

Administration Procedures

- Parents must complete all registration forms, including immunization, before admission. Separate forms for each child enrolled. Any changes (ex. place of employment, address, phone numbers etc.) must be reported.
- A non-refundable registration fee of \$100.00 per family payable upon registration. \$50.00 will be credited to the first account statement when the child(ren) start.
- Parents must schedule their child at least two weeks in advance. This is necessary to maintain staff to children ratios, if you do not schedule we may not be able to accept your child.
- Minimum of 2 full days per week or 3 half days

Fees

- Child care fees are due, in advance, no later than, the 1st and 15th of each month as per the following rates. Outstanding balances will be charged a \$10.00 late payment fee following every billing period.

Daily Rates	Infant	Toddler	Pre-School
Full Day (max 10 hrs) *	\$45.50	\$40.50	\$37.50
Half Day (max 5 hrs) **	\$35.50	\$30.50	\$27.50

Family Rates	Pre-school & Toddler	Pre-school & Pre-school
Full Day	\$75.00	\$72.00
Half Day	\$55.00	\$52.00

- Attendance in excess of 10 hours will be charged \$5.00 per hour.
- Half days are limited to morning (end @ 12:00) and afternoon (begin @ 11:30) program only, including lunch.
- Family Rates only apply when both children are in attendance on the same day.
- A fee of \$25.00 will be charged to all NSF cheques.
- Income Tax receipts will be issued by the end of February for the previous year. Only the amount paid during that year will be on the receipt.

Waiting List Policy

A waiting list will be formed when full enrollment has been reached in each room.

Your Wooden Treehouse maintains two waiting lists, one for full time and one for part time spots. Part time must meet our minimum requirement of two full days or three half days per week. Depending on what is available and in which room is requested we will decide which wait list you will be put on. There is no cost to be on the waiting list. Each spot will be designated a number, one being first. Privacy will be maintained by not revealing the names of others on the waiting list. Your Wooden Treehouse will contact you via phone and provide your number on the list to help you better understand when a spot for your child is available.

Priority: Families who are currently enrolled in Your Wooden Treehouse and require care for new children will take priority over new comers.

Fulltime children (Monday to Friday) will take priority over part time children.

If a spot is available immediately you will not be required to go on the waiting list, in this case a registration form will be provided and our registration process, including fee, must be completed.

Sick Days

Full time children (5 days per week) are allowed 2 sick days per month.

Part time children (less than 5 days per week) have NO sick day allowance.

Parents must call before scheduled arrival time to be credited for a sick day. The child must be in attendance for the entire month, with no vacation time, to be allowed credit.

Withdrawal & Termination

Parents are to submit, in writing to the centre, a minimum of two weeks' notice of withdrawal of a child. Less than two weeks notice, parents will pay the balance in child care fees.

This Centre reserves the right to terminate a child from our program for non-payment of fees, persistent unsafe behaviour, breakdown of communication between child care centre and parent/guardian, immediately or with notice on the approval of two of the following; operator, supervisor or staff.

Clothing

Parents are required to provide a complete change of (seasonal) clothing, clearly labeled with the child's name and is to be kept in the child's locker. Shoes or non-slip slippers are to be worn inside at all times.

Late Pick Up Fees

Parents are required to call if a later than scheduled pick up time is anticipated. Late fee is \$5.00 per 30 minutes, or part thereof per child. After 6pm pickup (without notice \$10.00). These fees are not covered by the subsidy program and will be the responsibility of parents; the fees will be added to the next account statement.

Illness

“Child Care Early Years Act” advises that all Centres not accept a sick child into their centre. If your child has an infectious illness, (measles, chicken pox, pink eye, etc.) parents must find other means of care for their child. If your child becomes ill during the day, temporary care will be given to the child until parents or guardian are able to pick up the child. Parents will be notified immediately when the child has vomited, diarrhea, or fever over 101°F and removal of the child will be necessary. A period of 24 hours, without symptoms, must be observed before child can return to the centre.

