

WELCOME

Dear Families,

Welcome to Tree House Play School. We look forward to working with you to provide quality care for your child in a safe and caring environment.

Please take some time to familiarize yourself with our program. This Handbook will provide you with an introduction and basic information for our program. **It is important that you read this package thoroughly. It contains important information that you need to know** while your child is in attendance.

By signing page 34 you are stating that you have read this package in full and agree with its contents. Initial here _____

If you have questions, concerns or suggestions, please bring them to the attention of the operator or centre staff. Your feedback is important to us.

OUR HISTORY

Tree House Play School opened in 2001 as a licensed, group child care facility for children from 3 to 10 years of age. We worked with the municipality and other community agencies to plan for quality youth care and a continuum of care for families in our community.

In an attempt to be more environmentally friendly **Tree House has decided to no longer accept juice boxes.** This is an effort for children to meet their needs for daily water consumption during those active, hot, fun filled days. If you feel strongly that your child needs juice during the day, please feel free to send juice in another form (large or small glass or plastic bottles) which we can label and store in the refrigerator.

OUR PHILOSOPHY

We are an inclusive, multicultural center. We strive to help the children in our care develop to the best of their ability in all areas. We believe in nurturing the whole child: social, physical, intellectual, creative, and emotional.

We are a play based center that believes in:

- valuing the child as an individual within the context of the family and the community
- supporting parents and guardians in their role as primary caregivers and sharing information of benefit to the development of their child
- valuing play as a medium for all aspects of development and learning
- creating a warm and secure environment and to foster each child's self confidence

We believe that all children deserve the right to quality care in an inclusive environment.

We believe each child is unique in the way they develop socially, physically, cognitively, and emotionally. This uniqueness should be respected.

We believe that families should be respected and supported at all times. Parents and guardians have the right to be involved in their child's program. Working together is the key.

We believe in order to provide the best programming we will work with other professionals in our community to help meet the needs of the youth and their families.

We believe in ongoing professional development of staff in order to provide the highest standards of care.

We believe all individuals involved should be acknowledged and respected for their contribution to the program.

CHILDREN are entitled to environments and opportunities that foster positive emotional, social, cognitive and physical development and that value inclusivity, multiculturalism, interdependence and dignity.

FAMILIES are entitled to be involved in a meaningful way in their child care experience and deserve assurance of quality care for their child while they are involved in work commitments, educational and/or personal fulfillment or while child care is part of a care plan for the family.

STAFF are entitled to a work environment which recognizes and respects their training, skills and commitment to child care and which demonstrates this through respectful communication and personnel policies.

THE CENTRE enhances the lives of children, their families and the community by providing a caring, supportive and vital community service.

OUR GOALS

We will:

- provide quality care for each child
- model and encourage appropriate guiding and caring for each child and family
- provide opportunities to increase the family's knowledge of children's health and development
- support families in meeting their responsibilities to their children
- effectively liaise and work with community agencies, individuals and organizations that are essential to the well being of each child and family
- increase the awareness and utilization of community resources as needed

ENROLLMENT

The facility is licensed to provide care for up to 52 children.

OUR STAFF

Tree House Play School is committed to a safe happy environment, individualized programming, and family support. We strive to serve children and families, provide the best possible care in an environment where children can grow and meet their full potential. They maintain valid First Aid/CPR certificates and are experienced child care providers. Qualified substitute child care staff will be called in when regular staff are away for reasons of illness, vacation, professional development or administrative duties in order to maintain the child / staff ratios required by territorial licensing.

VOLUNTEERS

From time to time, we welcome volunteers to our program. Depending on the needs of the program and the interests of the volunteers, they are trained to participate in activities that will enhance the program. Some of the ways a volunteer may be involved are baking, preparing snacks, and assisting with cleaning /preparation work or completing small tasks with the center. Volunteers will not be responsible for feeding, clothing, diapering/toileting of children, or any other primary care giving responsibilities. You will have the opportunity to meet the volunteers as they participate in the program.

CRIMINAL RECORD SEARCHES

All staff, substitutes and volunteers will complete the Criminal Record Search process prior to starting at the centre.

NON-DISCRIMINATION POLICY

Tree House Play School believes that we benefit from the creativity and innovation that result when people of different experiences, perspectives and cultures work together. Trust, mutual respect, dignity, and inclusion are fundamental beliefs that are reflected in our behavior and actions. In accordance with that belief Tree House Play School does not discriminate against people because of race, color, gender, age, religious beliefs, ancestry, culture, sexual orientation, gender identity/ expression, disability, marital status, and parental status.

