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**Corporation**

**Parent Handbook to keep at home**

**Rates and Program Offered**

**Parent Policies**

**Prohibited Practices**

**Parent Issues and Concerns**

**School Age Children Ratio 1 to 15**

**P.A. Days and Breaks**

Children attending elementary school grade one and above

**Full Day**  $30 with bag lunch no more than an 11-hour day

**Half Day** $23 with bag lunch 6-hour portion of the day

**About our Breaks and P.A. Days**

Activities will be planned with the children ahead of time so that we can take their interests and create fun ways to spark their interests. Themed days and field trips that children can participate in make it possible to bring their ideas to life. Teachers will plan and implement activities such as craft, science, cooking activities, gross motor activities, neighbourhood walks and games. The classroom is filled with educational and fun activities that the children suggest on a monthly basis.

**Extended Care and Weekend Program open from 5:30am-12:00am**

**Extended Care offered through Little Buddies Simcoe location only not applicable to Dalhousie site**

\*families needing care after 6pm Mon- Fri their child will be picked up by Little Buddies shuttle and brought to Simcoe location for extended services courtesy of Little Buddies Preschool Centre shuttle leaves centre by 5:30 and arrives for dinner.

Used when families need service outside our regular business hours and days which are 6:30am-6:00pm Mon – Fri. We offer services before regular open as early as 5:30am and also after 6pm until midnight. These rates apply for any portion of the weekend program as well.

Service can only be used once Registration Package with all emergency contact information is collected.

**Full Day**  $70 with lunch or dinner no more than an 11-hour day

**Half Day** $50 with lunch or dinner no more than 6-hour portion of the day

\*extended care for infants only available if arrangements are made, please speak with owner.

**About our Extended and Weekend Program**

Some parents start work early in the morning before daycares typically open, so we have extended our services for parents and hour before open to accommodate such a schedule. Children will come in and normally for a bit and then start their breakfast, get dressed, brush their teeth and comb their hair. Our children for night care merge at the end of the day and gather for dinner, which they will sit down with the teacher and disguise things that happened throughout the day. This encourages a family atmosphere that the children need during this time of night. Children will take part in a special planned activity for the night, followed with some quiet reading and homework time. Children will have a small late-night snack and then get ready for a resting routine which includes pyjama time and brushing their teeth. Parents can pick up from a hard day at work and know their child will transition into bed without having to worry about all these details.

Our weekend friends take part in a regular scheduled day just like the rest of the week but we include special weekend outings that are available in our community. Children will rest and be provided opportunities for learning and having fun. Our staff realize that being away from home on the weekends is hard, so making it exciting and getting the children involved with the planning is very important.

**Emergency Care Service and Early open**

**Emergency care** - This is an option for families who may not have scheduled a day of care during the week with the centre and need to have child care at the last minute. Parents may also use this service if they regularly use family to watch over the children and for some reason are not available during a time of need. Parents can call the centre and if we have available space for the day we are able to accommodate the request for care.

\*All rates are outlined above depending on age of child and type of care needed for the days.

**Early Open –** If a parent is requiring care before our regular open business hours of 6:30 am we are able to open as early as 5:30 for parents as long as this service has been scheduled in advance and we will schedule staff to come in early. **Extra rates apply** 1 hour early is $10 and a half hour early is $5. Subsidy does not cover this care so it will be billed out each week as it is used it is an extra service we provide to families.

**Parent Policies**

**Payment Policy**

 **\*\*\*ALL ACCOUNTS SHOULD BE FIRST DAY OF SERVICE FOR THE WEEK\*\*\***

If parents choose to pay weekly, bi weekly or monthly the payment is still due the first day of service. We can prorate care to get to the payment schedule that is required. E.g. if a parent pays monthly at baby bonus time on the 20th and it is the 10th day of the month. Parents will be required to pay up to the 19th and than on the 20th day parents can pay for the month in advance at that time. Then each month after on the 20th payment for the month is due.

Payments can be made by cash, cheque, credit card, etransfer. If using etransfer use the following email littlebuddiespreschoolcentre@hotmail.com passcode can be given once enrollment starts.

