



Parent Handbook

Before & After School Program

Our Mission:

We strive to foster and support the growth and developmental interests of a well-balanced child. Providing children with the necessary tools to unravel hidden talents and explore new interests all the while supporting the development of fundamental values.

How will we do it?

Our qualified staff and state of the art facility with a full-sized gymnasium & black box theatre and Dream Room allow for dynamic programming. Our week is comprised of a variety of Clubs (Monday to Thursday) and Free Fridays where student's choice may vary from week to week. Clubs consist of either a mixed aged groups or age/grade specific.

Fridays - FREE choice: Students choose to participate either in free gym time or programmed arts or centre time in the Black Box Theatre.

Children explore new areas and develop new skills in our fun, supportive learning environment. Our goal is to assist in the development of the well-balanced child where they become comfortable trying new things and mastering new interests. In fostering the attitude of trying new things, we offer six (14) clubs throughout the week (choice of Two (2) to Three (3) daily) which are offered for 8 to 12 week sessions. Clubs are free to registered students, with a small charge per session for Clubs where students require their own supplies/food. There is a commitment of staying until 5:30 PM on club days for Drama, Glee & Dance. Some of the clubs change from session to session in order to introduce new programs with a new club sign-up time posted the week prior to the club session. Clubs offered in past and on-going include:

Arts Clubs: Artist Elite, Crafty Kids, Extreme Colouring, Drama/Improv, Glee, Music Club, Dance, Crochet, Rainbow Loom etc.

Athletic Clubs: Boot Camp, Fitness Frenzy, Gym Games, Snow Club, Multi-Sports, Soccer & Basketball, Minute to Win-it, Hockey Club and Outdoors Club

Academic Clubs: Club Shock, Critter Club, Homework Club, Rocks & Minerals, Passport to the World, Brainteasers, Astronomy, Book Club, Time Travel

General Interest Clubs: Fashion Club, Lego Logic, Film Club, Illusionist, Hobby Club, Theme Park, Super Hero, Comic Club, Builder's Club

Trivia: Game Show Club, Gamer's Pallooza, World Records Challenge, Puzzles & More Club

Leadership Clubs: Go Girl, Leaders in Training (L.I.T.), Yearbook

Life Skills Clubs: Gardening, Sign Language, Cooking, Invention, Petopia, Wilderness Survival

Some of our Clubs are offered more than once during the year, depending on interest during club sign-ups. Drama is offered in the Fall and Winter Sessions has the students present on stage at the end of the session. Drama allows students to work together and support one another on stage. Costume and prop design elements are introduced. Public speaking exercises to build confidence and develop stage presence are incorporated. Other Arts clubs include Glee, and Dance. Presentation date and time is released at club sign up time.

Why is it of Value?

Firm Foundation goes beyond mere childcare and delves into fostering the child's development and interest. It's more than somewhere for the child to go, it is a place where friendships are made, interests are nurtured and the possibilities are endless. As students are exposed to a variety of learning environments they build on their strengths and improve upon their weaknesses. Children discover their talents and learn to accept one another in spite of their differences. Character building activities are embraced allowing the child to understand values such as, kindness, respect, patience and more. Additionally, well-rounded programming done in the after school program allows the child to go home and enjoy time with the family rather than having to rush out to the same extra-curricular activities in the evening.

Programming is available year-round on PA days and in the format of camps during school closures. While we encourage our students to register for our full-day camps which are offered throughout the year, particularly during the summer, it is presently not a registration requirement. In order to hold a space from one school year to the next, we simply ask that the deposit not be utilized towards the final two weeks of June care and that pre-authorized or post-dated payment for the next school year be provided before leaving us for the summer.