Tree House Play School

Registration Form

DATE: _____

Child's name: _____

Date of Birth: (Y/M/D) _____

Address: _____

E Mail: _____

Parent: _____ Phone# (H) _____ (W) _____ (C) _____

Parent: _____ Phone# (H) _____ (W) _____ (C) _____

Guardian: _____ Phone#(H) _____ (W) _____ (C) _____

Guardian: _____ Phone#(H) _____ (W) _____ (C) _____

Family Doctor: _____ Phone # _____

Medical # _____

Immunization status of child: _____

Person to Contact in an Emergency (**Other than parent**):

_____ Phone #(H) _____ (W) _____

Names of persons designated to pick up your child:

1 _____

Phone # (H) _____ (W) _____

2 _____

Phone # (H) _____ (W) _____

Any special medical considerations (drug reactions, diet, allergies etc)?

Past illnesses, injuries and /or behavior problems you are aware of?

What types of positive guidance have you found most effective for your child?

Any thing else that might be helpful for us to know?

DAILY PROGRAMS

Our center provides nurturing and stimulating environments which focus on each child's needs and development. Our school year day looks something like this;

7:30 am	Open/Arrivals
8:25 am	School age children leave on bus
8:30-9:30 am	Free Play Time
9:30-9:45 am	Snack Time
10:00-10:30 am	Circle Time
10:30-11:00 am	Craft Time
11:15-11:30 am	Story Time
11:30-12:00 pm	Lunch Time
12:00-1:00 pm	Quiet Time
1:00-2:30 pm	Gross Motor Time
2:30-3:00 pm	Snack Time
3:00-3:30 pm	After School kids arrive and have snack
3:30-4:40 pm	Center/Table Top Activities
4:40-5:15 pm	Free Play Time
5:15-5:30 pm	Clean up for home time
5:30-6:00 pm	Book time

Please Note:

* Schedule may be flexible due to weather or group dynamic

DAYS AND HOURS OF OPERATION

The facility is open from 7:30 a.m. to 6:00 p.m., Monday to Friday, year round. The facility will be closed for the holidays listed below:

September 2014-August 2015

Monday September 1 st	(Labor Day)
Monday October 13 th	(Thanksgiving Day)
Monday November 10 th	(Center Closed Day)
Tuesday November 11 th	(Remembrance Day)
Wednesday December 24 th	(1/2 day -Christmas Eve)
Thursday December 25 th	(Christmas Day)
Friday December 26 th	(Boxing Day)
Wednesday December 31 st	(1/2 day - New Year's Eve)
Thursday January 1 st	(New Year's Day)
Friday January 2 nd	(Center Closed Day)
Friday February 27 th	(Heritage Day)
Friday April 3 rd	(Good Friday)
Monday April 6 th	(Easter Monday)
Monday May 18 th	(Victoria Day)
Wednesday July 1 st	(Canada Day)
Monday August 17 th	(Discovery Day)
Thursday August 27 th	(PD Day)
Friday August 28 th	(PD Day)

Notice of any other Program Closed days such as Professional Development Days will be given in writing so families have adequate amount of time to make alternate arrangements.

Parent – (print) _____

Parent – (signature) _____

Center _____

Date _____

GRADUAL ENTRY

As starting child care is an important event in your child's life, we believe that a carefully planned gradual entry will assist you and your child to:

- ◆ feel comfortable at the centre
- ◆ begin to build a trusting relationship with the staff
- ◆ promote a positive start at the centre

GRADUAL ENTRY STEPS

Step 1 Your child and a family member come to the centre for a tour and orientation.

Step 2 Your child and/or a family member stay for two to three hours.

Step 3 Your child arrives with a family member and attends for the morning and lunch. The family member settles the child says goodbye, explaining that they are leaving and will be coming back.

Step 4 Your child will stay for a typical day.

As each child adjusts, consultation with the staff will determine the timetable for gradual entry. Gradual entry is optional and will be decided based on each families needs.

OUR PROGRAM

The staff are responsible for planning and implementing a program that will foster each child's development. The staff will provide a variety of opportunities, stimulating experiences and a safe, healthy environment.