Administration Of Medication

1. The Centre will administer prescribed medication when it is required during program hours.
2. A physician must prescribe all prescription medication.
3. Any over the counter medication required for the child’s well being will need to be accompanied by a doctors written note.
4. Medication will be administered to a child only from the original container. The container must be clearly labeled with the child’s name, name of medication, the dosage, the date of purchase, and instructions for storage and administration.
5. Parents must complete a signed Medication Authorization form indicating the times the medication is to be given, as well as the dosage.
6. Medication will be stored in a locked box and will be inaccessible to children
7. If a child develops a fever of 101°F or higher the parent or emergency contact will be contacted for removal of the child.

Epi-Pens

All Epi-pen use will be addressed by the Supervisor upon registration in accordance with the anaphylactic policy in place at the centre.

Provision for Nap Time

Infants under 12months will be put to nap on their back in accordance with the “Joint Statement on Safe Sleep”

Toddlers and preschoolers are offered a 2 hour window, between 12-2 to nap on a designated cot. Blankets must be provided by parents. Any modification to a child's nap time will be addressed by parents to classroom teachers

Vacation

Allowances will be made for Vacation time, notice must be given, in writing, at least two weeks in advance, absences in excess of 2 weeks require re-enrolment upon return. (at the discretion of the Supervisor)

The Centre will be CLOSED for the following Observed / Statutory Holidays:

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

Arrival and Departure

Parents are required to escort their child to and from the centre, sign the child in and out on the daily attendance sheet and inform staff of any changes in child's normal routine. Children will not be released to anyone but the parent unless previous notice given to staff. First and last name of person picking up child must be given in writing. Schedules are to be given and observed accordingly.

Emergency Closure Of Centre

In the case of a fire, where the centre must be evacuated, all staff and children would proceed to Mini Mart (BR), Tim Hortons (EM).

In the case of a power outage and essential services cannot be maintained (heat in winter, running water); parents will be notified of the need to pick up their children.

Childrens Belongings

Please do not send any toys from home with your child. If a special comfort toy is required for sleeping, this will be allowed; but it will remain put away until rest time. Your Wooden Treehouse Daycare assumes no responsibility for lost, stolen or broken toys from home.

Serious Occurrences

The safety of our children at Your Wooden Treehouse Child Care Centre are our highest priority, however, serious occurrences can still take place. Effective November 1, 2011 the Canadian Government introduced a new policy that requires licensed child care providers to post information about serious occurrences that happen at a centre in a visible location for 10 business days. Our posting, should a serious occurrence occur will include whether it was 1) Serious injury to a child. 2) Fire or other disaster

on site. 3) Complaint about service standards. It will also state information about the incident, outline follow up actions taken and outcomes, while still respecting the privacy of the individuals involved.

Guiding Children's Behaviour

Our goal is to provide a warm and inviting environment for the children in our care and therefore it is important for the parent/guardian to be aware of the limits expected of their children. We will continually ensure all children are aware of both acceptable and non-acceptable behavior while we work towards encouraging them to make good choices. We will ensure the environment is safe at all times and ensure the environment promotes acceptable behavior.

Positive guidance techniques to encourage appropriate behavior include:

- Establishing clear, consistent, and simple limits.
- Stating limits in a positive way.
- Focusing on the behaviour.
- Stating what is expected.
- Providing real choices.
- Allowing time for children to respond to expectations.
- Reinforce appropriate behavior, with both words and gestures.
- Provide strategies and options when they cannot resolve issues on their own.

Limits and Expectations of Children:

- No hitting, biting, pinching, throwing, pushing, hair pulling, or hurting ourselves or others.
- No intentionally breaking anything.
- No leaving the building or yard without permission.
- No name-calling, yelling, foul language or teasing.

If a problem arises we will obtain the child's attention in a respectful way, reminding him/her of the limits that have been discussed. We will always acknowledge their reactions and help them understand their feelings. We will provide them with opportunities to problem solve on their own by offering other choices available.