Program Plan:

Upon arrival in the morning, children are asked to choose an activity from the central station and find a table to work with a friend or alone if preferred; Activities from the station area include creative resources, board/card games, puzzles and brain teasers, manipulative activities such as Lego, Zoobs, K'nex, Straws and Connectors. Etc. The **Super Quiet Book Area** is available for those that prefer a calm start to their day where students can select from the library cart and sit on the comfy couches. The **Homework Zone** is a place where kids can complete school work. The **Snack Station** is located in the same room for those wanting morning snack. While entry into the program in the morning hours is quite staggered, it is important for the children to develop a routine that fits with their personalities so that their day gets off to the right start. We do our very best to support our students in their interests so that they are excited about coming to the CYC (Children's & Youth Centre).

Groups leave for school at staggered times. Please consult the **Bus Departure/Arrival Schedule.**

As students arrive in the afternoon they are asked to wash their hands and go to the **Snack Station**. Students arriving earlier in the afternoon participate in center time, an extension of the morning hour program, with the addition of being given the opportunity to participate in gym time. Once the last school arrives and has had snack the structured programming begins with an afternoon welcome, where students are advised where they will be going and what activities they will be involved in for the afternoon.

Club Days are offered four (4) days a week where students can sign-up for a club of their choice. The requirement in signing up for Drama, Art and Cooking Clubs is to stay in the program until 5:30 PM. Clubs run for 8 to 10 weeks with the option to choose a different club when a new sign-up board is made available. Anyone needing to leave prior to 5:00 on club days are placed in a club where space permits and an early departure is non-disruptive.

****Note:** Due to the extensive and unique nature of our program, children will not have access to outdoor play time on a consistent basis unless otherwise club permitted. Children will however have access to the gym each day.

Hours of Operation:

Monday to Friday - 7AM to 6 PM

Program Statement

At Firm Foundation, we implement an innovative care model which views the child as capable, competent and curious. We move to address the notion that children are first and for most individual. Each child possesses interests and displays talent. At Firm Foundation, we recognize the idea that we not only work with children but support future: artists, authors, scientists, producers and builders. We understand it is their uniqueness and interests that when fostered will lead them to a life of fulfillment. In response, we provide child-inspired programs to cater to the interest of the child as they present themselves; through play, exploration and inquiry.

The Ministry

Our curriculum is built around children's inquiries, ideas and interests. At Firm Foundation we mirror the values of How Does Learning Happen? Ontario's Pedagogy for the Early Years as a professional learning resource and to support pedagogy and curriculum/program development in our program as it aligns with the Ministry of Education.

Our Approach

At Firm Foundation, we are dedicated not only to the health, safety, nutrition and over all well-being of children but also to their growth and development; physically, mentally and socially. Friendship, Integrity, Respect and Motivation (F.I.R.M.) are traits echoed in every aspect of our program.

Clubs and Curriculum

Our clubs are the forefront of our unique program model. All clubs are designed, developed and carried out in close collaboration with the children. Through play, children are able to explore a vast variety of inquiries; learning about anything from construction to crochet. While we offer a variety of clubs, none are offered as gender specific. We embrace all lifestyles and interests of the children and encourage each one to become a master of their own special talents as well as pursue new ones. During clubs children are able to delve into whatever topic is of interest to them as they create ideas, ask questions, research and document their findings. Working as a team, children also develop a greater appreciation for their peers.

Environment as Third Teacher

At Firm Foundation, we strive to create experiences for the children. The environment is especially important in this matter. Creating and maintaining a warm, inviting and safe space is crucial for children to feel safe to explore and learn. Using the environment, both inside and out, helps to enhance the children's learning experience.

Educators and Staff

All staff are dedicated to the well-being of our children. Caring, patient, responsive and knowledgeable, staff at Firm Foundation are not only excellent caregivers but co-learners as well. Our Early Childhood Educators are registered with the College of ECE. Other qualifications include; Ontario Teachers Certification and Child and Youth Work. All staff have completed a Criminal Reference Check, Vulnerable Sector Screen, and are required to have a valid standard first aid certification including infant and child CPR. Our staff are dedicated to professional growth and meet frequently to discuss changes to the program, children's needs and personal development.

