

# Victoria Learning Centre



Early Learning and Child Care

## Parent Handbook

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## **Overview**

### **Philosophy and Goals**

Victoria Learning Centre strives to work effectively alongside parents to ensure that children have a safe, fun, stimulating, and ultimately fulfilling preschool experience. We promote a feeling of value and self-worth believing that each child deserves recognition of and respect for his/her own unique qualities.

We emphasize learning through real experiences resulting in a proven track record of successfully preparing the children for entry into “grade school”. Our focus on emergent curriculum allows us to help your children learn and develop rapidly based on their curiosities.

We allow the children to develop emotionally, cognitively, socially, and physically according to their needs and abilities.

### **Victoria Learning Centre Facts and Features**

- Operated since 1970 (at different locations)
- Licensed for a capacity of 58 children
- Regular government, health, and fire regulatory inspections
- Offers care for private and subsidized families
- Full-time cook on premises: nutritious snacks & home-made lunches served
- Registered Early Childhood Educators
- Staff trained in First Aid and CPR
- Full days, half day programs offered
- Open all year, only closed on statutory holidays
- Toddler and Preschool programs
- Parent participation encouraged
- Curriculum includes emergent program, summer education, and community walks.

### **Program and Approach**

Victoria Learning Centre offers your child a variety of learning experiences through our emergent curriculum that is based on your child’s interest, developmental needs, and abilities. We view children as competent, capable, curious, and rich in potential. At Victoria Learning Centre we believe that our families are an important part of our program and that building positive, meaningful relationships with all our families is key in our quality learning centre.

Victoria Learning Centre promotes the health, safety, nutrition, and well-being of the children firstly by providing a clean, safe environment. By offering nutritious lunches and snacks based on Canada’s Food Guide, ensuring proper hand and face washing, and making sure the children have access to drinking water at all times throughout the day. Our warm, loving, caring RECE’s familiarize themselves with all information provided to us regarding your child’s medical conditions, allergies, food restrictions and to whom the child may be released.

Victoria Learning Centre supports positive and responsive interactions among the children, parents, childcare providers and staff members by having an open-door policy and making sure our families feel valued in our program. Every family is greeted at arrival and departure with a brief discussion of their child.

The educators at Victoria Learning Centre encourage the children to interact and communicate in a positive way by role-modeling appropriate behavior and supporting their ability to self-regulate. We provide encouragement, give them the space they need, while ensuring safety and talking with the child when they are ready.

The educators foster the children's exploration, play and inquiry through our emergent curriculum, observations, documentations and having meaningful conversations with the children in our care. The educators will plan curriculum and learning experiences in accordance with the children's interest, needs, and abilities.

Our educators provide child-initiated and adult supported experiences by sitting with the children, observing/documenting them, and interacting at the appropriate times. Once a child has expressed an interest the educator will then add and expand on the interest with the children and create a positive learning environment.

Educators will plan for and create positive learning environments and experiences in which each child's learning and development will be supported by building positive, meaningful relationships with the children and their families and through observing, listening, having meaningful conversations and interactions with the children, assisting the children during their learning experiences and ensuring the children are engaged daily. During this, we recognize that we are co-learners with the children.

Every child in our program will engage in indoor play and 2 hours (weather permitting) of outdoor play with active play daily. While keeping in mind of individual needs of the children in our program, the children will have a quiet time to rest and sleep if needed or requested by the parents.

We foster the engagement of and ongoing communication with parents about the program and their children by offering a daily communication log to all families, greeting families and children at arrival and departure, annual parent surveys and by having an open-door policy. At any time, families can call or stop into the centre to see how their child is doing or speak with the educators or supervisor.

At Victoria Learning Centre we involve local community partners and allow those partners to support the children, their families and staff members. We do this by making referrals when needed with parent consent, being involved with our resource consultant by sharing information and following through with support plans put into place. We also have a variety of community helpers (for e.g. Fire fighters, police officers, dental hygienists) come into our program annually to talk to the children.