Children learn through their 5 senses. They need to be able to touch, feel, smell, see, & taste. They do this through play

By taking a closer look at children's play, we see that it does more than stimulate physical, social-emotional, and creative development. Play is also the primary means by which children explore the world, investigate its properties, and build an understanding about how the world works.

Child development experts have targeted six specific areas that benefit from play. They are—

- Language development
- Small muscle development
- Large muscle development
- Emotional development
- Social development
- Mathematical thinking

Tree House Play School is a play based center. We engage in a lot of active, tactile and outdoor play. Please send your children in comfortable clothing that is able to get dirty or damaged and are easy to move around in when they play.

CLOTHING AND POSSESSIONS

As the children participate in a variety of indoor and outdoor play activities each day, it is helpful if your child wears washable, comfortable clothing that is appropriate for the weather.

Some of these items may include;

- a pair of soft, skid-proof indoor shoes
- for rainy days- boots and a rain suit
- in the winter - a pair of mitts, a hat and warm outdoor clothes
- in the spring - a sun hat, splash pants / waterproof boots
- in the summer - a sun hat, sunscreen, backpack and water bottle

PHOTO TAKING

With your permission, staff will take pictures of your child to be used at the centre for the enjoyment of families and staff. Please ask for a copy of your favorite ones. We will request written permission if we want to use photos of your child for other purposes.

GUIDANCE

Each child will be encouraged and supported to develop positive relationships and learn social skills. Our goal is to provide a safe and healthy learning and living environment in which each child can feel secure. Families can expect the staff to:

- ⇒ model appropriate, respectful behavior
- ⇒ promote the development of positive social skills including self-esteem and self-control
- ⇒ encourage children to understand and follow simple rules

Staff will strive to:

- ⇒ establish clear, consistent and simple expectations
- ⇒ provide opportunities for appropriate and positive behavior through the program and activities
- ⇒ acknowledge children's feelings
- ⇒ offer choices that are developmentally appropriate
- ⇒ demonstrate respectful affection and caring to each child
- ⇒ give verbal direction and redirection as the main way of guiding children
- ⇒ supervise the children at all times

We encourage families to ask about guidance and discipline methods in the orientation for families and as any questions arise. We are committed to working with families and to providing opportunities that will enhance knowledge of child development and approaches to child-rearing practices.

Positive Behaviour Support Policy.

At Tree House Play School we believe in providing support to the family as a whole unit. We choose to focus on the persons strengths and not look at behaviours as “problems”. We strive to improve quality of life and foster self esteem. We believe in being **proactive** not reactive. Collaboration and prevention is the key. It is important to involve family, friends, and anyone who is significant in the person’s life in the collaboration process. This involvement is important because young children experience their world as an environment of relationships, and these relationships affect virtually every aspect of their development – intellectual, social, emotional, physical, behavioural, and moral. The quality and stability of these relationships lay the foundation for things like mental health and self confidence, ability to control aggressive impulses and resolving conflicts in non violent ways, knowing right from wrong, and the ability to form and sustain relationships their whole life.

We make every effort to develop plans that are doable and sustainable, looking at the person first and not the behaviour. These plans are focused on giving the person the skills to improve instead of trying to “change” them. Ideally the staff would develop nurturing, caring relationships with the family and the child. Good relationships are the key to effective teaching and guidance in social, emotional, and behavioural development. The staff also works as a team to implement the plan effectively with love, trust and respect.

It is important to note here that typical child development includes exhibiting some challenging behaviours. These are expected and usually decrease with social and emotional development. Do not assume that kids already “know” how to behave. They do not always know what is expected of them. Providing clear rules, routines and expectations regularly and over a period of time will help kids know what to expect.

How it works;

When using techniques such as consequences, 5% of the energy and expertise is exerted prior to the behaviour and 95% the energy and expertise is exerted after the behaviour occurs. This may temporarily suppress the problem but it does not teach the person what to do, only what not to do.

When we focus on Positive Behaviour Support this ratio is reversed. By placing 95% of our energy and expertise before the behaviour occurs and 5% after, we are being proactive. This method will help us find interventions that will prevent the behaviour from occurring. We are creating a positive learning environment for the person to develop skills to help improve their quality of life and foster self esteem. It is important while monitoring progress to focus on the person’s overall success and not only a reduction in the behaviour.