Prohibited Practices

Immediate suspension or discharge will result where a staff, student, or volunteer:

- a. Corporal punishment of the child;
- b. Deliberate use of harsh or degrading measures on the child that would humiliate the child or undermine his or her self respect;
- c. Depriving the child of basic needs including food, shelter, clothing or bedding

d.Locking the exits of the child care centre premises for the purpose of confining the child.

e. Using a locked or lockable room or structure to confine the child if he or she has been separated from other children.

Nutrition (snacks and food)

Your Wooden Tree House provides morning and afternoon snacks, along with a hot lunch. Breakfast is available daily from 7:30am until 8am. Lunch is served daily for all age groups at 11:30am

Menus are posted in the kitchen. Special needs will need to be discussed with staff upon registration.

Your Wooden Treehouse is a Peanut Free Centre and outside food is not allowed, with the exception of the infant room.

Our four week rotating menu is seasonally adjusted and is cooked in the child care centre.

Student and Volunteers

We welcome all students from a credited program into our centres. They are mentored and supervised by staff. At NO time are they left alone with the children.

Role Of Parents In The Program

Parent/Guardian Responsibilities:

- Prepare the child appropriately for the childcare experience (gradual entry, appropriate clothing, food and diaper or other required supplies).
- Inform us of any change in family situation, custody or access of parent(s)/guardian(s).
- Inform us of any changes in care hours or days, drop off or pick up times.
- Respect that this is a business and payments are needed at agreed times.
- Respect that we have a family and ensure you pick your child up at the agreed time.
- Ensure your child is brought to the daycare well rested, fed, healthy and clean.
- Respect other children in our care.
- Ensure that confidentiality of our daycare is maintained.

Parent Issues and Concerns Policy and Procedures

Parents/guardians are encouraged to take an active role in our child care centre and regularly discuss what their child(ren) are experiencing with our program. As supported by our program statement, we support positive and responsive interactions among the children, parents/guardians, child care providers and staff, and foster the

engagement of an ongoing communication with parents/guardians about the program and their children. Our staff are available to engage parents/guardians in conversations and support a positive experience during interaction.

All issues and concerns raised by parents/guardians are taken seriously by the Supervisor and will be addressed. Every effort will be made to address and resolve issues and concerns to the satisfaction of all parties and as quickly as possible. An initial response to an issue or concern will be provided to parents/guardians within two business day(s). The person who raised the issue/concern will be kept informed throughout the resolution process. Investigations of issues and concerns will be fair, impartial and respectful to parties involved.

Every issue and concern will be treated confidentially and every effort will be made to protect the privacy of all parties except when information must be disclosed for legal reasons (e.g. to the Ministry of Education, College of Early Childhood Educators, law enforcement authorities or a Children's Aid Society).

Our centre maintains high standards for positive interaction, communication and role-modeling for children. Harassment and discrimination will not be tolerated from any party. Should a party feel threatened in any way, they are asked to then go directly to the Supervisor. Supervisor and staff designate will be present at all scheduled meetings

Concerns about the Suspected Abuse or Neglect of a child: Everyone, including members of the public and professionals who work closely with children, is required by law to report suspected cases of child abuse or neglect.

If a parent/guardian expresses concerns that a child is being abused or neglected, the parent will be advised to contact the local Children's Aid Society(CAS) directly.

Persons who become aware of such concerns are also responsible for reporting this information to CAS as per the "Duty to Report" requirement under the Child and Family Services Act.

Toilet Training

We will assist with toilet training with the understanding that it will be successful only if we work together. We will use cotton underpants or pull-ups provided by the parent/guardian. Be sure to send your child in easy off, easy on clothing during this training period. Please provide at least 5 complete changes of clothing during training, including shoes. We will not launder soiled items and will send them home in a plastic bag. Please ensure extra clothing is replaced for the next day.

Field Trips and Off Site Activities:

Your Wooden Treehouse programs may take walking excursions in the local community including parks. These excursions do not include motor transportation. Parents will be notified as to the details of any scheduled field trips. Parents are encouraged to accompany his/her child on a field trip.

An authorization form, in the registration package, acknowledges parental permission for a child to leave the premises for neighbourhood walks and visits to local parks.