 pm - 3:30 pm	Cloakroom. Preparations for outdoors. Promote self-help skills.
3:30 pm - 6:00 pm	Self-chosen activities. Gradual departure of children and staff. Activities are offered indoors or outdoors depending on the weather.

BEFORE / AFTER SCHOOL PROGRAM JUNIOR & SENIOR KINDERGARTEN, GRADE 1 & OLDER

6:30 am - 7:30 am	Greeting children & families in Preschool Area. Teachers conduct health check. Children involved in self-chosen activities (dramatic play, table toys, puzzles, blocks/Lego, etc.).
7:30 am	Depart to School Age Area. Health check continues for new arrivals. Children involved in self-chosen activities. Gradual departure of children to Schools.
8:00 am - 8:45 am	Depart for schools (walking or bus). Times vary depending on school child is attending. Confirm with the staff.
2:40 pm - 3:45 pm	Gradual arrival of children from Schools. Theme based, teacher initiated activities, crafts & self-chosen activities. Outdoor Play if weather permits.
3:45 pm - 4:00 pm	Washroom & hand washing. Preparations for afternoon snack.
4:00 pm - 4:15 pm	Snack.
3:30 pm - 3:45 pm	Preparations for outdoors. Promote self-help skills.
3:45 pm - 6:00 pm	Indoor/outdoor activities. Vigorous, gross motor play outdoors. Self-chosen activities indoors. Gradual departure of children & staff. Activities are offered indoors or outdoors depending upon the weather.

GROUP DESIGNATIONS

TODDLERS	<u>AGE:</u> 12 - 30 months	1 teacher for every 5 children
PRESCHOOLERS	<u>AGE:</u> 2.5 - 5 years	1 teacher for every 8 children
JK/SK	<u>AGE:</u> 3.8 - 5 years	1 teacher for every 10 children
SCHOOL AGE	<u>AGE:</u> 6 - 12 years	1 teacher for every 15 children

20. SCHOOL-AGE (GRADE ONE AND OLDER)

BEFORE & AFTER SCHOOL PROGRAM

The program offers a variety of activities and excursions for children who attend before school, after school, and non-school days. The children have the freedom to choose to participate in organized activities, to complete homework, to read quietly, and to participate in outdoor activities. Please check the information board in the area for a list of activities and snacks.

The purpose of the program is to provide before and after school care that will benefit the child, the parent, and the community.

FOR CHILDREN WHO WILL BE DROPPED-OFF AND/OR PICKED-UP FROM SCHOOL/BUS STOP BY COOK'S SCHOOL DAY CARE INC.:

It is strongly recommended that a copy of your schedule, be submitted to your child's teacher at school to help avoid any confusion regarding the child's before and/or after school care arrangements. The information supplied to your child's teacher at school should indicate who will be dropping off and/or picking up your child (parent, name of caregiver/child care centre, bus...).

For your child's safety, you must inform both the school and this Program, in writing, every time your arrangements or schedule changes.

CHILD'S ILLNESS

If your child is too ill to attend elementary school, he or she is also too ill to attend the Child Care Programs.

FEES AND SCHEDULES

School-age children, Grade One and older are not granted "free" off days during the school year.

- No fees apply for any child, grade one and older, not scheduled to attend during the Christmas and March breaks when two weeks' notice is given. If two weeks' notice is not given, you will be required to pay the two (2) day minimum attendance fee.
- Any other time off during the school year will require payment of the full regular fee.
- While we do appreciate and need notice for odd days off for appointments, school trips, etc. you will be billed the full regular fee for the days to cover your child's space.
- During summer break, you book and pay for only the days you require. You must clearly indicate on, sign and submit the summer calendar by the deadline to confirm the days you need. Two weeks' notice, in writing, is required to change your schedule. You will be billed the two (2) day/week minimum attendance fee if a signed schedule is not submitted and/or two weeks' notice is not given.

If care is available during the public and separate school Christmas break, and your child attends any number of days – you are required to pay for the Statutory Holidays.