Universal standards;

- Provide a safe, positive, predictable environment focused on building positive relationships.
- Focus on a child’s strengths and set them up for success.
- Apply the rule of proximity. Always be near the child to utilize “teachable” moments.
- Use visual cues
- Make the most of verbal and non-verbal communication.
- Have clearly defined behaviour expectations.
- Lead by example.
- Provide clear consequences for unacceptable behaviour.
- Give positive feedback for on task social behaviour often and over periods of time. Reinforce, reinforce, reinforce!!!!

In the event a child runs away from the center or group, the director is informed immediately who then informs the parents. **Staff are not permitted to leave the group to run after the child.** Staff will do everything they can to ensure this does not happen. If the child persists in running away the staff cannot be responsible for their safety outside of the group. The director will attempt to find the child after notifying the parents. If the director fails in finding the child **after 10 minutes** the RCMP will be contacted.

Parent – (print) _____

Parent – (signature) _____

Center _____

Date _____

HEALTH AND SAFETY

Our facility has been carefully arranged to ensure it is a safe, comfortable environment that will accommodate the abilities of all of the children.

Our goal is to promote good health, safety and nutrition by providing the children with:

- a clean, well maintained and safe environment
- nutritious food for snacks and/or lunch (where applicable with programming)
- opportunities for learning how to take care of their bodies and develop self help skills
- opportunities for both rest and exercise
- opportunities for indoor and outdoor activities

NUTRITION

Eating nutritious food is an important part of each child's day. Food provided from home will be requested to be selected in accordance with Canada Food Guide requirements.

Each child must have a healthy lunch upon arrival each day.

Initial here _____

Staff will:

- ◆ encourage children to eat a variety of foods
- ◆ be sensitive to individual food preferences, cultural preferences and any restrictions/allergies
- ◆ provide sufficient time to eat
- ◆ not force a child to eat

The Centre will:

- ◆ provide space in the refrigerator and cupboards for each child's lunch.

Families will:

- ◆ provide nutritious lunches for their children.
- ◆ not include candy, chocolate, chips or pop or other unsafe foods in their child's lunch
- ◆ inform staff of any food restrictions/allergies or changes to their child's food intake.

As you may or may not know all licensed child care facilities are governed by Child Care Services and we must comply by all regulations set out by them.

A copy of our most recent inspection report is always posted in the front entrance for parents to read.

Child Care Services and Tree House policies are always available for parents to read in the manual provided by Child Care Services.

One of the areas set out for us is the area of nutrition.

As Tree House relies on parents to supply snacks and lunches we are obligated to monitor lunch kits ensuring they are filled with food from all four food groups.

When a particular food groups is not represented Tree House is **required** to supplement.

As set out in the regulations there must be 2 food groups represented for each snack and 4 for lunches. Foods high in sugar, salt, fats and/or nitrates are not acceptable. There must be enough food to accommodate 2 snacks per day plus a healthy lunch when children are in full time attendance.

A rule of thumb is “if it fits in a food group it is acceptable if it does not fit in a food group it is not.”

Examples of unhealthy snacks:

- Potato chips
- Chocolate bars
- Pop
- Juice “beverages” or “cocktails”
- Candy
- Gummy fruit snacks
- Fruit roll up’s
- Instant Noodles

Examples of healthy snacks that are acceptable:

(Please note 2 of these must be represented for each morning, afternoon and after school snacks. It is better to have more than not enough.)

- Cheese and crackers
- Granola bars
- Fresh fruit
- Fruit cups
- Vegetables
- Yogurt
- Juice from concentrate
- Berries
- Milk
- Water

In the case of after school children it is quite common for them to eat their entire snack at school and arrive daily without snack. It is asked that in such cases parents provide the center with snacks that we can label so that we may hand them out to your child when they arrive from school.

Please note that we are a peanut free zone

If you have questions or wish to discuss this further please feel free to speak to Susan at Tree house or any one of the helpful Child Care Inspectors at the Child Care Services unit.

IMMUNIZATION

As immunizations are one of the most effective ways of preventing the spread of communicable diseases, we recommend that all families have their child's immunizations bought up-to-date prior to starting at the facility. Once enrolled, please provide updated immunization information as necessary.

ILLNESS

While we are sensitive to the stress that illness may cause for families, we are not licensed or equipped to care for children when they are ill. You will need to keep your child at home, or make alternate arrangements, if your child:

- ◆ has a communicable disease
- ◆ has a contagious infection, including pink eye
- ◆ has a fever over 38 degrees Celsius
- ◆ is vomiting or has diarrhea
- ◆ has a skin infection or an undiagnosed rash
- ◆ is not well enough to participate in all program activities including outdoor play

Please notify the facility if your child has a communicable disease so that other families can be notified.