Parents, Families and Community Partners

Our goal is to create a firm foundation for children to stand on as they grow into adulthood. In doing so, we ensure close and open communication amongst families, friends as well as community partners to reinforce a solid and secure network of players, mutually invested in the development

of the child. We work as one, along with the child as a major player, to create an atmosphere in which each child will thrive. We strongly believe that only with this foundation can children feel safe to explore, learn, experiment and grow into the outstanding role models they were born to be.

Fees:

Full-time program

5 days per week, before and after care **with** transportation to and from school:

Kindergarten fee - \$155.00/wk

Grades 1 to 5 fee - \$145.00/wk

Grade 6 to 7 (Junior High) fee - \$120.00/wk

No **additional** charge for PA Days (based on 5 PA days per school year). There is also no refund or credit for PA days which are not utilized. A surcharge will apply to the additional PA days of the school year and Easter Monday based on the all-day rate of \$48/day (K-5) & \$38/day (6 & 7).

Part-time program

Part-time **before and after school** programming (Two to Four Days): Kindergarten - \$32.50/day, Grades 1 to 5 - \$31/day and Grades 6 & 7 (Junior High) - \$26/day

Program days must be consistent and determined at the time of registration.

PA days and Easter Monday are \$48/day (K-5) & \$38/day (6-7). A minimum of two (2) days per week is required, space permitting.

Part-time **before school** programming: Kindergarten - \$92.50/wk, Grades 1 to 5 - \$87.50/wk & Grades 6 & 7 (Junior High) - \$72.50/wk. Students must register for all 5 days. PA days and Easter Monday are \$48/day (K-5) & \$38/day (6-7).

Part-time **after school** programming: Kindergarten - \$117.50/wk, Grades 1 to 5 - \$110/wk & Grades 6 & 7 (Junior High) - \$92.50/wk. Students must register for all 5 days. PA days and Easter Monday are \$48/day (k-5) & 38/day (6-7)

Terms & Conditions

- Fees are due on a ten (10) month commitment basis via pre-authorized debit. Pre-authorized Visa or MasterCard is available with a surcharge of 2%.
- Cheques are accepted for the initial registration fee, payable to **Firm Foundation**.
- Fees must be paid up-front, prior to the beginning of the program period and are due every two weeks according to the payment schedule provided during registration.
- A non-refundable \$50 registration fee per family is required. This is a one-time fee, provided you do not leave the program. Withdrawing and returning later will require another registration fee at the time of re-entry.
- A deposit of \$250/child is required for full-time students; \$160 for before school students and \$180.00 for after school students. This deposit is allocated towards the last two weeks of programming after you have given a **one month written notice** of withdrawal and cancellation penalty is paid, if applicable.
- **NSF Fee:** A \$25.00 charge will be applied to all NSF Cheques and pre-authorized Credit Card/Debit transactions which decline. More than two NSF charges will result in the need for an alternative fee payment plan needing to be arranged going forward.

- **Late Fee:** A late fee will be charged for every minute your child is late being picked up. This fee is based on \$10 for the first 15 minutes and \$1 for every minute afterward, which is automatically added to your next biweekly pre-authorized payment.
- A surcharge will apply when a student is in the program for an unscheduled full-day of programming (i.e. snow days or PA days which were not booked two weeks in advance). The fee for full-day programming is \$48 (K-5) & \$38 (6&7).
- **Cancellation fee:** In the event that withdrawal from the program occurs prior to the six month commitment a penalty of \$50 per cheque or remaining unprocessed credit/debit payment will apply. Cancellation fee will be taken from the deposit provided at registration or billed to the credit card on file if payment is not provided at time of notice. The cancellation fee also applies to the remainder of the school year (i.e. March to June) when any payments are being returned or authorization is cancelled.
- **Camp Cancellation Fee:** As a great deal of planning goes into our camps, cancelling last minute presents a challenge. Cancelling camp before one month prior to camp start will result in a \$25 administration fee and full refund. Cancelling up to two weeks prior will result in a 50% refund, plus a \$25 administration fee. Cancelling within 2 weeks of schedule camp start date will result in **No refund**. Switching camps is only available if space permits and is done no later than 2 weeks prior to the start of the camp you are presently registered for.
- 5% discount will be given when three or more children are registered.
- You are responsible for paying for statutory holidays.
- There is no refund for absenteeism.
- There is no refund for programs which are cancelled due to inclement weather.
- Fee rates are subject to change. In such case, a four week notice will be given.