WHEN YOUR CHILD IS ABSENT

It is your responsibility to contact the Child Care Centre every time your child will not attend the before and/or after school programs. If you choose not to inform your child's program when he/she is absent, you will be billed your full fee.

For staffing purposes and your child's safety, it is especially important to know how many children are returning in the taxi, off the bus, or from school with our staff escorts.

When we escort the children to C.R. Gummow Public School, we schedule and pay for one staff for every six children and a minimum of two staff always (based on who is scheduled to attend).

If your child is absent, we may not need to send and pay for extra staff (one child does make a difference). **COMMUNICATION IS VITAL!!**

VICTORIA PARK CHILD CARE CENTRE

When space permits, arrangements will be made for the children to be:

- ★ Escorted by Child Care Centre Staff to and from C.R. Gummow Public School;
- ★ Escorted to and from the bus stop in front of the child care centre to be transported by bus to and from St. Michael's Separate School. The School Boards' transportation policies directly affect our ability to access these schools.

COOK'S CHILD CARE PROGRAM

When space permits, arrangements will be made for the children to be:

- ★ Escorted by Child Care Centre Staff to and from C.R. Gummow Public School; Grant Sine Public School, and St. Joseph's Separate School.
- ★ Escorted to and from the bus stop at St. Joseph's Separate School to be transported by bus to and from St. Michael's Separate School and Notre Dame Separate School. The School Boards' transportation policies directly affect our ability to access these schools.

IF USING A TAXI SERVICE

- ★ Taxi arrangements, including costs, are the responsibility of the parent/guardian.
- ★ You must ensure that Cook's School Day Care Inc. is fully aware of the arrangements, including the company being used.
- ★ You must make arrangements for taxi drivers to pick-up and drop-off your child to a staff in the child care centre.
- ★ You must ensure that the school is aware of the arrangements.

BUSES CANCELLED/SCHOOLS CLOSED DUE TO WEATHER CONDITIONS

Because we have not budgeted for extra staff or supplies for days when the school is closed or buses are cancelled due to weather conditions, it is necessary to charge extra when your child attends on these days. These days are not considered P.A. Days.

SUSPENSION FROM SCHOOL

The programs of Cook's School Day Care are not available when a child is suspended from school. We do not wish to be involved in the child's discipline involving the school system.

SCHOOL-AGE SUMMER ADVENTURE PROGRAM

The School-Age Summer Adventure Program is open to all children of the community. The child must be eligible to attend Grade 1 to Grade 6 in the coming school year. You will receive forms on which to indicate your schedule and your permission for selected excursions/swimming. We staff the program according to the number of children registered; therefore, you will be billed for the days you schedule. Changes to the schedule must be in writing and received at least two weeks prior to the change taking affect. The School-Age Summer Adventure Program fees take effect on the day immediately following your child's final day of attendance at school.

OUT FOR SUMMER

If your child/ren will not be attending our Program during the summer (July and August) and you wish to guarantee a space for September, you will be required to provide two weeks advance written notice of the off-time to the office on the form provided by Cook's School Day Care Inc. and:

➔ Pay \$50.00 per child per month for the months of July and/or August

The same policy applies if you wish to temporarily withdraw from care for any other month and wish to guarantee your child/ren's space(s).

SNACKS AND LUNCHES

See the attached "fabulous" menu to see the great snack and lunch choices during the Summer Adventure Program. Our menu is based on the Canada Food Guide requirements. We are proud to note that we provide an enhanced menu that far exceeds the basic requirements outlined within our government's standard guidelines.

As the menu indicates, we provide a morning and afternoon snack and a hearty lunch EVERY DAY (trip days included).

PLEASE DO NOT SEND SNACKS AND MEALS WITH YOUR CHILD UNLESS ALLERGIES OF NUMEROUS FOOD RESTRICTIONS DO NOT ALLOW YOUR CHILD TO ENJOY WHAT IS PROVIDED! For safety reasons pertaining to allergies, we must know exactly what food items are on the premises at all times. If your child is a picky eater, he or she will be encouraged to try at least one bite of what is being served, but never forced to eat a full serving. No person can know if the taste is agreeable or not unless it is tried. Many children have been delightfully surprised when trying something they have never been served before.