If your child becomes ill during the day, we will attempt to contact you. If you are unavailable, we will try to reach your emergency contact/s. We will provide a quiet, resting area and close staff supervision until you, or one of your emergency contacts, can pick up your child. If the situation becomes urgent, we will follow the emergency procedures outlined.

ADMINISTERING MEDICATION

If you would like the caregiver at the facility to administer prescription or non-prescription medication to your child, the Child Care Regulations requires that we have certain information and follow certain procedures. We require that medication be provided in the original container and a Medication Consent form be completed with instructions on administering the medication. All medication will be stored in a locked container.

MEDICAL EMERGENCY

If your child is injured or becomes ill while at the facility, staff will quickly assess the situation to decide what action/attention is required. Outlined below are three procedures that may be followed.

If First Aid Treatment is required, staff qualified in first aid will:

- ⇒ provide first aid treatment
- ⇒ acknowledge child's feelings
- ⇒ provide close supervision to ensure that the child does not require further first aid or medical attention
- ⇒ complete an Injury/Incident Report and process
- ⇒ inform the family when they come to pick up the child

If medical attention is required, a staff qualified in first aid will attend to the needs of the child while the Program Director/Operator will, or if alone, ensure the child is comfortable and:

- ⇒ contact the family, then the emergency contact(s) if the family is not available
- ⇒ contact the child's physician if the family/contacts cannot be reached
- ⇒ if the child's physician is not available, proceed as if it is an emergency medical situation
- ⇒ access transportation to take the family and the child to the medical facility as required - centre's car seat to be used for the child **an emergency substitute may have to be called in
- ⇒ access the child's file for medical information and permission
- ⇒ accompany the child or the family to the medical facility with medical information, or decide which staff member should go
- ⇒ provide information to medical practitioner and family/emergency contact
- ⇒ support the child and the family/contact person
- ⇒ complete the Injury/Incident Report and process

If emergency medical attention is required, qualified staff will administer first aid until ambulance attendants arrive. Program Director/Operator will:

- ⇒contact the ambulance
- ⇒contact family and/or emergency contact(s) as above to meet staff at the emergency facility and provide access to transportation for the parent/contact, if required
- ⇒access medical information, as above
- ⇒accompany the child to the emergency facility
- ⇒provide information to the practitioner and the family
- ⇒support the child and family
- ⇒complete Incident/Injury Report and process

Injury/Incident Reporting

Child Care Services requires that *all* accidents/injuries that occur while children are in our care are documented. Documentation is to be signed by the caregiver as well as the parents. Parents are to be provided with a copy of the documentation.

If the injury requires medical care, a written report *fully* outlining the circumstances surrounding the accident causing injury must be completed. This report must be signed by the caregiver and parents of the child affected. This report along with the Child Care Services accident report form must be provided to the Child Care Services Unit.

PARENTAL CONSENT FOR EMERGENCY CARE

Name of Child: _____ Date: _____

If at any time, due to such circumstances as an injury or sudden illness, medical treatment is necessary, I authorize the child care staff to take whatever emergency measures they deem necessary for the protection of my child while in their care.

I understand this may involve calling a physician or nurse, carrying out the instructions given and /or transporting my child to a hospital or nursing station, including the possible use of an emergency vehicle.

I understand that this may be done prior to contacting me and that any expense incurred for such treatment, including emergency transportation is my responsibility.

Parent – (print) _____

Parent – (signature) _____

Center _____

Date _____

SMOKING

The facility is non-smoking as required by Territorial Regulations. Anyone wishing to smoke must do so outside of the child care facility and grounds.

FIRE DRILL/EVACUATION PROCESS

As safety is an ongoing part of the program, fire drill/evacuation procedures, approved by the Fire Marshall/Inspector, are posted in the facility and are practiced once a month. During our orientation for families, we will review these procedures as it is important for you to understand your role if an emergency evacuation happens.

CENTRE CLOSURE

In the case of fire, extended power or heat failure, extreme weather conditions or an evacuation due to the safety of the facility, the facility may have to close. The staff/operator will care for the children until families/emergency contact(s) have picked them up. Evacuation Procedures as posted at the exits will be followed, if necessary.