**Late payment fee and collections charges**

$5 will be billed each week for any balances on account, this pays for the time spent doing statements and or follow up reminders. This charge will be done weekly for every account with a balance forward when doing the next billing. Any accounts that remain unpaid for 12 weeks will than be charged a 30% fee for the amount of the original bill for administration costs and than forwarded to AIMS collection services for non payment on account. Arrangements for payment will be accepted and as long as they are followed through the account will not be forwarded to AIMS but the late fee will continue to be charged until account is being paid in full. NSF cheques returned from bank will be charged $50 to reimburse for office charges and time for collecting fees and to balance bank account.

**Subsidy Families:**

If applying for subsidy there is a link on our website [www.littlebuddiespreschoolcentre.weebly.com](http://www.littlebuddiespreschoolcentre.weebly.com) that will allow you to apply on line. Follow the instructions and send in the paperwork they request and The City of Windsor children’s services department will get in touch and finalize the application. Payment is provided by the City of Windsor, if parents are responsible for a co pay it will be due on the payment schedule that you chose from above. Payment is still due for statutory holidays and absent days just like full fee-paying families. If subsidy is not approved before the start date that services are needed then parents are responsible for full fees until subsidy has been approved. If the City of Windsor has chosen to back date to your start date then we can apply any payments made to your co pay that is due or refund your payment when subsidy has started paying for your services.

**Minimum Day requirement:**

We request all families with scheduled care follow a minimum requirement of 8 days per month. Parents can schedule 2 days per week or 2 weeks on and off. Depends on parent’s schedule and how they want to make the 8 days work.

**Statutory Holidays:**

 Payment is still due for scheduled days your child usually attends

**Days of Service and Holidays:**

**Our centre is open 356 days per year and closed only 9 statutory holidays**

1. New Year’s Day 2. Good Friday 3. Victoria Day

4. Canada Day 5. Labor Day 6. Thanksgiving

7. Christmas 8. Boxing Day 9. Family Day

**Vacations:**

All families are entitled to two service weeks per calendar year with non-payment. If taking more time off then the 2-day requirement will need to be paid during the extra time off.

**Illness:**

When a child is absent than we will be charging for the absent day according to our policy set out. Parents will be contacted if your child is not fully participating in the program due to illness. As well as if the child is suffering from fever, loose bowels, or throwing up. If children arrive at the centre with prescription medication we can administer according to doctor recommendations and a form is to be filled out. Staff cannot administer non-prescription medicine without doctor approval and recommendations with weight and quantity of medication.

**Late Pickups:**

If children are not picked up at their scheduled time, teachers may need to stay past their assigned shifts resulting in an extra charge for parents. There will be a late pick up charge of $5 for every half hour before regular business hours of 6pm. Then after 6pm a charge of $10 for a half hour applies to account for dinner arrangements and extra staff this will give the parent until 6:30pm for pickup. If staying past the half hour mark extended care rates begins and the cost is calculated based on the extended care rate schedule and hours of care used. This service is used only for emergency situations if needing extended care services, a parent will normally schedule this in advance this charge is for last minute late pickups.

**Making Payments and Getting Receipts:**

When making a payment, parents can choose cash, cheque, money order, e-transfer or credit card. When making a payment in the drop box located in the main foyer, use the provided envelop. Write your name and amount on the envelope and deposit it into the box. The accounting person opens the box and sends a receipt via the email provided on registration package. An end of year receipt is also handed out at the end of January.

**Lost or Damaged Items:**

 We are not responsible for any lost or damaged items; any items you feel are valuable should not be brought to the centre. Each classroom is provided with a lost and found bin if something has gone missing please request to look at the bin.

**Aggressive Behaviour:**

Any behaviour that we see such as biting, hitting, bullying etc. will not be permitted in our centre. We offer a bully free environment for children and staff. Teachers will document and monitor behaviours for a period of time and than a meeting with staff and management will convey and we will discuss how we can improve behaviours. If no results come out of the teachers attempt at solving behaviours at the centre than parents/guardians will be requested to attend a one on one meeting with the teacher and Miss Tammy to discuss any possible solutions. If problem still persists this child may be removed from the centre for the safety of other children and staff.

**Menu**

Snacks are provided by the centre for morning and afternoon meal times. Lunches are brought in by the school age children and we require that no nuts be present in their lunches. There may be special lunch days where families can bring in money instead of a packed lunch if choosing this option money is to be paid by cash as it is not a billable service.

