

[www.cooksdaycare.ca](http://www.cooksdaycare.ca)



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## 2012 Parent Handbook

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# PARENT HANDBOOK HIGHLIGHTS

## Pre-Authorized Debit (PAD)

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Cook's School Day Care Inc. are required to register with Pre-Authorized Debit to have childcare fees automatically withdrawn from your personal savings or chequing account... See Page 7 for details.



## Medication

Your Provider must have a completed Medication Form before any prescription medication is administered to your child. Non-prescription medication is not administered and Providers do not supply medication... See Page 13 for details.

## Receipts

Your child care income tax receipt will be mailed to you with your account update in February of each year... See Page 11 for details.



## Changes to Schedules

Requests for changes to schedules or requests for vacation time must be submitted in writing two weeks before the change occurs. There is no credit for unused days unless Cook's School Day Care Inc. receives this notice and you have free vacation time remaining... See Page 6 for details.

## Anaphylaxis

### Policy

Is your child at risk of a life-threatening allergic reaction? You must indicate this on your child's registration form and complete an Individual Emergency Response Plan... See Page 14 for details.



## Vacation/Free Off-

### Time Policy

For Children in Senior Kindergarten and Younger (At January 3, 2011): Each child is allowed up to three weeks vacation time. No payment is required for this off-time only when two weeks advance notice in writing is given... See Page 6 for details, including off-time for school-age children.

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## 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

Cook's Home Child Care Agency, a division of Cook's School Day Care Inc., has been successfully operating since 1987. Cook's School Day Care Inc. is a not-for-profit charitable organization.

Cook's Home Child Care Agency employs an Early Childhood Education (ECE) Consultant who will visit and inspect each home regularly on a drop-in basis. Our Executive Director can be contacted to help with any communications. Our Administrative Support/Bookkeeper handles the financial matters.

The ECE Consultant/Home Visitor interviews all Providers. Providers and any person eighteen (18) years of age or older, residing in the home must successfully complete a criminal reference check with both the Police and Children's Aid Society. In addition, each Provider must abide by all the policies and procedures of the Agency and the Day Nurseries Act.

The Home Child Care Program is available to all children who may benefit from our service who are between the ages of 3 weeks to 12 years of age.

Our goal is to provide opportunities for being with other children in a setting conducive to the development of wholesome, social relationships both with caregivers and other children. Meaningful play experiences are offered based on the children's needs, interests, limitations and abilities. Our intent is to provide quality care for children and provide opportunities to build important foundations for future skills and pursuits.

## ENROLLMENT

### Registration

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

**BEFORE** a placement is arranged and a child may begin care, the following information must be supplied to the Agency 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).

**NOTE:** The original application (detailed form) is kept in the Agency office at all times. A copy of the application and the white 2-sided information card is kept with your child's Provider at all times.

**Information update forms and handbooks are distributed to all families on or about every January 1<sup>st</sup>. 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 1<sup>st</sup>**

**BEFORE** a placement is arranged, all families are required to pay a **non-refundable REGISTRATION FEE (\$20.00/child or \$30.00/family)**. The Registration Fee must be paid upon enrollment by pre-authorized debit and every January 1<sup>st</sup> thereafter while enrolled in our Programs.

This fee assists with covering administration costs.

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.

**PARENTS/GUARDIANS MUST SIGN ALL CONDITIONS OF THE AGREEMENT ACCEPTING RESPONSIBILITY OF THE FINANCIAL ARRANGEMENTS AS STATED IN THIS HANDBOOK ON YOUR CHILD'S REGISTRATION FORM BEFORE YOUR CHILD'S ENROLLMENT WILL BE ACCEPTED!**

## The Fee Guide

- Full Day Daytime rate is charged when your scheduled day begins before noon and is 5-10 hours in length.
- The Half Day (up to 5 hours) rate is charged when your scheduled day begins before noon.
- The Full Afternoon/Evening Shift rate is charged when your scheduled day begins at noon or after and is 5-10 hours in length.
- The Half Afternoon/Evening Shift (up to 5 hours) is charged when your scheduled day begins at noon or after.