VISITORS AT THE PROGRAM

As the safety and security of children, families and staff is critical, visitors need permission from the Program Director / Operator prior to visiting the facility. Community partners and immediate family members of children enrolled are welcome to visit. Unauthorized visitors will be asked to leave the premises.

SUSPECTED CHILD ABUSE/NEGLECT

The Yukon Child Care Act states that mandatory reporting of suspected child abuse and neglect is required in all licensed child care facilities. If you have any questions, or would like more information, we invite you to talk to the Program Director/ Operator.

GETTING OUT AND ABOUT

Throughout the year we will be out and about enjoying ourselves. The following is a list of local places we will frequent. There will be individual field trip forms to sign for when we venture out of the Porter Creek area!!

Holy Family School Playground
Stan McGowan Park
Lions Playground
Local hiking/biking trails

Please sign giving your permission for us to take your kids on an adventure with the Tree House Gang

Parent – (print) _____

Parent – (signature) _____

Center _____

Date _____

ARRIVAL AND DEPARTURE

When you arrive, it is important to take the opportunity to talk to staff about your child's needs for the day.

Please call the centre before 9:00 a.m. if your child will be absent.

Please take time to come inside, check in with staff, settle your child.

This is the time for parents/guardians to sign permission slips, medication consents, etc. Please inform staff in writing if you have made arrangements for someone else to pick up your child. If an emergency arises during the day, alternate arrangements can be made over the phone with the Program Director. If the person picking up your child is not known to the staff, we will need information from you about the person, including name, address, telephone number and a physical description. The person may be asked to show photo identification to verify the information.

At pick up time, please speak to the staff before you leave for the day.

Our hours are 7:30 am to 6:00 pm Monday to Friday.

We do not accept drop offs before 7:30 am.

LATE PICK UP

If you have not picked up your child or have not called the facility by 6:00 p.m., the staff person will first attempt to contact the parent(s)/guardian(s). If we cannot reach the parent(s)/guardian(s), we will then attempt to contact the alternative person/s from the authorized pick up list to pick up your child. If that person is unavailable, and you have not contacted the center the Director/Operator will be notified. If by 7:00 p.m. the child has not been picked up and we have not heard from someone responsible for the child we will contact Family and Children Services.

A late fee of \$10.00 for every 5 minutes you are late will apply and is payable immediately.

Parent – (print) _____

Parent – (signature) _____

Center _____

Date _____

UNAUTHORIZED PERSONS

If an unauthorized person arrives to pick up your child, the child will remain under the supervision of the centre staff. The Program Director/Operator will explain the policy that written authorization from the enrolling family is required to release a child. If difficulties arise, all reasonable efforts will be made to ensure the safety of the child, other children and the staff. If necessary, the senior staff person may need to call the police for assistance. As it is important for facility staff to know who is authorized to pick up your child, please keep the information on your Registration Form up to date, and ensure that written authorization is given the facility in advance.

CUSTODY AND ACCESS

If parents live separately, Tree House Play School will assume that the information from the enrolling parent will be followed. However, without a custody agreement or court order on file at the facility, staff cannot deny access to the non-enrolling parent. If one of the parents is not authorized, the policy on unauthorized persons will be followed.

If a family has a custody agreement or court order, a copy must be provided and placed in the child's file.

CONFLICT RESOLUTION

Families are encouraged to discuss questions or concerns regarding any aspect of the child care program with the staff or the Program Director. If an issue arises, the goal is to resolve differences of opinion and conflict in a peaceful way and find solutions that everyone can accept. The steps outlined will be followed:

Step 1

The family and staff will meet to define the issues and state their point of view.

Step 2

Solutions and/or appropriate resources will be identified, whenever possible.

Step 3

A plan will be agreed upon by the family and the Program Director.

Step 4

If a plan cannot be agreed upon by all parties, other arrangements may be required.

FEES

The fees are currently:

Toddler fees

Monthly	\$640
Daily	\$55

Preschool fees

Monthly	\$615
Daily	\$50

Kindergarten fees

Monthly	\$340
Daily	\$50

After School fees

Monthly	\$315
Daily	\$50

Fees include school PD days. Spring Break, Christmas Break and Summer Break involve extra fees.

We accept many forms of payment here at Tree House; Visa, Debit, Cheque, and Cash

SUBSIDY

Some families are eligible for a child care subsidy from the Child Care Services Unit, Health and Social Services. We will provide information to families who want to know about and access this subsidy.