**Communication with Parents**

Teachers and management strive to make sure that a strong communication between parents and staff is maintained at all times. When parents and staff create bonds with each other they are able to focus on positive outcomes for their children and working together as a team to guide children into strong and independent learners is our focus. There are several ways to communicate and we encourage parents to use all resources provided to them. Any concerns can also be brought up with Miss Tammy and dealt with promptly and with discretion.

**Schedules**

Parents are asked to send in their weekly schedule to via email littlebuddiespreschoolcentre@hotmail.com or through hi mama app the staff in charge of doing schedules will forward any information to the appropriate teachers and staff will be scheduled based on parents needs. Our deadline for receiving schedules is Thursday afternoon at 6 pm. After Friday morning at 10 am parents may need to be on emergency care and may not be able to receive care on certain days if staffing is not available. Any changes to the schedule need to be promptly sent via email or through hi mama app so that staffing can be arranged. Parents of school age children are recommended to contact Miss Tammy B for any schedule changes via text message through company cell phone. This ensures prompt attention while out doing school runs.

**Smoke Free Ontario Act**

The centre promises to comply with the rules and regulation set out by the Smoke Free Ontario Act and there is no smoking prohibited in or around the centre or play yards to ensure the health and safety of all children, parents and staff.

**Shuttle service for school age children**

See shuttle bus form to sign for explanation of this service

**Over the counter medications**

Due to the frequency and their longer term daily usage the following items such as sunscreen, diaper creams, lip balms and hand sanitizers can have a blanket authorization from a parent on the enrolment form and can be administered without a medication form as long as they are non-prescription and/or they are not for acute (symptomatic) treatment

**Field trips**

For this summer we are still following health and safety regulations in regards to the Covid-19 which does not allow us to leave the centre to avoid potential contact with unknown people. We feel at this time this will allow the centre to control our environment in a safe manner. We have decided to create an outdoor stage area where we can have special stage guest for the day as a special treat.

**Emergency Management**

Our centre has a very detailed plan for any emergencies that may arise that may affect the health and safety of our children and staff at the centre. The staff are all trained and monitored by management to ensure the plan outlined is followed. The emergency management plan will be located on the parent board in your child’s classroom if you would like to review it at any time. If an emergency arises parents will be contacted using contact information outlined on registration package along with a notice on our hi mama app that parents can get through their emails and through their app.

**Parent Issues and Concerns**

Little Buddies Preschool Centre Corporation takes pride in making sure parents are always happy with the quality of care they receive for their little one. This is why if there is ever a concern or issue that arises that you would like to address please always feel free to do so either directly to the program teacher or even higher up. Management will always to ready to listen and address your concerns. The centre follows very strict rules and regulations set out by the Ministry of Education and staff are trained and monitored constantly so if there is something that needs to be improved upon or a staff is not complying with the quality of care you expect than we need to address this and promptly. Please refer to your service contract if you have contractual questions.

**Medical Needs**

For any child in our care that may require medical needs we will collaborate and develop an individualized plan for your child and train our staff to properly support the plan. The support plan will be reviewed yearly or as it is changed and staff will sign off that they understand the child’s needs and will support the child in a professional and confidential manner. The plan will include a description of the medical device or needs and how to properly use them and also what to do in an emergency evacuation or on a field trip out of the building.

**Prohibited Practices Policy**

Regulations set out in accordance with the Child Care and Early Years Act as of Aug 31, 2016 states that with respect to a child receiving child care at a child care centre it operates or at a premise where is oversees the provision of child care,

**No licensee shall permit,**

a) Corporal punishment or bodily harm o of a child by an employee of the operator, or by another child or group of children.

 b) Deliberate harsh or degrading measure to be used on a child that would humiliate a child or undermine a child's self-respect

 c) Deprivation of a child of basic needs including food, shelter, clothing or bedding.

 d) lock or permit to be locked for the purposes of confining a child, the exits of a day nursery operated by the operator or location where private-home day care is provided by the operator; or

 e) Use a locked or a lockable room or structure to confine a child who has been withdrawn from other children.