If you require further explanation of the guide, please ask.

## HOURS AND DAYS OF OPERATION

### Hours of Operation

Providers offer flexible hours of care. Some offer full time and/or part time hours of care. Care may be available days, evenings and/or weekends to try to meet the needs of all our families.

Hours of care are contracted with our Providers before care begins. The contracted hours of child care are stated on the registration form and agreed upon by the Provider.

### Statutory Holidays

The Home Child Care Agency office is closed ALL STATUTORY HOLIDAYS:

- |                               |                              |
|-------------------------------|------------------------------|
| ♥ 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)   |

**Provider's homes will close at 2:00 p.m. on Christmas & New Years Eve.**

**REGULAR FEES APPLY TO ALL STATUTORY HOLIDAYS IF IT IS YOUR CHILDREN'S REGULARLY SCHEDULED DAY.**

## **SCHEDULES**

### **Schedules**

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

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.

Extra days must be approved to ensure space is available. Because we adhere to strict Provider:child ratios and space requirements in the home, NEVER arrive unannounced without prior approval – your Provider may not be able to accommodate an extra child.

### **Changes to Schedules**

Requests for changes to schedules or 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.

Cook's School Day Care Inc. will make every attempt to accommodate requests for changes to schedules. The ECE Consultant/Home Visitor and your Provider must approve changes in your schedule.

There will be no credit for unused days unless we receive at least TWO WEEKS ADVANCE WRITTEN NOTICE of a schedule change and you have free vacation time remaining.

### **Minimum Attendance per Week**

All children are required to be scheduled for a minimum of one (1) day per week. If your child attends less than the required one (1) day in the week, you will be billed for one (1) day.

### **Vacation / Free Off-Time Policy**

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 1, 2012):

Each child will be allowed up to three weeks of “free” off time each year (January 1<sup>st</sup> to December 31<sup>st</sup>). 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.
- 1 days / week, the child may be absent 3 days for which no charges apply.

For Children in Grade One and Older (At January 1, 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 regular fees will apply.
- 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.

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

## **PAYMENT POLICIES**

### **Pre-Authorized Debit 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.

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 1<sup>st</sup>) and on the 14<sup>th</sup> of the month (for the 15<sup>th</sup>). 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.

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 1<sup>st</sup> or the 15<sup>th</sup>)**

Based on the schedule you submit:

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

#### **Payment Method #2 (paying twice per month on the 1<sup>st</sup> and the 15<sup>th</sup>)**

Based on the schedule you submit:

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

We will make every effort to notify you that a second attempt to receive payment for services will occur. 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.

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.

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.

## **Account Updates**

You will receive an account update approximately once per month to keep you informed as to the status of your account. Keep in mind that this is only an update of your of your account status. If you have any questions or concerns regarding your account, please call the Agency office during the hours from 8:00am and 5:00pm, (905) 372-5926. The Providers take care of the children not the financial arrangements.

## **Sample Account Update**

A sample of an Account Update follows. Short captions have been added to help to explain what you will see on your account update. Remember: it is not a bill.

**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](mailto:cooks.on.darcy@cooksdaycare.ca)



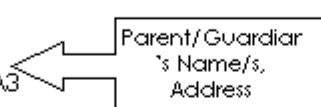
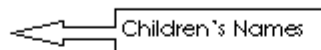
**VICTORIA PARK CHILD CARE CENTRE  
 COOK'S HOME CHILD CARE AGENCY**

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

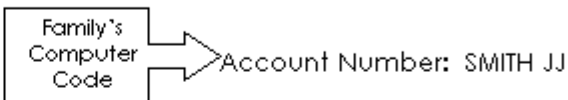
STATEMENT

To: SMITH, JACK & JILL

C/o Jane & John Smith  
 1 Any Street  
 Any Town, Ontario K9A 1A3



STATEMENT DATE: 01 FEB 2012



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 “-”.