Registration Fee:

A \$50 non-refundable fee per family is due at time of registration.

Late Fee: A fee of \$10 for the first 15 minutes late and \$1.00 for every minute after 6:15 PM will be charged to the parent and is payable immediately upon pick-up. We require you call if you are running late. If we have not heard from you by 6:15 PM we will begin calling your emergency contacts. Reoccurring lateness is unacceptable and may result in you being asked to withdraw from the program.

Cancellation Policy: Leaving prior to fulfilling the six-month commitment will incur a penalty of \$50 per cheque or remaining credit card transaction. The cancellation penalty must be paid in order for the deposit to be allocated to the final two weeks of programming. Failure to do so prior to exiting the program will result in a charge to the credit card on file. Cancellation also applies to those leaving prior to the end of the school year, after the six-month commitment has been fulfilled. If cancelling within 30 days of starting, the cancellation fee will apply. If cancelling before 30 days prior to starting, the deposit will be returned in full; the registration fee is however non-refundable.

Registration Requirements:

In order for your child to be registered, the following information is required:

1. Registration Form
2. Medical Forms
4. Family Registration Fee of \$50
5. Deposit (allocated to final two weeks of programming)
6. Fee payment; pre-authorized debit agreement from BMO with void cheque authorized for ten (10) months in accordance with the fee schedule provided by Firm Foundation.

Arrival and Pick-Up:

We kindly ask that your child be dropped off no earlier than 10 minutes prior to the start of the program. For your child's safety, we request that you come in with your child. This allows staff to then be able to identify you at pick-up. If staff is unsure as to the relationship of the adult picking up, they reserve the right to request a valid photo ID and check it against your child's registration papers. Please park in a designated parking space and come in to pick up your child at the end of the day. We kindly ask that you do not leave other children in your vehicle during pick-up. Pick-up time is no later than 6 PM. Late fees of \$10 for the first 15 minutes and \$1 for every minute after that are payable upon pick-up. You will also be asked to sign your child out confirming the time of pick-up when arriving after 6 PM. Late payment is automatically added to the next biweekly fee payment.

Holidays:

We will be closed on the following statutory holidays during the 2018-19 school year:

- Labour Day - September 3rd, 2018
- Thanksgiving Day - October 5th, 2018
- Christmas Day - December 25th, 2018
- Boxing Day - December 26th, 2018
- New Years Day - January 1st, 2019
- Family Day - February 18th, 2019
- Good Friday - April 19th, 2019
- Victoria Day - May 20th, 2019

We will offer specialized camp programming through Christmas, March Break and Summer Holidays. Please ensure that you register early for these additional days as spaces will be limited.

Christmas Camp: December 24th (Close at 2pm), 27th, 28th (3-day camp)

Winter Camp: December 31st (Close at 2pm), January 2nd to 4th (4-day camp)

March Break: March 11-15th, 2019

Summer Camp: Day camps will be offered throughout the summer months. More information will be made readily available in early spring 2019.