SCHOOL-AGE ADVENTURE PROGRAM HIGHLIGHTS:

- ☺ Cooperative games
- ☺ Swimming @ Centennial Pool (we rent the pool)
- ☺ Arts & Crafts
- ☺ Weekly excursions ~ we are open to suggestions

Previously enjoyed excursions:

Ontario Science Centre	Omni-Max Theatre	Boston Pizza
Hockey Hall of Fame	Casa Loma	Metro Toronto Zoo
Cullen Gardens	Pleasure Valley	Warsaw Caves
Toronto Blue Jays Game	Centre Island	Ameliasburg
Royal Ontario Museum	Kensington Market	Rainforest Café
Air Canada Centre Tour	Pizza Hut	Old Fort Henry
Northumberland Theatre	Ganaraska Forest	Mosport Super Bikes
Lang Pioneer Village	Old Spaghetti Factory	Chuck E Cheese
Black Creek Pioneer Village	Midtown Minigolf	Kid Zone – Whitby
Primrose Donkey Farm		

Theatre Productions:

"Beauty and the Beast", "Joseph and the Amazing Technicolor Dream Coat", "Medieval Times", "Fame", "Lion King", "Sound of Music", "Blackbeard's Ghost", "Sheena Queen of Stirling", "Mystic Drumz", "Cinderella Christmas" and "Robert Munsch – Love You Forever".

**We do not have a School-Age Program
at either Centre on any trip day.**

If your child does not participate in any or all of the scheduled trips, you are responsible for making alternate arrangements for your child on these days. You may wish to discuss a possible Home Child Care option if you require childcare on trip days.

Watch for more exciting details of the upcoming 2012....

27th

**School-Age
Summer
Adventure
Program**

21. SUMMER MENU (JUNE TO OCTOBER)

WEEK #1	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
A.M. SNACK	Cereal & milk	Bananas & yogurt	Cereal bars & milk	English muffin, honey & milk	Cottage cheese, fruit & water
LUNCH	Spaghetti, meatballs, bread sticks, cucumber, pears & milk	Tuna melts, tossed salad, fruit cocktail, & milk	Spanish rice (brown), cooked vegetables, pudding & milk	Chicken noodle soup, sandwiches, fruit & milk	Pasta salad, cold meat, whole wheat bread, pickles, peaches & milk
P.M. SNACK	Cheese whiz, celery, raisins & juice	Ice cream cone & water	Nachos, cheese, salsa & water	Raw vegetables, yogurt dip & juice	Granola bar & juice
WEEK #2	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
A.M. SNACK	Cereal & milk	Hard-boiled egg, toast & juice	Apples, cheese & milk	Fruit muffin & milk	Waffles & milk
LUNCH	Chicken fingers, Caesar salad, whole wheat bread, frozen yogurt & milk	Sweet & sour meatballs, brown rice, raw vegetables, applesauce & milk	Wieners, brown beans, whole wheat roll, cucumbers, mandarin oranges & milk	Pitas, cold meat, cheese, tomatoes, lettuce, cucumber, peaches & milk	Macaroni & tomato, chick peas, raw vegetables, ice cream & milk
P.M. SNACK	Fruit & water	Monkey in a blanket & juice	Spinach dip, crackers, & juice	Chocolate macaroons & milk	Melba toast, marble cheese, pickles & juice
WEEK #3	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
A.M. SNACK	Cereal & milk	Toast, honey & Juice	Muffin & milk	Fruit, yogurt & water	Cereal bars & milk
LUNCH	Egg, mozzarella cheese, whole wheat wrap, cucumber, fruit & milk	Vegetable soup, cheese, crackers, raw vegetables, rice krispies square & milk	Beef fried rice, whole wheat bread/roll, cooked vegetables, pudding & milk	Fish sticks, black bean & couscous salad, raw vegetables, applesauce & milk	Pizza, tossed salad, fruit cocktail & milk
P.M. SNACK	Peabutter, crackers & juice	Fruit & water	Nachos, cheese, salsa & juice	Raw vegetables, dip & juice	Frozen yogurt cones & water

