

THE KIDS CASTLE DAYCARE LTD.

www.thekidscastle.ca

TEL: 604-980-7871



Welcome to: The Kids Castle Daycare

Dear Parents,

Thank you for your interest in The Kids Castle Daycare.

We hope after you have seen our wonderful facilities and read through this package, you will feel that The Kids Castle can provide the high-quality care that you are looking for.

We understand how important a decision it is deciding on who to trust with the care of you child. This is their first foray into education and in some cases, the first time they will be looked after by someone other than mom or dad to thrive in an environment that is exciting, as well as nurturing and full of new experiences.

It would be our privilege to have your child in our centre and care.

Best of wishes,

Tom and Ellie

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Philosophy:

At the Kids Castle Daycare we strongly believe that it is through play that children learn best. We feel it is our role to provide quality, interesting and stimulating materials and equipment to facilitate this play. We provide materials that meet a range of developmental levels. This creates an environment for each child to grow and learn at their-own rate, because each child is different and therefore grows and learns in their own unique way.

A lot of our “programming” occurs in the moment, taking advantage of simple everyday learning opportunities. Often, we will focus on a specific theme for a day. Often there is information on the board that details our plans for each week. We strive to keep our focus on the children’s interests and take our cues from them. The children and their families are our priority and so this is simply one of the ways we try to show and give them the respect they deserve. We provide a strictly anti-bias environment. Our centre is open to any child and family regardless of their abilities, culture, race, family structure etc. We do our best to represent all types of people within our centre but would also appreciate any input from you. If you have information on cultural holidays or customs unfamiliar to us - please share! If you can provide information and insight into your family structure that we could use - please share! If you can better help us understand certain abilities or disabilities that are perhaps a part of yourself or someone you know - please share! We would love to learn more!

Discipline Policy

Here at The Kids Castle Daycare, discipline and guidance centers around respect and responsibility. Each child is expected to be a respectful, responsible member of our group. This ranges from children cleaning up their own “mess” after lunch to using manners and politeness when speaking with us and each other.

All “rules” centre on these respect/responsibility/safety guidelines. The only rules are those that are required to maintain a safe and respectful environment for all the children in our centre. UNDER NO CIRCUMSTANCES will any form of physical punishment or any form of abuse EVER be used!

Instead, to help in preventing problems, clear, consistent, and simple limits will be established. These limits will be stated in a positive manner (ex. “please walk inside” rather than “don’t run”) and all limits will be explained in a manner that the children can understand (ex. “we need to walk inside so you or someone else doesn’t get hurt in case of a ‘crash’ or fall”). In every time will be allowed to give children time to respond to the limit set, and the focus will be on the behaviour not the children (ex. “running is not a safe way to move inside” rather than “you’re a bad boy - stop running!”). And of course, when the children are doing well, we reinforce these appropriate behaviours both verbally and through gestures (ex. “it’s great to see you walking inside, being so safe!” or giving a ‘thumbs up’).

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When intervening in a situation we will ensure to be down at the child's level and have their attention. If the situation involves two children having a problem we can act as a mediator when necessary, modeling problem-solving skills. We need to encourage the children to express their feelings and ideas for solving the problem and have them work together to come up with solutions. We try to ask open-ended questions to encourage the children to problem solve together (ex. "Gentle hands please. You both want a turn on the slide. What can we do?") Some children need more assistance than this though. In these other instances, appropriate choices will be offered to the child (ex. "You can wait in line for a turn on the slide or go ride a bike until the slide is free") and logical, natural consequences of an action will be explained, and then followed through on, if a behaviour continues (ex. "if you continue to push the other children waiting for a turn with the slide you will need to go play somewhere else. The children don't like to be pushed and we will not allow you to do that to them."). In every instance the children's feeling will be acknowledged first (ex. "I know it's hard to wait for your turn, it's not easy to be patient. But pushing is not OK") to help the child feel understood and supported. In some instances, children, especially younger ones can be redirected to another toy or activity to resolve problems. This will be used as a method mainly with the infant/toddler aged children. As the children grow older it is necessary to 'step-by-step' work through resolving the problem to develop appropriate social skills for the future.