PLEASE NOTE: *Our program closes on the following dates to allow our staff to adequately prepare for the upcoming semester. During the 2018-19 school year we will close August 26th to 30th, 2019.*

Things Needed for Program:

Children must come ready for school. A Firm Foundation tote bag will be provided at registration. This bag is to be used to bring an extra set of clothes and indoor shoes to the program daily. The tote bag will remain at the CYC during the day. The indoor shoes are required for the athletic component of the program; boots and sock-feet will restrict your child from participation in the gym.

Absenteeism:

Parents are required to notify the centre when your child will be absent. Please call (905) 699-7483. Any communicable disease your child might contract must be reported to us immediately to ensure the well-being of our other children. A doctor's note must be submitted in this case before your child can return to the program. **There is no refund or make-up day for sessions missed due to illness or being on vacation.**

Inclement Weather Policy:

In the event of inclement weather please listen to the radio for the Halton District School Board advisory; if HDSB opts to close their schools, we will also be closed. If they cancel their buses, our transportation will also be cancelled. You will be responsible for transporting your child to and from school and picking up early if school closes mid-day due to poor weather conditions. On such days when schools are open but transportation is cancelled, you have the option of bringing your child to Firm Foundation for the entire day with a surcharge per day added to your account. Failure to pay additionally prior to month end will result in a billing to the credit card on file.

Health:

In order for children to participate in the program they must be healthy. The following health policies are maintained:

Parents are required to keep their children home if they display any of the following symptoms:

- Fever over 38°
- Diarrhea/Vomiting
- Undiagnosed rash
- Persistent cough
- Communicable disease as listed below
- Head lice (Please contact the head lice info line (905) 825-6000 ext 5423)

Children with the following diseases or illnesses should remain at home away from others for the time specified:

Chicken Pox - Until child is well enough to participate in all activities regardless of state of rash

Diarrhea - 24 hours from when the Diarrhea ended

Measles - At least 4 days after rash begins

Mumps - At least 9 days after swollen glands first appear

Rubella - At least 7 days after the rash first appears

Pink eye - Until antibiotic prescribed by a Physician is administered at least 24 hours

Ringworm - Until treatment has started

Scarlet Fever - Until antibiotic treatment prescribed by Physician is taken at least 24 hours

Impetigo - Until antibiotic prescribed by Physician is taken at least 24 hours

Strep Throat - Until antibiotic treatment prescribed by Physician is taken at least 24 hours

Whooping cough - Until antibiotic treatment prescribed by Physician is taken at least 5 days

If you suspect your child has a communicable disease, keep your child at home and away from others. Contact your Family Doctor for a diagnosis. You must have a doctor's note readmitting your child to our licensed programs. Please call (905) 699-7483 to notify us if your child has a communicable disease so that the information can be posted, according to the licensing requirements. The name of your child will be kept confidential.

A first aid kit is kept on site and is accessible to staff. The teacher(s) and operator have had current first aid/ CPR and Anaphylaxis training.

In the event that your child becomes ill during the program, the parent(s) or emergency contact,

(only if you cannot be reached) will be notified to pick-up your child. Appropriate care will be provided for your child until you arrive. If the illness or injury is serious in nature and both parents and emergency contacts cannot be reached we will call an ambulance for your child.

Note: There is no refund for days missed due to illness.

Administration of Drugs:

We will not assume responsibility for the administration of drugs and prescribed medication, except in the event that the child requires emergency medication (i.e. Epi-pen) in response to an allergic, asthmatic or other life-threatening conditions. In this case the parent must provide written authorization from the doctor indicating the procedure, the condition under which the medication needs to be administered, the dosage and any pertinent information.

Items from home:

Toys are often very special to the child and we do not want to see them become damaged or lost. Also sharing of a very special toy is often quite difficult for younger children. For these reasons we kindly ask that toys remain at home.

As we are a Nut-Free Facility, snacks from home are not permitted in our program. A healthy nut-free snack will be provided twice daily.