It is the responsibility of each family to ensure that their subsidy is kept up to date. If the subsidy payment is not made on time it will be the responsibility of the family to pay the fees in full.

In addition to regular fees, there are also fees associated with costs of field trips and transportation throughout the year. During Christmas, Spring Break and the Summer months all families will be ***required*** to provide a monthly bus pass or bus tickets strips for outings.

BILLING POLICY

Invoices will be billed at the beginning of each month. Payments are due in full upon receipt of the invoice. If payment has not been received by the 5th business day of each month, **services will be terminated.**

Subsidy is to be kept current at all times. Renewal and changes are your responsibility. If the subsidy payment is not made on time it will be the responsibility of the family to pay the fees in full.

Fees MUST be paid whether or not a child is in attendance. Parents or guardians wishing to take their children on holidays and vacations may do so but are still responsible for the child care fee. In the event your child will be away for the summer months and returning in September, a holding fee of \$100 per child will apply. Tree House will make every attempt to fill the space(s). If the space cannot be filled you are responsible for paying the holding fee.

Extra fees, such as field trip costs and bus passes/tickets, must be provided to the center immediately upon request.

Withdrawal;

Families are required to provide one calendar months' notice in writing if they plan to discontinue using the Child Care Facility (See sample form page 29) or pay one month's fees in lieu of notice.

For example, one calendar month would be May 1 to May 31st. If you do not intend on coming for June one calendar months' notice must be given by April 30th.

Unless

- Withdrawal is within the first month of service where there is an adjustment period for the family, child and facility
- The facility terminates the service

Please sign below indicating that you understand and agree to this policy

Feel free to contact Terry or Susan with any questions or concerns regarding your invoice or payment.

Parent – (print) _____

Parent – (signature) _____

Center _____

Date _____

Sample Withdrawal Form

Date _____

I _____
(print name)

will be withdrawing

(child's name)

from Tree House Play School

effective _____
(withdrawal date)

Please accept this as my One MONTH NOTICE for withdrawal of my child as required by the Tree House Family Handbook Billing Policy.

Parent _____

Parent _____

Center _____

OFFICE USE ONLY

Amount Owing (if under one month notice given) \$ _____

Refund Owing (if prepaid) \$ _____

Post-Dated Cheques Returned ... _____
(date)

SCHOOL CLOSURES 2014-2015

There are times during the school year that schools are closed.

Christmas Break/December 22, 2014 –January 2, 2015

Christmas Break attendance plans **must** be given, in writing, to Tree House Play School staff by November 28, 2014.

Spring Break/March 16-27, 2015

March Break attendance plans **must** be given, in writing, to Tree House Play School staff by February 27, 2015.

Summer Break/June 15-September 1, 2015

Summer attendance plans **must** be given, in writing, to Tree House Play School staff by May 30, 2015.

If we do not have your attendance plans by the assigned dates, spaces will not be guaranteed. One month notice policy will apply.

(See sample form page 30)

Parent – (print) _____

Parent – (signature) _____

Center _____

Date _____

Tree House Play School

Spring Break/Christmas/Summer Attendance sample form

(applicable dates)

Monthly Fees;

Preschool \$

Kindergarten \$

School Age \$

My child(ren) _____

will be attending

will not be attending

Dates away June _____

Dates away July _____

Dates away August _____

Parent – (print) _____

Parent – (signature) _____

Center _____

Date _____

COMMUNICATING WITH FAMILIES

Please feel free to talk to staff if you have any questions, concerns or suggestions.

Thank you for trusting us with your wonderful children

We look forward to working with you.

Tree House Play School AGREEMENT (Center Copy)

I, _____
(print name)

have read, understood and agree to abide by the policies and procedures as stated in the Family Handbook.

Or

I, _____
(print name)

have read, understood and agree to abide by the policies and procedures as stated in the Family Handbook with the following amendments:

-
-
-

Parent – (print) _____

Parent – (signature) _____

Center _____

Date _____

Tree House Play School AGREEMENT (Parent Copy)

I, _____
(print name)

have read, understood and agree to abide by the policies and procedures as stated in the Family Handbook.

Or

I, _____
(print name)

have read, understood and agree to abide by the policies and procedures as stated in the Family Handbook with the following amendments:

-
-
-

Parent – (print) _____

Parent – (signature) _____

Center _____

Date _____