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WEEK #4	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
A.M. SNACK	Cereal & milk	Toast, jam & milk	Cereal bars & milk	Bagel, cream cheese & milk	Cottage cheese, fruit & juice
LUNCH	Chicken nuggets, french fries, cooked vegetables, pears & milk	Taco salad, raw vegetables, fruit & milk	Tuna noodle casserole, cooked vegetables, pudding & milk	Tomato soup, sandwiches, raw vegetables, applesauce & milk	Hamburgers, potato salad, pickles, ice cream sundaes & milk
P.M. SNACK	Fruit & water	Raw vegetables, dip & juice	Bits & bites & juice	Fruit & juice	Banana bread & milk
WEEK #5	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
A.M. SNACK	Cereal & milk	Toast, jam & milk	Bananas, yogurt & milk	English muffin, honey & milk	Hard-boiled egg, toast & milk
LUNCH	Tossed salad, meat cubes, cheese, specialty bread/roll, peaches & milk	Tofu vegetable stir fry, noodles, raw vegetables, fruit & milk	Beefaroni, whole wheat bread, cooked vegetables, mandarin oranges & milk	Grilled cheese sandwiches, bean salad, pudding & milk	Vegetable chili, brown rice, pickles, fruit & milk
P.M. SNACK	Melba toast, cream cheese & juice	Cookie & milk	Peabutter square & milk	Vegetables, dip & juice	Apples, cheese & water

22. WINTER MENU (OCTOBER TO JUNE)

WEEK #1	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
A.M. SNACK	Cereal & milk	Whole wheat toast, jam & juice	Hot cereal & milk	English muffin, honey & milk	Banana bread & milk
LUNCH	Bacon bunnies, hash browns, raw vegetables, fruit & milk	Chicken stew, whole wheat roll, raw vegetables, yogurt, apple sauce & milk	Meatloaf, potatoes, cooked vegetables, ice cream & milk	Spaghetti, meatballs, bread sticks, raw vegetables, brownie & milk	Cabbage roll casserole, whole wheat bread, raw vegetables, pudding & milk
P.M. SNACK	Graham crackers, peabutter & juice	Bits & bites & juice	Granola bars & milk	Melba toast, cheese & juice	Tea biscuit, jam & juice
WEEK #2	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
A.M. SNACK	Cereal & milk	Bagel, cream cheese & juice	Yogurt, granola & juice	Cereal bar & milk	Waffles & milk
LUNCH	Beef barley soup, cheese, crackers, pickles, peaches & milk	Chicken burgers, garden salad, pudding & milk	Vegetable chili, brown rice, raw vegetables, fruit cocktail & milk	Ham, scalloped potatoes, cooked vegetables, apple sauce & milk	Ham quiche, whole wheat toast, peas, fruit jello & milk
P.M. SNACK	Apples, peabutter, raisins & juice	Vegetables, dip & juice	Nachos, cheese & juice	Fruit & water	Rice krispies square & juice
WEEK #3	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
A.M. SNACK	Cereal & milk	Mandarin oranges & milk	Hard-boiled eggs, whole wheat toast & milk	Muffin & milk	Hot cereal & milk
LUNCH	Chicken nuggets, fries, cooked vegetables, peaches & milk	Pork stir fry, brown rice, raw vegetables, yogurt & milk	Baked Rigatoni, garlic bread, Caesar salad, pudding & milk	Chicken noodle casserole, raw vegetables, pears & milk	Vegetable soup, sandwiches, raw vegetables, jello & milk
P.M. SNACK	Cheese, whole wheat crackers & juice	Cookie & juice	Vegetables, dip & juice	Melba toast, cheese & juice	Brownie & juice