A labeled Firm Foundation bag is provided upon registration; please use this bag to bring indoor shoes and a spare change of clothing back and forth the program. Indoor shoes are extremely important to that athletic program. Children may not be permitted to participate if proper foot wear is not worn.

Bags must be taken home nightly.

Clothing:

Children are encouraged to wear comfortable clothing for the athletic program. Indoor shoes are also required (brought to/from home each day in your Firm Foundation bag) in order to participate in the gym. If you are concerned with your child's clothes becoming soiled during art, we would recommend you send along a change of clothes in their bag which will remain at the CYC while your child is at school.

Nutritious Snacks:

Nutritious, nut-free snacks are provided in the morning and after school. The morning snack is not meant to replace a morning breakfast at home, but rather to supplement it. Also to safe guard against anaphylactic reactions, snacks from home are not permitted in our program. The monthly snack menu is posted in the foyer. Birthdays are celebrated monthly with a cupcake/cookie celebration provided by Firm Foundation.

Bag Lunches

During the days your child is with us all day (i.e. PA Days and Easter Monday) you will be required to send along a bag lunch with your child. Firm Foundation will provide snacks throughout the day, lunch however should consist of foods recommended by the Canadian Food Guide which are also nut/peanut free. Lunch should come packed in a thermal lunch bag, as used at school, in order to keep food items cold. Limited space is available in our refrigerators if necessary. Please speak with staff upon arrival if you wish to have your child's lunch placed in the refrigerator. A microwave is available if food needs to be heated; once again notify staff if this is the case. In the event that lunch is not brought from home, a pizza will be ordered and you will be billed accordingly.

PLEASE NOTE: During **Camps: Winter Camp, March Break Camp** and all **Summer Camps**, students **are required** to bring **Lunch** and **Snacks** for the entire day.

Sanitary Practices: The Child Care and Early Years Act (CCEYA) and the Halton Health Department require we follow and abide by appropriate sanitary practices.

Washroom routine: Children always wash their hands after returning from school, after using the restroom, prior to having a snack and as needed throughout the program. A liquid soap dispenser and paper towels are available for hand washing.

Toys and Equipment: Toys and equipment are washed and disinfected on a regular basis. We request that children refrain from bringing toys from home.

Furnishings: The washrooms are disinfected at the end of the day and the tables disinfected before and after snack.

General: Staff wash their hands upon entering the center. They also wash their hands prior to preparing and serving food.

Transporting Children:

We transport your child to and from school. The transportation to and from school waiver must be signed in order for us to transport. The transportation schedule is posted at the sign-in table. Please ensure your child arrives no later than 15 minutes prior to their departure time. Children arriving after our bus has left will need to be dropped off by their parents.

Please note: Our vehicles are tested for safety regularly and we are fully licensed and insured.

Off-Premise Excursions:

We occasionally participate in Field Trips which require transportation. Permission slips for each field trip will need to be signed and returned in order to ensure your child's participation.

Parental Support:

We welcome and encourage the involvement and support of our parents. Anyone wanting to attend a field trip is required to provide a recent CRC. We also encourage our parents to participate in any of our special events, such as: Breakfast with Santa, Family Fun Day and Leaders-in-Training Fundraisers, etc.

Specialized Services:

We support the inclusion of special needs children in the program.

Incident / Accident Reports:

We are required to complete an Incident / Accident form in the event of an injury to a child while he/she is a participant of our Program. This form is shared with the Parent and must be signed and kept on file. Parents may request to have a copy of the report.

Serious Occurrence Notification Form Posting

The safety and well-being of our students is our highest priority. In spite of our efforts serious occurrence (such as serious injury, fire or other disaster on site, or a complaint about service standard) can still take place. As of November 1, 2011, all child care centers are required by the Ministry of Children's and Youth Services, to post information to serious occurrences in a visible area for a period of 10 days. This posting will provide information pertaining to the incident, while respecting the privacy of the individuals involved. If you have any questions at any time, please speak with the Operator.