Staff and volunteers will receive monthly information on how to deal with difficult situations and behaviors through our monthly staff meetings and should address any concerns they may have at that time. If situations occur prior to a staff meeting than please address these issues prior to feeling like this above layout might occur. No teacher should ever put a child in any of the above situations and if any of the above situations are observed, it will be recorded monitored and addressed promptly. Loss of employment with Little Buddies Preschool Centre may be the outcome.

**Responsibilities of management**

1. It is the responsibility of the supervisor to complete these observations and report findings with staff adding suggestions and strategies for improvement where necessary. This monitoring will be done throughout the day while reviewing cameras and walking through classrooms. Any occurrences that are deemed a prohibited practice will be addressed immediately with management and a meeting will set up to review the future employment with Little Buddies Preschool Centre

2 Little Buddies Preschool Centre will ensure that Monitoring of Program Statement will be completed annually by all staff, using the Employer Review checklist and the Self Reflection process we have implemented.

3. Support teachers with their behavior management observations in the classroom and work with families and outside community helpers to support their learning environment.

**Responsibilities of Staff**

No child shall be disciplined by physical means. The role of the Early Childhood Educator is to censor and discourage negative and aggressive behavior, while recognizing the children’s rights to express themselves in positive ways. Negative behaviors will be redirected, as children are encouraged and assisted in expressing his/her feelings in a socially acceptable manner.

**Guidelines for success**

a) Ensure the safety of all individuals

 b) Ensure equality among individuals

 c) Encourage respectful behavior from all individuals

 d) Prohibit the destruction of possessions among individuals

1. All staff members are required to intervene as needed, honoring the safety of the child or children involved.

2. All staff members are required to document inappropriate behaviours for their Childs developmental stage. These observations are reviewed weekly by the teacher and if there is a pattern noticed the next week the teacher is to support the child before the behavior starts. If this still has not stopped the behavior than a meeting is set up with the supervisor and both parties will review the observations documented come up with a plan that they think would help better support the child, teacher and classroom. If this strategy still does not help Miss Tammy will set up a meeting with the parent and teacher. They will sit down and discuss all the strategies used and see if the parent can help support their child and the teacher. An individualized support plan will come into action and we will seek outside agencies for help if needed. Miss Tammy will follow up with the progress of this support plan and see if it needs to be reviewed or continue with what if happening in the class.

 3. The policy book will be reviewed yearly by staff to ensure they are up to date with any changes.

4. Staff will attend monthly meetings and address any concerns privately if needed.

5. Any upcoming training or seminars that are available for staff will be encouraged.

6. Staff are expected to follow daily routines set up in the classroom to ensure all regulations are met.

7. Self-evaluations will be done yearly to reflect how they are adapting to new learning strategies, and teachers will be responsible for collecting classroom manuals, fire drills, discussion panel books, children’s individual support plans, learning stories,

**Permitted Practices in the centre**

a) Providing the child with a quiet calming station to reflect on their feelings

 b) Redirection whenever possible

 c) Reinforce positive behaviors

 d) Implement any individualized support plans that are necessary for the success of a child

 e) Time away from others

 f) Using the color zones for evaluating their feelings

 g) Follow the 6 steps of problem solving

**Procedure for intervention using color zones**

a) Approach the situation calmly.

 b) Acknowledge feelings and ask what zone they are in at moment

 c) Gather information on how we can help get them to the zone they want to be in

 d) Guide the child to the calming station where they can find the tools needed to calm themselves

 e) Give them feedback on their solution and revisit the zone they are in

 f) Follow up with the children to ensure they are feeling how they want to feel

g) Allow the child to express what zone they are currently in and let them know that whatever zone they choose to be in is ok and that as the teacher you are there to support them.

**Procedure for 6 steps of problem solving**

1. Acknowledge feelings that the child or children are feeling at that moment.
2. Ask for the problem from the child or children and make sure that you explain each child will be heard
3. Restate the problem that the child or children have expressed
4. Ask for some solutions agreed upon with the child or children
5. Follow through and guide the child or children to their solution that they agreed upon
6. Follow up with how they are doing and make sure they are happy with their outcome.