Educators at Victoria Learning Centre are supported in relation to continuous professional learning by providing the educator with time off to attend, helping pay for workshops, and having discussions with all educators during our staff meetings regarding the workshop they attended and letting them share with the other educators what they learned.

At Victoria Learning Centre we will document and review the impact of the strategies set out in our current Program Statement at a minimum, annually. We want to ensure that our Program Statement will reflect the needs of the current children and families.

### **Staff**

Our team consists of caring individuals, qualified as educators through schooling or experience, who are dedicated to promoting a high standard of childcare. All employees at the Centre have unique backgrounds that contribute to our multicultural atmosphere and quality program. Staff employed are required to obtain a Vulnerable sector Criminal Reference Check prior to starting employment at the Centre; they are trained to use the Nipissing District Developmental Screen, trained in First Aid and CPR. and are trained to use the Early Childhood Environmental Rating Scale.

### **Supervision of Volunteers and Students**

At no time at Victoria Learning Centre will a child be supervised by a person under 18 years of age. Volunteers and students will not be counted in staff ratios, nor will they be permitted to supervise a child unattended by an employee of Victoria Learning Centre. All volunteers and students will be directly supervised by and report to the head teacher in the classroom. If needed, the volunteer or student will be directed to the Supervisor. All volunteers and students must follow all Victoria Learning Centre's Policies and Procedures.

## Policies

### Centre Contact Information

#### Primary Contact:

Gagan Sekhon

Phone: 519-744-5982

Email: [info@victorialearningcentre.com](mailto:info@victorialearningcentre.com)

### Hours of Operation

Monday – Friday

7:45 am – 5:30pm

Excluding Statutory Holidays

**\*During winter months Victoria Learning Centre will be CLOSED when schools are closed due to weather.**

### Attendance

It is important that all children be in attendance on time in order to fully take advantage of our program. If your child is going to be late or absent, **please inform the Centre prior to 9:00am.**

If you are going to be late picking up your child, please inform the staff when you drop him/her off at the Centre or call-in advance so that we can arrange proper staffing. Please inform the staff of anyone other than yourselves picking up your child in advance. This person will be asked for picture I.D. when they arrive.

### Communication

The Centre must be kept informed of all changes to pertinent information including but not limited to: **address, telephone number, emergency contact info. people authorized to pick child/children up, and court orders for custody arrangements.**

### Arrival, Departures and Release of Children

When the parent or guardian is dropping off or picking up their child they must be sure a staff sees the child. Please bring your child into their classroom, remove outdoor clothing and put on indoor shoes. Place your child's outdoor clothing in their cubby. If the staff does not know the person picking up the child, the staff must ask for picture I.D. If someone new is picking up the child, the parent must call ahead and inform the teachers of the person's first and last name. The staff will then ask the person for picture I.D. at the time of their arrival. All staff will be familiar with the child's file as to who may pick up the child and who may not. **At no time will a staff release a child to a person not on their list or on their list without permission.**

### Absence

You are required to call **before 9:00am** if your child/children will be absent for any reason to aid us in accounting for all children to ensure the safety of child and others. If you have not called the centre by 9:30 am, your child will be marked absent that day.

NOTE: If your Child stayed home due to sickness, its parent's responsibility to update with classroom staff the reason of missing Care as **Sickness** to track Absent days.

### **Registration and Enrollment procedures**

For a child to begin attending Victoria Learning Centre, all necessary forms must be properly completed. The supervisor will go over the forms with the parents to ensure forms are properly completed and sign where applicable. The supervisor will inform the parents which classroom their child will begin in. Introductions will be made with parents and all staff members. A registration fee must be paid prior to the child's start date. A deposit is required to hold child care spaces in advance and will be returned to you during your child's last month. Failure to start on the agreed upon date will result in losing your deposit and the space reserved. You will then be placed on the waiting list again until another space becomes available. Failure to provide 1 months' notice (see withdrawal from care) will also result in losing your deposit.

When a child is registered, we ask that the parent and child come for a visit one or two times prior to attending the Centre. We ask this so your child can become more familiar and comfortable with the Centre, staff and children before being dropped off. Arrangements should be made with the Supervisor to set up visit times and days.