As per section 51 of the childcare Regulations:

- (1) A licensee must
 - (a) Ensure that behavioral guidance is appropriate to the age and development of the child who is receiving the guidance, and
 - (b) Provide employees and parents with a written statement of the licensee's policy on behavioral guidance.
- (2) If the child has a care plan that includes instructions respecting behavioral guidance, the licensee must ensure that
 - (a) Any behavioral guidance given to the child is consistent with those instructions, and
 - (b) If the behavioral guidance includes the use of restraints that the restraints are administered only by a person who is trained in the use of, and alternatives to the use of, restraints.

Harmful actions not permitted 52

- (1) A licensee must ensure that a child, while under the care or supervision of the licensee, is not subjected to any of the following:
 - (a) Shoving, hitting, or shaking by an employee or another child, or confinement or physical restraint by another child.
 - (b) Confinement or physical restraint by an employee, except as authorized in a childcare plan if the care plan includes instructions respecting behavioral guidance.
 - (c) Harsh, belittling or degrading treatment by an employee or another child, whether verbal, emotional or physical, that could humiliate the child or undermine the child's self-respect.
 - (d) Spanking or any other form of corporal punishment.

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(e) Separation, without supervision by a responsible adult, from other children.

(f) As a form of punishment, deprivation of meals, snacks, rest, or necessary use of a toilet.

(2) A licensee must ensure that a child is not, while under the care or supervision of the licensee, subjected to emotional abuse, physical abuse, sexual abuse, or neglect as those terms are defined in Schedule H.

Playground Safety

Please do not send scarves, jackets with drawstring hoods or mittens on strings. These can all be very dangerous on climbing/playground equipment. Children can get stuck and/or choke if caught with these.

We have a “If you can’t reach it you’re not big enough yet” policy. We will not lift children up to/onto equipment (i.e. high climbers, monkey bars etc) that they cannot climb up to yet themselves. Equipment that is out of their reach and ability is not safe for them to be using. As they become older, we will be there to lend a helping hand as they try new things with their developing skills. We ask that parents always respect this policy when with the children in our play yard and/or at the parks with us.

Field Trip Policies and Procedures

Upon signing registration forms parents’ consent to their children’s participation in general daily outings (walks, trips to local parks). We either walk or take our van. We have a valid driver’s license and business insurance on our van with 2 million dollars liability. On all trips and outings, the first aid kit and the children’s emergency info/consent cards will be brought along.

Prior to each outing the children will be told where we are going, what the boundaries and limits are, and what to do if they find themselves lost. Children not in a stroller will either be holding the stroller or using the “buddy system”.

If a child becomes lost while on an outing, the other children will be safely cared for while looking for the missing child. If the search is unsuccessful 911 will be contacted along with the parents/guardians. A serious incident report would also be filed. We hope that such an incident would never occur, but with both preventative measures in place and procedures to follow we feel prepared.

If the outing requires vehicle transportation each child will be buckled into their own seatbelt or an appropriate car seat for their weight and height. Infants will be seated in a rear facing car seat until 1 year of age (we use convertible car seats appropriate for 5-40lbs). At 1 year old they will then sit in a forward-facing car seat. Children 40 lbs or over (or those whose mid-ear reaches the top of a car seat) will sit in a booster seat. We use booster seats that allow use of the van’s lap and shoulder belts. Children this size will use a booster seat until their mid-ear reaches the back of the seat or exceed the weight restrictions. When they become this tall, they will no longer use a booster seat and will sit on the normal seat in the van.



Snack and Mealtimes

Breakfast, Milk, Juice and Lunch food and drink is to be provided by the parents/guardians and we ask that it be a nutritious meal. If the child arrives with no drink for lunch time, we will provide them with some snack and water. At lunch time the children are required to eat the healthier portions of their lunch before the less healthy portions. This is to promote healthy and appropriate eating habits. Please do not send food that your child does not like or that your child has not "tried" before.

In the event of a "rushed" morning, parents/guardians are welcome to bring the child's breakfast food to the centre to allow the child to eat breakfast at the daycare. Breakfast is an especially important meal that no child should miss!