**Parent Issues and Concerns**

**Little​ ​Buddies​ ​Preschool​ ​Centre​ ​Corporation​ ​Policy​ ​states:**

When​ ​a​ ​parent​ ​has​ ​a​ ​concern​ ​or​ ​an​ ​issue​ ​that​ ​needs​ ​to​ ​be​ ​addressed​ ​with​ ​the​ ​licensee,​ ​staff​ ​taking​ ​the​ ​concern​ ​should  always​ ​make​ ​sure​ ​the​ ​parent​ ​knows​ ​that​ ​it​ ​will​ ​be​ ​addressed​ ​promptly​ ​and​ ​that​ ​it​ ​is​ ​also​ ​a​ ​concern​ ​for​ ​themselves​ ​and​ ​should  be​ ​dealt​ ​with​ ​immediately.​ ​​ ​Let​ ​the​ ​parent​ ​know​ ​that​ ​the​ ​next​ ​step​ ​is​ ​the​ ​staff​ ​taking​ ​the​ ​concern​ ​or​ ​issue​ ​will​ ​contact​ ​the  licensee​ ​by​ ​email​ ​which​ ​is​ ​Tammy​ ​Brochert​ ​and​ ​give​ ​as​ ​much​ ​details​ ​about​ ​the​ ​concern​ ​as​ ​possible​ ​and​ ​find​ ​out​ ​the​ ​best​ ​way  to​ ​contact​ ​them​ ​for​ ​follow​ ​up.​ ​​ ​Or​ ​the​ ​parent​ ​can​ ​contact​ ​the​ ​licensee​ ​directly​ ​and​ ​provide​ ​the​ ​email​ ​to​ ​them.​ ​​ ​Never​ ​give  out​ ​the​ ​licensee​ ​or​ ​supervisor​ ​direct​ ​home​ ​phone​ ​number,​ ​the​ ​licensee​ ​or​ ​supervisor​ ​will​ ​get​ ​back​ ​to​ ​them​ ​directly​ ​by​ ​phone  or​ ​email​ ​within​ ​24​ ​hours.​ ​​ ​This​ ​will​ ​allow​ ​time​ ​for​ ​the​ ​staff​ ​to​ ​directly​ ​contact​ ​the​ ​licensee​ ​and​ ​provide​ ​as​ ​much​ ​details​ ​prior  to​ ​the​ ​phone​ ​call​ ​being​ ​made​ ​so​ ​that​ ​information​ ​can​ ​be​ ​at​ ​hand​ ​when​ ​addressing​ ​the​ ​concern.

Once​ ​the​ ​licensee​ ​has​ ​received​ ​the​ ​email​ ​with​ ​the​ ​details,​ ​a​ ​phone​ ​call​ ​will​ ​be​ ​made​ ​to​ ​the​ ​parent​ ​within​ ​24​ ​hours​ ​to​ ​let​ ​them  know​ ​that​ ​management​ ​is​ ​addressing​ ​the​ ​concern​ ​promptly​ ​and​ ​will​ ​follow​ ​up​ ​with​ ​the​ ​outcome​ ​and​ ​will​ ​give​ ​a​ ​timeline​ ​that​ ​is  acceptable​ ​for​ ​the​ ​situation.​ ​​ ​The​ ​level​ ​of​ ​detail​ ​provided​ ​to​ ​the​ ​parent/guardian​ ​will​ ​respect​ ​and​ ​maintain​ ​the  confidentiality​ ​of​ ​all​ ​parties​ ​involved.

Licensee​ ​and​ ​management​ ​will​ ​review​ ​the​ ​concern​ ​and​ ​address​ ​the​ ​staff​ ​involved​ ​to​ ​get​ ​all​ ​the​ ​details​ ​and​ ​find​ ​a​ ​solution  together.​ ​​ ​If​ ​the​ ​concern​ ​or​ ​issue​ ​is​ ​a​ ​health​ ​and​ ​safety​ ​issue​ ​or​ ​a​ ​violation​ ​of​ ​our​ ​policies​ ​set​ ​out​ ​at​ ​Little​ ​Buddies​ ​Preschool  Centre.​ ​​ ​Management​ ​will​ ​have​ ​to​ ​write​ ​up​ ​the​ ​employee​ ​and​ ​follow​ ​the​ ​steps​ ​according​ ​to​ ​our​ ​policy​ ​setup​ ​for​ ​monitoring  contraventions.