**Vacation Entitlement:** Unfortunately, we do not provide vacation entitlement.

### **Statutory Holidays**

Regular fees are applicable for all statutory holidays (New Year's Day, Family Day, Good Friday, Victoria Day, Canada Day, Civic Holiday, Labor Day, National Truth and Reconciliation Day, Thanksgiving Day, Christmas Day and Boxing Day) even though childcare will not be provided on those days.



## **Field Trips and Community Walks**

All parents are required to sign a permission form for their child to participate in community walks. Field Trip permission forms will be given out to parents when applicable for signing.

## **Outdoor Play**

Our programs have outdoor play for a minimum of 2 hours per day. We understand that the weather can sometimes limit our outdoor play; however, children should come prepared to spend time outdoors snow, rain or shine. Educators will make the decision according to the weather each day so please ensure your child has all the necessary outdoor clothing according to the weather.

## **Rest/Sleep Time Policies and Procedures**

Full time children are encouraged to nap for a minimum of one hour and a maximum of two hours per day. The Centre provides each child with an individual cot and corresponding bed sheets labeled with their name. The cots and sheets are cleaned and washed every week. It is, however, the parent's responsibility to supply the child with a labeled child-size blanket. That blanket will be left at the Centre except for when sent home (every weekend) to be laundered. Please either provide a replacement blanket upon taking the blanket home, or have the blanket washed and ready for Monday, or your child's next school day. Soft, quiet toys are accepted for sleep time if so desired.

All employees will periodically perform a direct visual check of each sleeping child. The educator in the classroom will be physically present beside the child and look for indicators of distress or unusual behaviours. Some indicators of distress may be: extreme coughing/wheezing, shortness of breath, change in skin colour, crying, grunting, and sweating. The educator in the classrooms will ensure that there is sufficient light in the sleeping area to conduct a direct visual check. The educator will then document their findings on our Sleep Supervision Chart. At no time will Victoria Learning Centre use electronic monitoring devices in any classroom.

## **Food**

The children are provided with a hot nutritious lunch and two daily snacks – all freshly prepared by an experienced full-time cook. Menus are posted on the "Parent Information Board" located in the entrance hall. Please notify the Centre if your child has allergies, religious or cultural food restrictions, or is on a special diet – so that suitable arrangements can be made ahead of time.

## **Rules for parents when approved to bring food from home**

- Food from home will not be permitted into the center unless a child has a medical reason AND the supervisor has approved.
- Parents MUST have approval from the supervisor prior to any food being brought.
- Food should be brought in the original packaging for the center cook to prepare.
- Parents must not bring any foods with ingredients that could cause an anaphylactic reaction. E.g. no nuts of any kind will be permitted thus including almond milk.
- Parents must follow the food guide in regards to the food that is brought.

## **Medication Policy & Procedure**

The supervisor is responsible for administering all medications. In the absence of the supervisor the staff member that is next in seniority will be responsible for administering the medication.

**Only medication prescribed by a doctor will be administered and only when the medication cannot be given at home.**

Medication can only be administered if a parent fully completes the medication form with date and signature. All medication must be in English, in the original container with an expiry date and labeled with the child's name.

All medications must be kept in the locked cabinet in the upstairs classroom washroom or, in the lock box in the kitchen fridge. All medications must be locked immediately at the time of arrival.

**All medications must be taken home each night except in the case of medications required in life threatening situations (e.g. Epi-pens).**

Fever or pain reducers (Tylenol or Advil) will only be administered with a doctor's note. Any other type of medications will not be administered. Staff will contact the parent if their child has a fever of 100 C to inform them of the child's temperature. If the child's fever rises to 101 C the staff will contact the parent to come and pick up their child. All children should be able to participate fully in the program to attend the Centre.

If a child is sent home due to Fever, or vomiting or diarrhea, the child must remain at home until they are 24 hours symptom free. If the centre is in "Out Break" status, the child must remain home until they are 48 hours symptom free.

If a child has prescription medications, they must be on the medications 24 hours before returning to the centre.