We ask that hard candies and peanuts not be included in lunches because of their choking possibilities. In addition, hot dogs and grapes need to be cut lengthwise also to prevent choking. We thank you for your cooperation.

A microwave is available for heating up warm lunches (please try not to send warm-ups in the summer, often we will picnic away from home) and any food allergies or dietary concerns will be adhered to. Parents of children with dietary concerns/allergies may be required to provide sample food and/or drink for their child for the entire day (2 snacks and lunch) if it is not possible for us to supply appropriate foods and/or drinks.

In our attempt to be as environmentally friendly as possible we would like to encourage parents/guardians to pack their children's lunches in reasonable containers and use reusable drink containers. We also recycle all paper, tin, glass, plastic products, and all pack products.

Throughout the day water drinks are available for the children as needed. At all times during drinking and eating, children are required to be seated (at table or on couch) and not engaged in any play activity. This is to ensure safety (choking etc...) and to promote appropriate eating/drinking habits. Under no circumstances will young children be allowed to walk around or play with bottles in their mouths. Pacifiers are encouraged for use at nap time only and if your child requires a bottle at nap, it will be given to him or her before they get in bed. Under no circumstances will children be allowed to go to sleep with bottles in bed. This is also to ensure safety (choking etc.) and to prevent dental problems.

As per section 48 of the child regulations:

- (1) A licensee must
 - (a) Ensure that each child has healthy food and drink according to the Canada's Food Guide, and
 - (b) Promote healthy eating and nutritional habits.
- (2) If a child's record includes, or the child has a care plan that includes, instructions respecting food and drink for the child,
 - (a) The requirements of subsection (1) (a) do not apply to the extent that they are inconsistent with those instructions, and
 - (b) The licensee must comply with those instructions.
- (3) A licensee must ensure that the food and drink given to a child is sufficient in quantity and quality to meet the developmental needs of the child, having regard to
 - (a) The child's age,



- (b) The number of hours the child is under the care of the licensee, and
 - (c) The child's food preferences and cultural background.
- (4) A licensee must ensure that children are not
- (a) Fed by means of a propped bottle,
 - (b) Forced to consume any food or drink, or
 - (c) left unsupervised while consuming food or drink.
- (5) A licensee must ensure that safe drinking water is available to children.
- (6) A licensee must make available to parents' information on the food and drink given to children.
- (7) A licensee must ensure that food and drink are not used as a form of reward or punishment for children.

Hygiene and Health Promotion

Liquid hand soap and individual hand towels will be used for hand washing. Children and staff will wash their hands before and after food preparation/eating, before and after diapering, and after toileting, nose wiping/sneezing and outside play. Both hand washing and teeth brushing will be supervised. Toileting will be supervised from outside of the bathroom to give the child privacy and other children will be asked to wait outside of the bathroom. Children will be asked to flush the toilet after each use and then of course to wash their hands.

Single use tissues will be always available to use for wiping noses etc. These tissues will be disposed of after each use. Children will be encouraged to cough/sneeze into the "inside corner of their elbow" instead of their hands to prevent spread of illnesses by hand.

The diapering location is away from food preparation areas. Diapers will be disposed of in a bag lined garbage/diaper container with a lid. After each diapering the change mat area will be cleaned with an appropriate bleach/water solution or children will each have their own diapering pads. Staff will also wash both their hands and the babies after each diapering.

Food preparation areas will be kept clean, dry, and separate from playing, toileting and diapering areas. Food preparation will only be done in the kitchen. The refrigerator will be kept between 0 and 4 degrees C, which will be monitored by a thermometer always located in the refrigerator. All hand towels, wash clothes and dish towels will be laundered daily. Tables, counter tops etc. will be cleaned after each use with the appropriate bleach/water solution. Toileting areas will be sanitized daily as well as carpets vacuumed. Shelving, doorknobs, play pen rails etc. will be sanitized with an appropriate bleach/water solution weekly, or as needed. All dishes will be washed in a dishwasher Plastic toy will be washed on a rotating schedule using the same methods, and stuffed toys and dress-up clothes will also be laundered on a schedule.

Children will use the sleep mats that they bring from home and parent need to take them home to wash them every Friday.

All cleaning supplies, knives, plastic bags and other potentially dangerous products are stored inaccessible to the children, either up high or in latched cupboards.