[www.cooksdaycare.ca](http://www.cooksdaycare.ca)

“Learning through play, building friendships along the way”

## 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.!

**Your receipt will be mailed with your account update.**

**A service fee of \$5.00 is charged to reprint your Income Tax Receipt. A replacement receipt will not be mailed. It may be picked up at the Agency office – 172 Queen Street, Cobourg.**

**Please allow 24 hours for processing.**

## Holding Fee

In the event that you must TEMPORARILY WITHDRAW from the Program, you must submit **TWO WEEKS ADVANCE WRITTEN NOTICE**.

### Only if Your Provider is Agreeable

If your intention is to return to care with the same Provider the minimum fee equal to one day per week must be paid. This fee will be applied to your account in order to secure your child's spaces with your current Provider. Paying this fee ensures that no other placements will fill your child's spaces when your child returns. If paying the minimum fee (one day per week), your child may attend one day per week if you choose rather than withdraw.

These arrangements will need to be collaborated with both the Provider and the ECE Consultant.

## Discounts and Financial Assistance

As per the financial arrangements at the back of this handbook there is a discounted rate for the benefit of those families who enrol more than one child in our program.

If you feel you may require financial assistance to pay your child care costs, please contact Northumberland County 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.

## **Over-Time Charge**

PROVIDERS MAY CHARGE AN OVERTIME FEE OF \$5.00 PER EVERY MINUTE OR PORTION THEREOF, OVER AND ABOVE THE CONTRACTED HOURS OF CARE (according to the Provider's clock).

- Over-time charges are billed through your child care account. 100% of the fee will be paid to your Provider. Parents are required to provide written authorization for the amount to be added to the next scheduled pre-authorized debit transaction. An email to the Agency is acceptable ([cooks.home@cooksdaycare.ca](mailto:cooks.home@cooksdaycare.ca)). An income tax receipt can be issued for over-time fees.
- In the event that a Parent/Guardian is going to be later or earlier than the scheduled time a courtesy call must be placed to inform the Provider.
- In some cases the Provider may not be able to accommodate this extension of time if she has appointments, etc. The Providers are very flexible but please remember that they do have their own families.
- It is extremely important that we all work together to develop and keep an open, congenial relationship between Providers and Parents/Guardians.

### IMPORTANT

- If no parent/guardian has arrived to pick-up your child within a half hour of your expected time 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 at a half hour after your expected arrival time, we will contact the local authorities at that time.

## **HEALTH, SAFETY AND WELL-BEING**

### **Contagious Illness**

Children with contagious diseases or viruses SHOULD NOT ATTEND Home Child Care.

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

A child should be kept at home for 24 hours after the onset of fever or beginning medication. A doctor's note may be requested that confirms the child can return to care.

You will be contacted to pick up the child if symptoms of ill-health appear during the day. In such cases, for the protection of the other children and the Provider, your child will immediately be separated to another area of the home and monitored by the Provider.

If your child becomes infected with a contagious disease/infection while not attending Home Child Care (absent due to vacation time, the weekend, etc.), please call to inform the Provider or ECE Consultant as soon as possible so that other families using the same home can be notified if necessary. It is imperative that we keep our records up-to-date at all times.

The Day Nurseries Act stipulates that ALL children participate in outdoor activities, weather permitting for a minimum of two hours per day. If for reasons of ill health your child cannot participate in these activities other care arrangements should be made for them until they are able to enjoy all aspects of the program. The Provider may not restrict outdoor playtime for the other children in care due the illness of one child who is unable to participate.

## **Clothing**

Think of your child's comfort! Provide simple PLAY clothing that is free of complicated fasteners. Playtime can be a messy time. Please provide easy care clothing to eliminate feelings of fear of getting dirty.

**ALWAYS PROVIDE AT LEAST ONE FULL EXTRA SET OF CLOTHING for your child - regardless of age.** The children may be involved in a variety of activities that can become quite messy. It is a good idea to check the size of the extra clothing periodically as your child grows.