After giving the medication, the Supervisor will document of the child's medication form the medication name, the amount administered, the date and the time of administering the medication.

All forms of medication administered, will be kept in the child's file for a minimum 3-year period.

In addition to the medication form an emergency form will also be filled out for Epi-pens.

## **Health Policies**

We understand that taking time off work is difficult for most parents. But in light of our responsibility to prevent the spread of infections coupled with the Centre's notoriously busy atmosphere, it is in the best interest of everyone involved if children rest at home when they:

- Have a significant fever which interferes with their ability to engage in routine activities
- Have two or more consecutive bouts of diarrhea or one vomiting
- Have a contagious disease as confirmed by a doctor
- Can't participate in the program

We stress that the above norms are derived from guidelines established by the Ministry of Public Health for the benefit of your child as well as others at the Centre.

## **Sanitary Practices**

1. Single service paper towels and antibacterial liquid hand soap are used after using the toilet and before eating snacks and lunches. One clean wash cloth per child is used after lunch in order to properly clean hands and faces. Wash cloths are laundered every day in preparation for the next day use.
2. Floors are swept and mopped daily.
3. Carpets are vacuumed daily.
4. Toys and play equipment are washed and disinfected weekly plus whenever they are observed to come in contact with bodily fluids of any kind.
5. Children's clothing are changed if they become wet or soiled during the day. The dirty garments are bagged and sent home to be laundered.
6. Bed sheets are laundered every week.
7. Dining tables are washed and disinfected before and after all meals and snacks. Further then as needed throughout the day.
8. Eating utensils and dishes are carefully washed in accordance with Ministry guidelines.
9. Change tables are washed weekly and disinfected before and after each diaper change.

## **Clothing and children's belongings**

Each child should have **at least two changes of clothing** left in his/her cubby to be used in case of accidents or spills. Please label your children's clothes, as it helps us keep better track of what belongs where and to whom. That said, the Centre **Will Not Be Held Responsible for Lost Clothing**. Every effort will be made to keep children's clothing reasonably clean, in good condition and in the right spot.

Each child should have proper clothing at his/her disposal for indoor and outdoor play. Appropriate indoor and outdoor shoes are necessary for safety reasons. No open toe shoes or sandals are allowed unless parents sign a waiver. Diapers and wipes should be given to the staff. Please remember to label them. All other personal belongings should then be labeled and kept in your child's cubby.

Toys from home are not accepted as they might be lost or damaged. We do, however, allow a quiet snuggly toy for naps. Victoria Learning Centre will not be held responsible for any lost or damaged toys/snuggly.

## **Prohibited Practices, Behavior, Accidents, and Emergencies**

### **Guiding children's behaviour**

In short, disciplinary measures are to be carried out as follows:

Children are to be approached in a positive manner regarding any deemed inappropriate behaviour. The child is then redirected and given three chances to alter behaviour, which if unsuccessful, may lead to a call to parents to pick up their child.

Please note that any behaviour that hurts others will result in an immediate termination of play and redirection. Having said that, the age of the child will always be considered in ascertaining the redirecting of the child as well as reflected in the manner in which disciplinary action is taken.

If inappropriate behaviour continues and all measures have been exhausted, a behavioural support plan will be developed for the child, a meeting may be requested with the parents to find a more effective and supportive way a rectifying the unacceptable behaviour. To that end, it is vital that child care staff and parents cooperate in dealing with issues of a serious nature. If all areas of support have been exhausted and Victoria Learning Centre is unable to meet the needs of the child and/or the inappropriate behavior continues, may result in notice to terminate care.

At NO time is the following permitted at Victoria Learning Centre:

1. Corporal punishment of the child
2. Physical restraint of the child, such as confining the child to a high chair, car seat, stroller or other device for the purposes of discipline or in lieu of supervision, unless the physical restraint is for the purpose of preventing a child from hurting himself, herself or someone else, and is used only as a last resort and only until the risk of injury is no longer imminent
3. Locking the exits of a child care centre for the purpose of confining a child, or confining the child in an area or room without adult supervision, unless such confinement occurs during an emergency and is required as part of the licensee's emergency management policies and procedures
4. Use of harsh or degrading measures or threats or use of derogatory language directed at or used in the presence of a child that would humiliate, shame or frighten the child or undermine his or her self-respect, dignity or self-worth
5. Depriving the child of basic needs including food, drink, shelter, sleep, toilet use, clothing or bedding
6. Inflicting and bodily harm on children including making children eat or drink against their will.