As​ ​a​ ​staff​ ​taking​ ​the​ ​concern​ ​or​ ​issue​ ​details​ ​directly​ ​from​ ​a​ ​parent​ ​please​ ​follow​ ​up​ ​with​ ​that​ ​parent​ ​next​ ​time​ ​you​ ​see  them​ ​and​ ​ask​ ​if​ ​everything​ ​was​ ​dealt​ ​with​ ​and​ ​show​ ​that​ ​you​ ​care​ ​that​ ​their​ ​concern​ ​was​ ​taken​ ​care​ ​of.​ ​​ ​Do​ ​not​ ​get​ ​involved  with​ ​talking​ ​bad​ ​about​ ​the​ ​centre​ ​or​ ​another​ ​staff​ ​member,​ ​just​ ​ask​ ​if​ ​there​ ​is​ ​anything​ ​that​ ​you​ ​as​ ​a​ ​staff​ ​can​ ​do​ ​to​ ​ensure  that​ ​the​ ​parent​ ​can​ ​move​ ​on​ ​and​ ​gain​ ​the​ ​trust​ ​of​ ​the​ ​centre​ ​again.​ ​​ ​By​ ​talking​ ​bad​ ​it​ ​just​ ​fuels​ ​the​ ​parents​ ​anxiety​ ​about  the​ ​centre​ ​and​ ​we​ ​do​ ​not​ ​want​ ​this​ ​to​ ​happen.​ ​​ ​If​ ​you​ ​notice​ ​the​ ​parent​ ​is​ ​still​ ​having​ ​a​ ​hard​ ​time​ ​moving​ ​forward​ ​than  address​ ​this​ ​with​ ​the​ ​supervisor​ ​so​ ​further​ ​contact​ ​with​ ​the​ ​parent​ ​can​ ​be​ ​made.

**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 .

**Confidentiality**

Every​ ​issue​ ​and​ ​concern​ ​will​ ​be​ ​treated​ ​confidentially​ ​and​ ​every​ ​effort​ ​will​ ​be​ ​made​ ​to​ ​protect​ ​the​ ​privacy​ ​of  parents/guardians,​ ​children,​ ​home​ ​child​ ​care​ ​providers,​ ​other​ ​persons​ ​in​ ​the​ ​home​ ​child​ ​care​ ​premises,​ ​staff,​ ​students​ ​and  volunteers,​ ​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).

**Conduct**

Our​ ​centre​ ​maintains​ ​high​ ​standards​ ​for​ ​positive​ ​interaction,​ ​communication​ ​and​ ​role-modeling​ ​for​ ​children.​ ​Harassment​ ​and discrimination​ ​will​ ​therefore​ ​not​ ​be​ ​tolerated​ ​from​ ​any​ ​party.  If​ ​at​ ​any​ ​point​ ​a​ ​parent/guardian,​ ​home​ ​child​ ​care​ ​provider​ ​and/or​ ​staff​ ​feels​ ​uncomfortable,​ ​threatened,​ ​abused​ ​belittled,​ ​they​ ​may​ ​immediately​ ​end​ ​the​ ​conversation​ ​and​ ​report​ ​the​ ​situation​ ​to​ ​management and possible dismissal from program may be decided.

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**Corporation**

**Information to fill out and return to centre**

**Registration Package**

**Child Care Contract**

**Emergency Medical Care Consent**

**Difficult Behaviours Policy**

**Permission to Participate**

**Consent for Photographs and Media**

**Permission to use over counter items**

**Shuttle Service for School Age Children**

**Information about your child**

**Registration Package**

Child's Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Birthday: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ School: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date enrolled: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date of discharge: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Home Address: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Home Phone: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Health Card Number \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Allergies: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Medication: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Reaction: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Doctors Name \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Phone Number \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Address \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Parents Information**

Mother's Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Birthday: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Work Number: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Cell# \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Place of employment: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Address: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Email address: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_needed for hi mama reports and bookkeeping reasons

Father's Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Birthday: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Work Number: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Cell# \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Place of employment: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Address: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Email address: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ needed for hi mama reports and bookkeeping reasons

**Contact Information** Attempt to contact parents through work or cell phone numbers provided. If parent(s) are not reached then the list of emergency contacts will be called in this order

**First Contact**

Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Number: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Relationship: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Second Contact**

Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Number: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Relationship: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Third Contact**

Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Number: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Relationship: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Child Care Contract Little Buddies Preschool Centre Corporation**

Services Needed: Full Day Half Day Extended Hours Emergency drop off

Payment Schedule: Weekly Bi Weekly Monthly Subsidy

Payment can be made in the form of cash, cheque, money order, e-transfer or credit cards, and receipts are sent via email.