**PROVIDERS DO NOT HAVE A SUPPLY OF EXTRA CLOTHING  
SO PLEASE SEND YOUR CHILD PREPARED.**

Sweaters and jackets are an absolute must, even on the first days of fall. Life is much easier if you are prepared for the unexpected. Mud suits and rubber boots are great for wet and mucky weather.

Your child needs indoor shoes to wear while inside. These must be worn at all times. A fire drill is conducted monthly. This safety procedure is practiced as if there were a real fire. There is no time to put on shoes. Providers are not able to carry all of the children.

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

## **Diapers and Pull-Ups**

Parents/Guardians are responsible for the supply and restocking of diapers and pull-ups at the Provider's home. It is a good idea to purchase an extra package to leave at the Provider's home.

Your Provider will inform you in advance when the supply is getting low.

## **Emergency Procedures**

### **Accidental Injury**

In case of accidental injury, every attempt will be made to contact a Parent/Guardian. If we cannot reach a parent, we will contact the emergency contact person(s) you have noted on your child's registration form and emergency card.

Therefore, it is imperative that we, the Agency and the Provider are informed immediately of any changes in the numbers where you or your emergency contacts can be reached.

If we determine that the child requires immediate medical care, immediate transportation by an ambulance will be arranged. You will be notified to meet the child and Provider at the hospital. Therefore, it will be your responsibility for any resultant expense that is not covered by insurance. Your signed consent form with regard to this provision will be kept on file at the Home Child Care Agency.

It is for your child's benefit and safety that you keep the Home Child Care Agency file up-to-date at all times in regard to phone numbers, emergency contact persons, change of address, new place of employment or new telephone number for an emergency contact and all other pertinent information.

### **First Aid and CPR**

All of the Providers employed with Cook's Home Child Care Agency Inc. are encouraged to hold a valid St. John's Ambulance/Red Cross or equivalent First Aid and CPR certificate at all times. We keep the safety and well-being of the children in mind at all times.

## **Immunizations**

Your child's health is of major importance to all of us. Upon enrolment, a copy of your child's immunization record or a written affidavit excluding your child from immunization must be submitted for our files. It is recommended that an update must be submitted after every immunization booster. You can fax a copy to (905) 372-2441 or email to [cooks.home@cooksdaycare.ca](mailto:cooks.home@cooksdaycare.ca) . Attention: Heather, ECE Consultant/Home Visitor.

## **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**

Providers do not supply medication of any kind. Supplying necessary medication for a child is a Parental/Guardian responsibility.

If Providers are not comfortable with the administration of a certain medication other arrangements will need to be made by the Parent/Guardian.

Only Physician-authorized and Prescription Medications will be administered by our 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 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 Agency's medication form, the types of symptoms/reactions to be observed when the medication is necessary.

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

- Parents must hand-deliver all medication to the Provider 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 premises.
- 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 Provider'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 THE PROVIDER.**

### **Photography**

Cook' School Day Care Inc. makes every attempt to safeguard your child's safety at all times.

With permission, your child's photos will be used for agency-approved activities only (i.e., postings in playrooms, creative activities, parent gifts, etc.). Your permission must be granted on your child's application form before any photos will be taken or displayed of your child within the home child care setting. No permission, no display of photos.

Photos cannot be sent home when they contain images of other children.

Similarly, unless you provide written authorization, your child will not be involved in any media photography. Media photography typically involves our local newspapers and the child's full name is included in the caption in the publication.