Victoria Learning Centre will observe on a regular basis and Monitor all staff. Serious action will be taken immediately if any of the above behaviors are suspected.

### **Accidents**

Minor accidents such as cuts, bites, bruises, insect bites, etc. are handled by the staff and reported to the parents at pick-up time. Parents will be requested to sign the **Accident Form** acknowledging that they have been informed of the accident and will be provided with a copy. Accidents or illnesses requiring medical attention will be reported to the parents immediately. If necessary, the parents will be required to transport the child to a doctor or a hospital. In the event of an emergency situation, the Supervisor will call 911 and the

child will be taken by ambulance to the nearest medical facility. An R.E.C.E. staff member or the Supervisor will accompany the child to the hospital or clinic. The parents will be immediately notified and are expected to meet us there. All parents are requested, prior to enrolling their child to sign a Medical Consent Form allowing the hospital/doctor to provide medical attention as they see fit.

### **Serious Occurrence**

A Serious occurrence could include:

- Serious injury to a child.
- Fire or other disasters on site.
- Complaint about service standard.

If a Serious Occurrence occurs at Victoria Learning Centre, a Serious Occurrence Notification Form will be filled out by the Supervisor within 24 hours and placed in the entrance way beside our License. The Notification Form will stay posted for a period of 10 business days. If the form is updated with any additional information such as additional actions taken, the form will remain posted 10 business days from the date of the update.

### **Emergency Procedures**

Victoria Learning Centre has Emergency Management Policies and Procedures. Some emergency situations being but not limited to: lockdown, bomb threat, hold & secure, Disaster Requiring Evacuation, Disaster – External Environmental Threat, Natural Disaster:

Tornado / Tornado Warning, Natural Disaster:

Major Earthquake. Upon arrival at the emergency evacuation site, the Supervisor and or designate will notify parents/guardians of the emergency situation, evacuation and the location to pick up their children.

When and as possible, the Supervisor or designate will update the child care centre's voicemail box as soon as possible to inform parents/guardians that the child care centre has been evacuated, and include the details of the evacuation site location and contact information in the message.

Fire drills are held once a month, in the event of a major fire which requires the evacuation of the building, arrangements have been made to take all the children to our designated Emergency Shelter listed below:

Tim Hortons #902  
340 Westmount Rd. West  
Kitchener, ON  
N2M 5C4  
519 744-1585  
**And**  
Wendy's Restaurant  
350 Westmount Rd. West  
Kitchener, Ontario  
N2M 5C4  
519 745-3786

Every effort will be made to notify parents that an evacuation has occurred. Parents should familiarize themselves with the location of our Emergency Shelter and ensure that their contact information is kept up to date.

## **Parents and Communications**

### **Policy**

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 and 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 every interaction.

All issues and concerns raised by parents/guardians are taken seriously by Victoria Learning Centre 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.

Issues/concerns may be brought forward verbally or in writing. Responses and outcomes will be provided verbally, or in writing upon request. The level of detail provided to the parent/guardian will respect and maintain the confidentiality of all parties involved.

An initial response to an issue or concern will be provided to parents/guardians within 5 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.

### **Confidentiality**

Every issue and concern will be treated confidentially, and every effort will be made to protect the privacy of parents/guardians, children, 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**

Victoria Learning 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, provider or staff feels uncomfortable, threatened, abused or belittled, they may immediately end the conversation and report the situation to the supervisor and/or licensee.