Emergency Management:

Staff are well trained for the event of an emergency. Policies for any emergency are reviewed annually and fire drills are conducted monthly to ensure the safety and preparedness of staff and students. In case of an emergency, parents will be notified by phone as to the event and next steps.

Child Protection Responsibilities:

It is public responsibility to report a case where a child is in need of protection. Every person who believes that a child is, or may be in need of protection, must promptly call The Children's Aid Society at (905) 333-4441.

Please note: The Halton Children's Aid Society will be contacted if we see that younger children are left unattended in vehicles while you are the centre. Please park in the designated area and come inside to get your child. Additionally, children will not be released to anyone other than the contacts listed on their registration form without prior notification from a parent/guardian. When notice is given verbally the person picking up the child will be asked for photo identification. If notification is not provided, verbally or otherwise, the child will not be released until we have had an opportunity to speak directly with a parent.

Guiding Behaviour:

We provide a warm nurturing environment where children learn to respect the needs and rights of others, interact socially with peers and behave appropriately. Children are guided through encouragement and provided with natural logical consequences to their actions. Positive reinforcement, encouragement, re-direction of inappropriate behaviour to that which is more desirable is used by our staff during conflict.

If a situation arises in which tempers flare and conflict cannot be managed through the use of positive reinforcement, the child (ren) will be asked to sit quietly for a few moments in order to calm themselves and prepare to return to the activity.

Prohibited Practices:

Young children benefit from an affirming approach that encourages positive interactions with other children and with adults, rather than from a negative or punitive approach to managing unwanted behavior. Practices which are prohibited in our program include; corporal punishment of the child, deliberate use of harsh or degrading measures on the child that would humiliate the child or undermine his or her self-respect, deprivation of the child's basic needs including food, shelter, clothing or bedding; locking the exits of the child care centre for the purpose of confining children and using a locked or lockable room or structure to confine the children. Staff confirm that these practices are not allowed and do not occur at Firm Foundation.

Volunteer & Student Policy: Volunteers and Students who are 19 years and older are required to have produced a current criminal reference check. Volunteers/Students are not considered into staff ratio and are not permitted to work with students while unsupervised by a staff member and are trained on individual anaphylaxis plans for each student with allergies.

Communicating a Concern:

At Firm Foundation, we take all familial concerns seriously. We value your opinion and strive to work closely with you and your children to create a safe and nurturing space. We ask that if you have any concerns or questions please make it known in person OR contact the operator at (905) 699-7483 OR via email at info@FirmFoundationKids.com . Our Complaint Procedure Policy states that any concern which can not be dealt with directly by a teacher will be brought to the attention of the Operator within 24 hours. Once the Operator has been made aware of the issue she will contact the parents directly within 24 hours to discuss and mediate a solution. If it is necessary, a meeting may

be made between Operator, Family and Child to discuss future steps, set goals or develop solutions to the issue that are in the best interest of all involved.

Communicating Absenteeism:

Absenteeism must be communicated no later than 9 AM, with exception to a child being picked up after that time as a result of illness, in which case we will need to be called ASAP. Arriving at a school to find a child not there creates a delay and can be quite chaotic as we try to contact a parent to confirm and/or check with the school office. We also realize parents enjoy any opportunity to pick up their child directly from school. Picking up without notifying us that you have your child creates confusion and delay. A text message or call to (905)699-7483 is greatly appreciated to notify of your child's absenteeism.

Withdrawal Policy:

One month written notice is required in order to withdraw from the program and have your deposit go towards your final two weeks of programming. Withdrawing prior to the minimum 6 month commitment will incur a cancellation penalty. The same will apply to anyone withdrawing during the remainder of the school year (March to June).

We understand the parents' right to withdraw their child from the program. In the same manner, if we feel program guidelines are not respected one month notice will be given, the child will be withdrawn, the contract terminated and payment for services not yet rendered returned, if applicable.