### **Serious Occurrence**

It is the policy of Cook's School Day Care Inc. to ensure the safety of the children and Providers. 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 main entrance of the home child care settings, depending upon where the occurrence happens.
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 Providers 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 Provider time to complete tasks that cannot be accomplished when the children are actively involved in activities (i.e. cleaning & disinfecting toys, washing floors, updating written records, etc

### **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

- The agency allows limited unsupervised access, by approved persons other than the agency provider, who are usually present on the premises of the home child care setting (i.e., during an emergency situation).
- The home child care provider is responsible for informing the agency at the earliest convenience when limited unsupervised access, by approved persons other than the agency provider, who are usually present on the premises of the home child care setting (i.e., during an emergency situation) has occurred.
- The agency will ensure that, prior to a child being placed at a home child care setting, the agency provider will identify to the child's parents any approved person who has limited unsupervised access.
- Limited unsupervised access may include:
  - An emergency situation (i.e., one child may require medical attention)
  - When the agency provider walks children to and from school while younger children are sleeping
  - When the agency provider must attend an appointment that cannot be scheduled during non-care hours (the provider may be providing care for extended days and hours)

- An approved person:
  - Is 18 years of age or older
  - Has reviewed and signed off on agency policies (behaviour management, confidentiality, anaphylaxis)
  - Has proof of successfully completing criminal background checks with the police and children's aid society
  - Has up-to-date immunization including tb-test

### **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 Providers.
- 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, Providers, 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.

### **Sunscreen**

**PROVIDERS DO NOT SUPPLY SUNSCREEN DUE TO COST AND ALLERGIES.** They are, however, responsible for ensuring that it is applied before any outdoor excursions during seasons of high ultra violet rays.

**All children MUST come with SUNSCREEN and a hat in summer weather and a warm hat, extra mittens in winter weather.**

### **Smoke-Free Policy**

As of May 2006, Ontario developed a Non-Smoking Bylaw that includes Home Child Care Facilities. There shall be no smoking in the home where child care takes place and smoking shall not happen in the yard or garage outside when children in care are present. There will be non-smoking signs posted at the entrances to these homes.

## **Toilet Training**

Again, you must supply all diapers to the Provider for your child. Children who are in the process of toilet training or those prone to accidents must come to the Provider's home prepared with an appropriate number of changes of clothing.

Please remember to consider your child's comfort as well as the convenience of your child's caregiver. The Provider does not provide extra clothing or launder soiled clothing.

Before you begin the somewhat tedious adventure of toilet training, you should speak with your Provider. It is important to be on the same routine and somewhat the same procedures. (I.e., Readiness can make all the difference in success and using the same procedures). Working together with the Provider may lessen the trauma of this new venture for your child, you and your Provider.

Providers do not rinse soiled clothing or diapers as this causes the spread of bacteria and germs by way of splashing. Soiled clothing will be placed in a tied plastic bag and returned to you at pick up time.

## **Travel/Excursions**

Many of our Providers plan excursions for the children in care in order to provide new learning experiences and opportunities. (I.e., Ontario Early Years Centre, Park, Zoo, Beach, Shopping Mall. Any travel excursions outside the immediate vicinity of the hometown/area (within approximately a 40 kilometres radius) require signed permission form prior to the event. Car or booster seats may be supplied by the Agency, as required by the Highway Traffic Act.

## **FOOD AND MENU**

Menus are planned based on the guidelines as outlined by the Canada Food Guide. Only 2% milk is served to the children. If your child has limitations with regard to any food, be sure to inform the Provider and note them on your child's registration form and emergency card. The Parents/Guardians may be asked to supply food for a child who has nutritional requirements, as specified, in writing, by the child's physician, that are not provided by the Home Child Care Provider.

Children are never forced to eat and privileges are never taken away. Children are encouraged to try what is provided.

For those children in care a full day and who eat table food: the Provider will supply a mid-morning snack, lunch and an afternoon snack.

Parents are required to provide baby food/formula, any special dietary items and additional snacks(s) and/or meals, as needed for the child. If desired, the Provider maybe paid directly to do so for your children. If the Provider is willing

to do so, please put this agreement in writing with a copy of the agreement forwarded to the ECE Consultant.

With regard to overnight and weekend care, meals will be provided according to the hours the child is in care.

## Infant Feeding

Infant feeding should be flexible and adapted to each individual child's needs.

Parents are required to supply food and bottles for their child until the child is able to eat table food and drink from a cup.