### **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*.

## Procedures

Nature of Issue or Concern	Steps for Parent and/or Guardian to Report Issue/Concern:	Steps for Staff and/or Licensee in responding to issue/concern:
<b>Program Room-Related</b> E.g: schedule, sleep arrangements, toilet training, indoor/outdoor program activities, feeding arrangements, etc.	Raise the issue or concern to <ul style="list-style-type: none"> <li>- the classroom staff directly or</li> <li>- the supervisor.</li> </ul>	<ul style="list-style-type: none"> <li>- Address the issue/concern at the time it is raised</li> </ul> or <ul style="list-style-type: none"> <li>- arrange for a meeting with the parent/guardian within 5 business days.</li> </ul>
<b>General, Centre- or Operations-Related</b> E.g: child care fees, hours of operation, staffing, waiting lists, menus, etc.	Raise the issue or concern to <ul style="list-style-type: none"> <li>- the supervisor.</li> </ul>	Document the issues/concerns in detail. Documentation should include: <ul style="list-style-type: none"> <li>- the date and time the issue/concern was received;</li> <li>- the name of the person who received the issue/concern;</li> </ul>
<b>Staff-, Supervisor-, and/or Licensee-Related</b>	Raise the issue or concern to <ul style="list-style-type: none"> <li>- the individual directly or</li> <li>- the supervisor.</li> </ul> All issues or concerns about the conduct of staff, duty parents, etc. that puts a child's health, safety and well-being at risk should be reported to the supervisor as soon as parents/guardians become aware of the situation.	<ul style="list-style-type: none"> <li>- the name of the person reporting the issue/concern;</li> <li>- the details of the issue/concern; and</li> <li>- any steps taken to resolve the issue/concern and/or information given to the parent/guardian regarding next steps or referral.</li> </ul> Provide contact information for the appropriate person if the person being notified is unable to address the matter.
<b>Student- / Volunteer-Related</b>	Raise the issue or concern to <ul style="list-style-type: none"> <li>- the staff responsible for supervising the volunteer or student or</li> <li>- the supervisor.</li> </ul> All issues or concerns about the conduct of students and/or volunteers that puts a child's health, safety and well-being at risk should be reported to the supervisor as soon as parents/guardians become aware of the situation.	Ensure the investigation of the issue/concern is initiated by the appropriate party within 5 business days or as soon as reasonably possible thereafter. Document reasons for delays in writing.  Provide a resolution or outcome to the parent(s)/guardian(s) who raised the issue/concern.

**Escalation of Issues or Concerns:** Where parents/guardians are not satisfied with the response or outcome of an issue or concern, they may escalate the issue or concern verbally or in writing to the Supervisor.

Issues/concerns related to compliance with requirements set out in the Child Care and Early Years Act., 2014 and Ontario Regulation 137/15 should be reported to the Ministry of Education's Child Care Quality Assurance and Licensing Branch.

Issues/concerns may also be reported to other relevant regulatory bodies (e.g. local public health department, police department, Ministry of Environment, Ministry of Labour, fire department, College of Early Childhood Educators, Ontario College of Teachers, College of Social Workers etc.) where appropriate.

### **Parents Role in the Program**

Parents are expected to keep updated with the Centre. Parents may do this by reading monthly calendars and newsletters and also by, reading parent bulletin boards. Parent comments and suggestions are always welcome! Parents are expected to give the Centre new information if it changes from enrollment.



## Fees and Payment

Victoria Learning Centre is enrolled in the Canada Wide Early Learning and Child Care (CWELCC).

### Fee Payment Policy

There are two types of fees:

- Base Fees
- Non-Base Fees

#### **Base Fees**

Base fees include:

- A non-refundable registration fee per child at the beginning of the enrollment process and deposit may be charged and applied to your base fees in your last month of care.
- Monthly child care fees

Base Fees	Registration Fee (one time non-refundable)	Toddler	Preschool
As of December 31, 2022	\$30.00	\$28.35	\$25.98

#### **Non-Base Fees**

Non-Base fees include:

- \$30.00 bank service charge/NSF

*Or any other fees that may only apply in certain circumstances.*

### Payment Information and Service terminations:

Please see the Supervisor for any part-time rates. Post-dated cheques for three months consecutive are required from the registration day onward. They should be dated on the 1<sup>st</sup> of each month. If you prefer to pay by cash, please have payments in by the last day of the previous month with the exact change. (*All fees are due by the 1<sup>st</sup> of each month and applied to that month.*) Receipts will be given on an annual basis.