Email address: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ (Required for at least one parent this needed for bookkeeping communication with parents. Invoices for care used, receipts from payments and End of Year tax receipts are emailed only. We are a paperless organization.

 **Payment Policy \*\*\*ALL ACCOUNTS SHOULD BE PAID FIRST DAY OF SERVICE FOR THE WEEK IN ADVANCE\*\*\* If scheduling 3 days of service payment for all 3 days is due on the first day of arrival.**

If subsidy is not approved before the start date that services are needed then parents are responsible for full fees until subsidy has been approved. If the City of Windsor has chosen to back date to your start date then we can apply any payments made to your co pay that is due or refund your payment when subsidy pays for your services.

A late payment of $5 will apply each week of non-payment for providing follow up on past due accounts. Past due accounts exceeding 90 days will be charged 30% finance charge on the amount of original balance for services provided, it will not be charged on the late fee charges. After 91 days if balance still owing on account the account will be referred to collection services at this time the account will be forwarded to the office for payment arrangements and collection of fees owing. Payments made by cheque that have not cleared the bank are subject to a admin fee of $50 which will be billed on the account and due with services provided.

If children are not picked up at their scheduled time, there will be a late pick up charge of $5 for every half hour before regular business hours of 6pm. Then after 6pm a charge of $10 for a half hour applies to account for dinner arrangements and extra staff this will give the parent until 6:30pm for pickup. If staying past the half hour mark extended care rates begins and the cost is calculated based on the extended care rate schedule and hours of care used. This service is used only for emergency situations if needing extended care services, a parent will normally schedule this in advance this charge is for last minute late pickups.

When a child is absent than we will be charging for the absent day according to our policy set out. Parents will be contacted if your child is not fully participating in the program due to illness. All families are entitled to two weeks per calendar year with non-payment. If taking more time off then the 2-day requirement will need to be paid during the extra time off.

I (we) have read and fully understood the child care policies. If any issues or questions arise while in a contract with the centre as a parent/guardian you will request a meeting to discuss any concerns in advance before withdrawing providing the centre with 2 weeks notice of cancellation of service.

Signature required by both parents if they are responsible for either pickup and dropping off of their child(ren)

Signature (mother)\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Signature (father)\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Emergency Medical Care Consent**

Should a medical situation arise in the care of my child, the following steps will be followed:

 1. Supervising staff will make every attempt to call the parents at the phone numbers provided in registration package and if needed may use the emergency contact numbers provided.

 2. If by any chance parents and emergency contacts cannot be reached, the staff member may take the responsibility to contact emergency services. All medical information on file will be shared with local hospital, and emergency personnel.

 3. Any expenses incurred during the care of your child in an emergency situation as described in section 3 will be the responsibility of the family to cover. Including items such as ambulance fees and bracing.

I hereby agree with the above concerns and feel that the staff and supervisors of Little Buddies Preschool Centre will make every attempt to ensure the safety of my child at all times.

If for some reason you do not agree or understand any of the above concerns please advise supervisor before signing this form. We will discuss any of your concerns and adjust accordingly.

Parents Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Difficult Behaviours Policy**

Does your child struggle with other friends, struggle with authority, has encountered bullying or is a bully, has issues with hitting or difficult behaviours, suffers from anxiety?

Our great team of teachers take pride in being an inclusive centre but in order to help our children the best we can full disclosure is very important so that we can provide the tools to help your child succeed. As a team, we can collect information and set up an individual support plan that will help parents and teachers stay consistent and be successful in handling difficult situations. Before your child’s first day at the centre it would be good to set up a meeting to discuss ways that are successful at home and or at school that can be successful with the child care centre. If issues arise after the child starts to attend the teachers and supervisors will be trying their best to run through a list of different strategies and try to get a good grasp of what is needed to be successful in the centre. If we cannot come up with a solution ourselves as a team, management will request a meeting and the behaviour management observations will be reviewed and an individual support plan can be made to move forward. Our school age program will have a suspension policy in effect which means if a child is showing aggressive and non-compliant behaviours they may need to be removed for a couple of days to try and put in supports that can help the child and teachers be successful on the child’s next visit. There may be a form to fill out if required the faster we can get this process in effect the faster we can help the children be successful and return to the program. We have to remember that it is group care and we have to ensure the safety and well being of all children in the program and will work hard with parents to continue care in our program as much as we can. If parents are ever concerned please arrange a visit to review the progress of their child and talk to the child’s main teacher to get a good look at what’s happening in the class.