**Bottles and food supplied by the family must be labelled even if your child is the only child in care – this is a Ministry licensing requirement.**

The specific age at which foods should first be given is controversial. However, the gradual introduction of solid foods, beginning sometime between four to eight months, is essential for optimum growth and development. The Parent/Guardian, in consultation with the child's doctor, will determine when to introduce solids to the infant's diet. This information will be provided and recorded on the Infant Feeding Chart. If you have not received one with your registration package, please ask for one, as your Provider will need this before care begins in order to keep the child on his/her regular schedule. These feeding instructions will need to be updated on a regular basis in consultation with your Provider.

The chart provided on the next page offers feeding recommendations from the Ministry of Health.

MINISTRY OF HEALTH GUIDELINES		
AGE	FOOD	REASONS FOR INTRODUCTION
4 to 6 months	Iron-enriched infant	Provides a dietary source of iron.
	Cereal	Avoid depletion of infant's iron stores.
6 to 9 months	Pureed vegetables	Provides dietary source of vitamins, minerals and energy. Introduces new food flavours and starts setting basis for good eating habits.
	Pureed meat, fish, and poultry.	Provides additional protein.

<b>MINISTRY OF HEALTH GUIDELINES</b>		
<b>AGE</b>	<b>FOOD</b>	<b>REASONS FOR INTRODUCTION</b>
6 to 9 months (continued)	Egg yolk, yogurt, cottage cheese, pureed well-cooked legumes (i.e., beans, peas, and lentils).	Iron for rapid growth.
	Dried bread products (i.e., rusks)	Encourages chewing when teeth erupt
9 to 12 months	Mashed 'family' foods without sugar, butter, margarine, salt or other seasonings.	Introduces texture of foods other than pureed.
	Finger foods (i.e., peeled fruit or cooked vegetable and pieces dry toast or mild cheeses).	Encourages chewing, coordination, and independence.
	Egg white (delay until 12 months)	Earlier introduction might precipitate an allergy

## **BEHAVIOUR MANAGEMENT**

Our goal in child care is to assist the child to achieve a sense of self-discipline by accepting the consequences of his/her own behaviour or actions. Limits are set with not only the health and safety of the child in mind, but also the kinds of discipline used at home. Our goal is to compliment what the parent is doing, not replace it.

The Ministry provides stringent guidelines with regard to discipline. The program is designed to allow the child to know what is expected. Consistency on the part of the Provider allows for the child to develop a secure feeling.

We encourage the child to verbalize the feelings of frustration and anger. If this is not possible, a reminder is given.

If the concern persists, the child is re-directed to another activity. If the problem is not resolved, the child is removed from the play situation for some "time-out" to calm down and think about what has happened. The child is asked to sit, quietly off to the side, facing the activity (to see what fun is being missed) for a short time. The Provider will return to talk to the child to ensure that it is clearly

understood why this measure of discipline was undertaken and the child will return to the play situation.

Cook's Home Child Care Providers sign a Behaviour Management Declaration Form before child care placements are made.

## **ARRIVAL AND DEPARTURE PROCEDURE**

For obvious safety reasons ALL children must be escorted INTO the Provider's home by Parent/Guardian who must inform the Provider of arrival. Similarly, you must inform the Provider when you are departing and escort your child from the Provider's home.

Upon arrival, inform the Provider of any relevant information concerning your child's well-being. There may be something that has upset your child, either at home or on the way to the Provider's. If so, please be sure to inform the Provider, so your child may be attended to appropriately. The Provider will make every effort to keep you up-to-date on your child's progress, adjustments, difficulties, etc. on an ongoing basis. Do not hesitate to discuss any matters of importance to you and your child (i.e., perhaps he/she did not have a good night's sleep, etc.).

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. Lengthy goodbyes often just prolong the inevitable. 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 your Provider so that you can feel comfortable leaving your child.