**\*\*Please remember that non-payments may result in termination of your child care\*\*.**

### Late Fees:

Late pick-up charges commence at 5:30pm at a rate of \$ 1 dollar per minute. Closing staff are given full discretion in determining the appropriate application of charges. Proceeds derived from late fees are allocated wholly to staff members in proportion to over-time put in. In cases where late charge agreements cannot be reached or are disregarded, you will unfortunately be asked to find another child care arrangements. Your consideration in this matter is greatly appreciated. If you are consistently late it may result in termination of child care.

*\*Please note: If a child is left more than one hour past the centre's closing time, without communications from the parent or emergency contact listed, Family and Children's Services will be notified by the educator.*

### Government Subsidy:

Parents qualifying for partial subsidy will need to make their payments to Victoria Learning Centre on the last day of the previous month. Subsidized families are expected to follow the policies and procedures of Victoria Learning Centre and the policies stipulated by the “subsidy agreement” signed by the parents in the enrollment process. In all cases, fees owed to the Victoria Learning Centre not covered by government subsidies will become the responsibility of the parent. The regional subsidy contact phone number can be obtained from the Supervisor.

### Sick Days:

You are required to pay for the days your child is absent due to illness or any other reason. The operation of this child care facility is based on enrollment not attendance.

### N.S.F. Payments:

Victoria Learning Centre will levy a \$30.00 service charge for all cheques returned either N.S.F. or other. An immediate cash payment or certified cheque will be expected upon notification of N.S.F.

### Changing From Full Time Care to Part Time Care

If a parent wishes to change their child’s care from full time to part time, one month notice in writing is required. The parent should put the days of part time care they wish their child to attend. The Supervisor will then let the parent know if there is a part time space available for those days.

### Victoria Learning Centre Waitlist

If we have no spaces available in the centre, the family will be directed to the regions ‘one list’ online to place themselves on our waitlist. <http://regionofwaterloo.onehsn.com> There is no fee to be placed on the waitlist. Once a space comes available, the supervisor will contact families in order on the waitlist to make them aware and to see if care is still needed. The supervisor will have a printed copy of the waitlist for any parent that would like to visually see where they are on the waitlist.

### Withdrawing From Child Care

Victoria Learning Centre requires a minimum of **one month notice in writing** of when you intend to withdraw your child from our services. Full payment of one month will be expected if notice in writing is not given.

### Respectful Conduct & Termination of Child Care

Many supports are put in place for every child and family to have a happy, successful experience at Victoria Learning Centre. Our priority is the safety of the children in our programs. Victoria Learning Centre maintains high standards for positive interaction, communication and role-modeling for children. We believe in providing and maintaining a work environment where all employees are free from violence, threats of violence, intimidation, bullying, unkind comments and other disruptive behavior or actions which belittle, threaten, offend, embarrass, humiliate or diminish another’s self-esteem including sexual harassment and

discrimination. Such actions will not be tolerated and will be addressed immediately and may result in the immediate termination of child care and/or other consequences (e.g. police contact).

If at any point a staff feels uncomfortable, threatened, abused or belittled, they may immediately end the conversation and report the situation to the supervisor and/or licensee.

Failing to comply with Victoria Learning Centre Policies and Procedures may result in termination of child care.

### **Acknowledgement Page**

We would be happy to accommodate any questions or concerns regarding the terms of this agreement.

By signing below, you certify that you fully understand the contents of the Parent Handbook document for Victoria Learning Centre and agree to respect them as stipulated.

Child(ren)'s Name: \_\_\_\_\_

Parent/Guardian Signature: \_\_\_\_\_

Date: \_\_\_\_\_

- 1) By signing this form, you acknowledge to have read and agree to abide by the handbook.
- 2) Signing and acknowledging on our Electronic Form Submission is considered equivalent to a printed and signed version of this document.