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Medications

All medications are stored in a locked medicine box. Children are not given any medication without the parents' written consent. Written consent may only be on a "Permission to administer medications" form and all medications must be in their original bottles with original labels. I also indicate on the administering form the date, time and dosage of medicine given at each administration, and then initial this information.

For prescription medication, only the directions on the bottle will be accepted for administering the medication. And in all instances, we will also need to know when the child received her last dosage of the medication, to ensure medication is given at appropriate times consistently.

With any prescription medication children may not return to care until they've had a full 24 hours of dosage, are no longer contagious and ready to participate in the full childcare day, to ensure they are well on the road to recovery.

Allergies

All allergies (and dietary concerns) will be clearly posted both on the refrigerator and written on the child's emergency info/consent cards.

First Aid

all staffs hold current first aid certificates and are ready to perform care when necessary. Staff will wear disposable gloves when administering care involving the treatment of wounds and when cleaning up bodily fluids. A complete first aid kit is always available, including on field trips etc. The children's emergency info/consent cards are always kept in the first aid kit, as well we usually carry our cell phone with us on outings for use in the event of an emergency. In the event a child needs emergency medical attention an ambulance will be called, and then the parents - to allow them to meet the child at the hospital as soon as possible. Any serious incidents will be reported to the CHR by filing a serious incident report immediately.

Telephone Communication

If you need to contact us during the daycare day, please feel free to phone. If you get our voice mail, please do leave a message in the daycare mailbox, as often we are out or we are busy with the children and unable to get to the phone at that moment. We do check messages and return phone calls as soon as we get the chance. In an emergency you can try phoning repeatedly and if we are home, we will usually get the idea that it is urgent and get to the phone. We can also provide you with our cell phone numbers.

If you call outside of daycare hours, please leave a detailed message. We do not usually return calls until the next daycare day.



Illness Policy

In the event a child becomes ill during the day the parents/guardians will be contacted immediately and be required to come pick the child up. If the parents/guardians can't be reached the alternate emergency contact person will be called to come pick up the child. While waiting for an ill child to be picked up, the nap room will be used as a place to rest, as the child can be closely supervised in this area. This also allows the child to be separated from the others to prevent spreading of illness. If the child requires emergency medical attention an ambulance will be called first and then the parents/guardians to notify them of the incident and which hospital to meet the child at.

In the event a child arrives at the centre in the morning and appears to be too ill to participate in the day, the parents/guardians will be asked to find alternate care for the child. If a child is too ill to participate in the childcare day, then that child is too ill to be at the daycare. Our day includes both inside and outside play. We request appropriate clothing be at the daycare to match the weather. This ensures we can have outside play daily, except in extreme weather conditions of course. Allergy related and common cold symptoms as well as no communicable diseases/illnesses do not require that the child be excluded from care.

One or more of the following conditions require that children be excluded from care: Children may return to care **after 48 hours** and when they are free of symptoms, or have a physician's/Medical Health Officer's written approval:

- a. Pain - any unexplained or undiagnosed pain
- b. Acute cold (fever, sore throat, green/yellow runny nose/eyes etc...)
*** May return to care when temperature, energy and general well being are normal. ****
- c. Difficulty in breathing - wheezing or persistent cough
- d. Fever (38 C or higher)
- e. Sore Throat or trouble swallowing
- f. Infected skin or eyes (mucus/pus draining) or an undiagnosed rash
- g. Headache and stiff neck - should see physician
- h. Severe body or scalp itching
- i. Children with a known or suspected communicable disease/illness
- j. Vomiting - 2 or more times in 24 hours - may return to care after 24 hours without vomiting
- k. Diarrheal - 2 or more times in 24 hours - may return to care after 24 hours without loose stool/diarrheal
- l. Nausea/Vomiting/Abdominal Cramps and Diarrheal
- m. Just not feeling good - a child must be well enough to participate in the entire day to be at daycare

***** fever must be gone on its own for children to return to daycare without being controlled by regular doses of fever (Tylenol etc.) medication.

***** Parents are required to inform us of any serious illness or communicable /contagious disease (with their child or within their family) within 24 hours to allow other families within the childcare centre and the Health Unit to be alerted.