### **Custodial Arrangements**

PLEASE BE ADVISED, in situations where there are custodial concerns, the Home Child Care Agency may not refuse the release of a child to a parent at the request of the other parent unless we have a legal document on premise in the child's file, specifically outlining the custodial arrangements to this effect.

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. We cannot legally refuse the pick-up of a child by a Parent without custody arrangements stating this at our disposal. With the safety and well-being of the child in mind, please be prompt with providing all necessary documents that will alleviate such problems.

## **Authorization to Pick Up Your Child**

No child will be released to a person who has not been authorized to do so by the child's Parent/Guardian. We **MUST** receive written or verbal authorization for changes. If possible, introduce your back-up person(s) to the Provider. If this is not possible, be sure to inform this person to provide photo identification to the Provider when picking up the child.

**If no photo identification is available the child will not be released.**

PLEASE BE INFORMED, in the event that any person(s), Parent or Guardian, or authorized person arriving to pick up their child, whom our Provider consider to be unable to legally operate a vehicle, the following steps will be taken:

At request of the person who is picking up the child, the Provider will arrange alternate transportation. (I.e., call a family member, a friend, a taxi, etc.)

If the person picking up the child chooses not to accept the arrangements of alternative transportation and chooses to operate a vehicle, the local police detachment will be informed immediately.

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

## **COMMUNICATION**

Daily communication with the Provider is important to allow you to be aware of your child's adjustment, progress, involvement, etc. Allow yourself time to discuss your ideas, suggestions, concerns, etc.

Your Provider appreciates your efforts for a few moments in your busy schedule to chat about your child's day or anything special that might reflect his/her mood or behaviour. They like to help enhance the good experiences too. The Provider, ECE Consultant and/or the Executive Director are at your disposal to discuss any concerns. We are always open to input, suggestions, and new ideas.

## **Resources for Parents**

If you wish to obtain information on a particular topic, we will attempt to provide what you require. We may be able to give you information about 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 the ECE Consultant,

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.

## **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.
2. Attending the Annual Parent Meeting (usually once per year - June) and all special meetings organized to benefit your childcare service.
3. Assisting with fundraising activities: Bingos, Raffle Tickets, Plant Sales, Chocolate Sales, Golf Tournament, etc.

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!

## **Living Arrangements**

At no time should any members of families enrolled with Cook's Home Child Care Agency reside with the Home Child Care Provider who cares for their child.

The Ministry stipulates that no child shall be in the Home Child Care Provider's care for more than a 24-hour period at one time.

## **VISITORS**

Your child care arrangements take place in a home environment. It is sometimes easy to forget that it is the home of the Provider. There are circumstances where this must be respected. One of these is authorization of who may enter the home. It stands to reason that just as you expect to govern who is in your home, the Provider expects to do the same. The Parent/Guardian

must obtain approval from the Home Provider prior to organizing visitor arrangements. The Provider should receive the request no later than 24 hours prior to the visit. The request may not be approved if the Provider is not comfortable with the arrangements. The Provider will inform the office of any visit requests.

Under no circumstances is the Provider to leave the child unattended during the visitation in her/his home. In the event that the visit is to take place outside the Provider's home, written authorization from the Parent/Guardian must be submitted prior to the event, thus relieving the Provider of any responsibility to the child during the visit. (I.e., Uncle Bob is picking Sarah up for lunch at 12:00 p.m. today. He will return her to the Provider's home at 1:30 p.m.).

Your child will be marked out as having left the home and marked in as having returned to the home when pick up and drop off occur. This alleviates any Provider responsibility for the children during the visitation time for insurance purposes.

Please be aware that both the Provider and the Agency have the utmost concern for your child's safety and well being.

## **TOYS AND SUNDRIES FROM HOME**

It is our policy to discourage children from bringing toys from home. Aside from those special "things" needed during a child's adjustment to his/her new Home Child Care experience, all other treasures should not come to the Provider's home. Problems with missing or broken toys and sharing situations quite often arise.

If the child has a special blanket or toy he/she likes to rest with, it is acceptable. Please consult your Provider before bringing any items from home.