COOK'S SCHOOL DAY CARE INC. – 2012 PARENT HANDBOOK

WEEK #4	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
A.M. SNACK	Cereal & milk	Graham crackers, jam & juice	Toast, honey & milk	Cream of wheat cereal & milk	Fruit & juice
LUNCH	Chicken divan, brown rice, raw vegetables, ice cream & milk	Fish, perogies, cole slaw, pudding & milk	Roast beef, potatoes, cooked vegetables, gravy, fruit & milk	Hot dogs, pasta salad with vegetables, fruit cocktail & milk	Italian wedding soup, sandwiches, pickles, square & milk
P.M. SNACK	Bits & bites & juice	Muffin/loaf & milk	Cheese, rice cakes & juice	Whole wheat wraps, shredded cheese & juice	Crackers, peabutter & juice
WEEK #5	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
A.M. SNACK	Cereal & milk	Graham cracker, honey & milk	English muffin, jam & milk	Hot cereal & milk	Tea biscuit, honey/jam & milk
LUNCH	Sloppy joes, Greek salad, fruit cocktail & milk	Tomato soup, grilled cheese sandwiches, cucumber, rice pudding & milk	Shepherd's pie with vegetables, whole wheat bread/roll, pickles, applesauce & milk	Pizza, garden salad, pudding & milk	Macaroni, cheese, meat cubes, raw vegetables, peaches & milk
P.M. SNACK	Cheese, crackers & juice	Fruit, dip & juice	Ice cream cone & water	Bagel, cheese & juice	Nachos, salsa & juice

23. WITHDRAWAL POLICY

YOU ARE REQUIRED TO GIVE TWO WEEKS' WRITTEN NOTICE IF YOU PLAN TO TEMPORARILY OR PERMANENTLY WITHDRAW YOUR CHILD FROM OUR PROGRAM.

REGULAR FEES APPLY UNTIL WRITTEN NOTICE IS RECEIVED AND DURING THE "NOTICE" PERIOD.

HOLIDAY TIME MAY NOT BE USED IN LIEU OF A WITHDRAWAL NOTICE FROM THE PROGRAM.

Thank you for taking the time to read

YOUR PARENT HANDBOOK.

Please keep it as a reference.

Again,

**Welcome to
Cook's School
Day
Care Inc.**

FEE GUIDE: JANUARY 2, 2012 TO JANUARY 1, 2013

ANNUAL REGISTRATION FEE: \$20 PER CHILD/\$30 PER FAMILY
(DUE UPON ENROLLMENT AND EVERY JANUARY 1st THEREAFTER)

MONTHLY & SUMMER HOLDING FEE: \$50 per child per month per child

SCHOOL-AGE SUMMER PROGRAM ACTIVITY FEE: \$30 per child

JR TODDLER (12-18 MONTHS)	1st Child	Additional Child
Daily (Full & Half Days)	\$37.00	\$37.00
Minimum Attendance/Payment Per Week: TWO DAYS		
TODDLER & PRESCHOOL NOT TOILET-TRAINED	1st Child	Additional Child
Full Day	\$33.00	\$31.00
Half Day	\$25.75	\$25.00
Minimum Attendance/Payment Per Week: TWO DAYS		
PRESCHOOL (MUST BE TOILET-TRAINED)	1st Child	Additional Child
Full Day	\$32.00	\$30.00
Half Day	\$23.50	\$22.50
Minimum Attendance/Payment Per Week: TWO DAYS		
JK/SK	1st Child	Additional Child
Full Day	\$32.00	\$30.00
Half Day	\$23.50	\$22.50
Before <u>and</u> After School	\$20.00	\$19.00
Before School Only	\$15.00	\$14.00
After School Only	\$17.00	\$16.00
Minimum Attendance/Payment Per Week: TWO DAYS		
SCHOOL-AGE	1st Child	Additional Child
Full Day	\$34.00	\$34.00
Before <u>and</u> After School	\$20.00	\$19.00
Before School Only	\$15.00	\$14.00
After School Only	\$17.00	\$16.00
Minimum Attendance/Payment Per Week: TWO DAYS		
NURSERY SCHOOL		
Daily (2 hours NO lunch)	\$16.00	\$16.00
Daily (2 hours WITH Lunch)	\$18.00	\$18.00
Minimum Attendance/Payment Per Week: TWO DAYS		

FULL DAY: 5 HOURS OR MORE HALF DAY: LESS THAN 5 HOURS

Early Learning & Child Care Centres



2012 Parent Handbook