I understand the difficult behaviours policy and will make sure to disclose any information that may be of importance to share with the centre to ensure the full enjoyment and success of the program for my child.

Signed by \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Permission to Participate**

**Physical Activities**

I hereby grant permission for my child to participate in Little Buddies Preschool Centre Corporation program. This would include any use all of the play equipment outside and any playtime toys located indoors. My child is physically capable to participate in physical activities such as running, jumping, skipping, and simple exercises.

Limitations if any: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Consent for Photographs and Media**

I give permission to Little Buddies Preschool Centre Corporation to include my child in any pictures that are child friendly for parents to enjoy in the following forms of media. Please initial all that apply for your family.

Local media from Amherstburg \_\_\_\_\_\_\_\_\_\_ Instagram (only parents are allowed to follow) \_\_\_\_\_\_\_

Little Buddies website \_\_\_\_\_\_\_\_\_\_ Facebook (Little Buddies Page only) \_\_\_\_\_\_\_

Hi Mama \_\_\_\_\_\_\_\_\_\_\_ Used to communicate with parents for their child’s daily reports

**Permission to use over counter items**

Due to the frequency and their longer term daily usage the following items such as sunscreen, lip balms and hand sanitizers they can have a blanket authorization from a parent on the enrolment form and can be administered without a medication form as long as they are non-prescription and/or they are not for acute (symptomatic) treatment

I \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_(parent) give permission for my childcare provider to administer over counter items needed during my child’s stay with the centre. All items used acute (symptomatic) treatment will require a medication form.

Limitations if any: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Shuttle Service for School Age Children**

Shuttle Service is offered through our partner preschool program, Little Buddies Preschool Centre located on Simcoe St. All safety restraints are inspected as well as daily driving logs done. Vehicles are maintained and are in safe working order, and staff is properly insured to drive with children and is First Aid and CPR trained. Staff is responsible for putting on seatbelts every time the children enter the vehicle. All Vehicles were purchased under the proper authorization from our local police services which will allow children to be placed in front seat with a booster seat to ensure height is reached. The vehicles each have a weight sensor that turns off the air bags and the driver is made aware that they are to make sure the airbag is turned off before driving vehicle. The front seat is only used for emergency reasons if a child was added to the pick up list for an emergency pick up and another driver was not available at short notice. Otherwise all children are placed in the back seats daily. Shuttle service is a courtesy of the centre, we do not charge for this service and it is not a right it is a privilege and parents have the option of asking for a relative or friend to shuttle if they feel the shuttle is not convenient for them while at work.

I give permission for my child to be shuttled to Little Buddies Preschool Centre on Simcoe St for extended care services.

Signature (parent/guardian)\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Information about your child**

Child’s Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Birthday: (mth/day/yr) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Allergies: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Medication: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Nick Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ School: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Mom’s Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Dad’s Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Physical Description and important information for the care of your child:**

Hair Color \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Eye Color \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Height \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Scars/Birthmarks\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Do your child wear glasses: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Does your child have any fears? \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Does your child have any fears? \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Does your child have asthma: \_\_\_\_\_\_\_\_ Non-threatening allergies we need to know? \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

What language you typically speak at home: \_\_\_\_\_\_\_\_\_\_\_\_\_\_

How do they respond in stressful situations? \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

What steps you take for handling troubling behaviours: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

What is their favourite activity to do during the day: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Are there any customs or traditions they like to celebrate: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Please describe some family values that you would like us to incorporate during the day:

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Food**

Does your child have any food allergies: \_\_\_\_\_\_\_\_ if so, please list \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_?

Are there any food restrictions: \_\_\_\_\_\_\_\_\_\_Are they on a special diet: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Additional Info that may be important for staff to know about your child

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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