Your assistance in this matter is greatly appreciated.

In the event that a Parent/Guardian chooses to send a special treat to the Provider's home for their child you may want to consider the other children who will be present in the Provider's home to avoid hard or awkward moments. Sharing is an important aspect of children's development.

## **INCLUSION POLICY**

Cook's Home Child Care Agency is designed to care for those children who are 3 weeks to 12 years. We welcome all children who may benefit from our Program in this age group. Children are encouraged to be themselves and have respect for others.

## WITHDRAWAL POLICY

TWO WEEKS ADVANCE WRITTEN NOTICE is required if you plan to TEMPORARILY or PERMANENTLY withdraw your child from our program.

Your regular schedule will be billed to your account until this office receives this notice in writing. You may fax it to (905) 372-2441.

VACATION/SICK TIME CANNOT BE USED IN LIEU OF WITHDRAWAL NOTICE.



**FEE GUIDE: January 2, 2012 to January 1, 2013**

**ANNUAL REGISTRATION FEE: \$20.00 PER CHILD or \$30.00 PER FAMILY**

(DUE UPON ENROLLMENT AND EVERY JANUARY 1<sup>st</sup> THEREAFTER)

INFANT & TODDLER: 3 WEEKS TO 2 1/2 YEARS	1ST CHILD	ADDITIONAL
Full Day Daytime (5-10 hours)	\$37.00	\$35.00
Half Day (up to 5 hours)	\$29.00	\$28.50
PRESCHOOL: 2 1/2 TO 5 YEARS (MUST BE TRAINED)	1ST CHILD	ADDITIONAL
Full Day Daytime (5-10 hours)	\$34.00	\$32.00
Half Day (up to 5 hours)	\$26.00	\$25.50
JK/SK and SCHOOL-AGE	1ST CHILD	ADDITIONAL
Full Day Daytime (5-10 hours)	\$34.00	\$32.00
Half Day (up to 5 hours)	\$26.00	\$25.50
Before <u>and</u> After School (up to 3 1/2 hours)	\$20.00	\$19.00
Before School (up to 1 1/2 hours)	\$15.00	\$14.00
After School (up to 2 hours)	\$17.00	\$16.00
SPECIAL RATES: ALL AGES	1ST CHILD	ADDITIONAL
Full Afternoon/ Evening Shift: Mon-Fri (5-10hrs)	\$48.00	\$46.00
Half Afternoon/ Evening Shift: Mon-Fri (up to 5hrs)	\$33.00	\$31.00
10 Extended Full Day: Mon-Fri (10-14 Hrs)	\$41.50	\$39.50
14 Extended Full Day: Mon-Fri (14-20 Hrs)	\$83.50	\$81.50
20 Extended Full Day: Mon-Fri (20-23 Hrs)	\$88.00	\$86.00
Overnight: Mon-Thur (8-14 Hrs)	\$52.00	\$50.00
Weekend Full Day: Sat & Sun (5-10hrs)	\$48.00	\$46.00
Weekend Half Day: Sat & Sun (up to 5hrs)	\$33.00	\$31.00
Full Afternoon/ Evening Shift: Sat & Sun (5-10hrs)	\$51.00	\$49.00
Half Afternoon/ Evening Shift: Sat & Sun (up to 5hrs)	\$47.00	\$45.00
10 Weekend Extended Full Day: Sat&Sun (10-14 Hrs)	\$56.00	\$54.00
14 Weekend Extended Full Day: Sat&Sun (14-20 Hrs)	\$115.00	\$113.00
20 Weekend Extended Full Day: Sat&Sun (20-23 Hrs)	\$124.50	\$122.50
Weekend Overnight: Fri, Sat, Sun (8 - 14 Hrs)	\$70.00	\$68.00

**PLEASE SPEAK WITH THE ADMINISTRATION REGARDING FINANCIAL ASSISTANCE.**



# NOTES



# Cook's Home Child Care Agency



## Caring for Children