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Pick-up and Drop-off of the Child

Children will only be released to their parents/guardians or persons authorized by a parent/guardian to pick-up the child. All persons authorized to pick up the child must be at least sixteen (16) years old. Identification will be required for persons picking up that the caregiver has not met before, for safety/security reasons. A “password” system can also be used. If there is a custody order or other such court order that prohibits any parent/person from contacting/picking up the child a copy of this order MUST be kept at the daycare for “enforceability”. If an unauthorized person arrives to pick up the child, the child will not be released, and the parent will be notified immediately.

Children will not be released to any person that appears to be under the influence of drugs or alcohol or otherwise appears incapable of providing safe care of the child for safety/security reasons. Instead, another authorized contact person from the child’s registration form will be contacted to come get the child and individual. If there is no one available to come get the child, the Ministry for Children and Families and/or the Police will be contacted for further instruction. Such steps will also be taken if a child is not picked up from childcare at the end of the day, and all attempts to contact all other authorized contact persons has been made. Parents must walk their children into the house, please do not send them to run in on their own. Please make sure we are aware they are here before you leave.

If you plan to arrive outside of your typical daycare hours (yet still within hours of operation) please advise us of this. Often, we will not be up, dressed, and ready for the day until 7:30am if no children are scheduled to arrive until 7:45am etc.

Our typical nap time is from 12:00noon-2:00pm. Children may not be dropped off between these times as it is very disruptive to have children arriving during nap time (for both the children here and the child who has to arrive to either immediately go down for a nap, or then is required to be quiet while the younger ones sleep). If you are picking your child up between these times, please do so quickly and quietly. If you can let us know when you will be arriving at nap time to pick up your child, we can wake them a minute or two early and get them ready for you, as this is usually the least disruptive way. Thank you, we all appreciate your understanding.

Custody/Guardianship Issues

We are aware that many children have parents that do not live together. In such situations we do our best to work in cooperation with and communicate with both parents about their children’s development and daycare news. When we prepare newsletters, we will make a copy for each parent. Good communication between both parents and the daycare is in the child’s best interests. We encourage parents to supply us with copies of agreements or court orders that address matters pertaining to their children, especially if there is any level of conflict between the parents or minimal good communication between the parents.

In situations where both parents share custody and guardianship of the child) we can work freely with parents, sharing information and releasing the children to both parents. We cannot release the child to one parent if it is not that parent’s time with the child as per an agreement or court order unless the other parent consents.

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In the event parents do not share custody but do share guardianship we are free to communicate with the non-custodial parent as stated above. In the event parents do not share custody or guardianship, then we must follow the instructions of the child's sole guardian regarding communication with the other parent. We require a copy of the custody and guardianship agreement/court order and any instructions from the guardian in writing for the child's file. In most cases it is in the child's best interests for us to be communicating with both parents.

Also, in the event parents do not share custody of the child(ren) then we must follow the instruction of the custodial parent regarding the other parent calling or visiting the child(ren) while in our care (regardless of shared guardianship or not). Again, we will need a copy of the custody agreement/court order and any instructions from the custodial parent in writing for the child (ren)'s file. In cases where such contact is permissible, we assure parents that we cannot and will not allow the non-custodial parent to remove the child from our care unless pre-approved by the custodial parent or unless court ordered (such as court ordered access time).

Safety Drills

Fire and Earthquake drills are held monthly (and therefore smoke detectors tested also) and the children are taught what to do in each situation. Our Fire Extinguishers are located in the kitchen and by the refrigerator.

In the event of Fire

at the signal of the smoke detector all children and staff will stop what they are doing and leave the centre by way of the closest, safest exit

- From main room we go out by the Glass door to the back yard.
- From bedroom one (west side) we go out by the Glass door to the backyard.
- From bedroom two and three (east side) we go out the door to the hallway and use the Exit door to backyard.
- Staff will take both the 1st Aid Kit (children's emergency info/consent cards included) and Attendance Sheet with them and close all windows/doors on the way out, while checking behind doors, in bathroom etc. for children who may be frightened and hiding
- Children physically incapable of walking out will be carried by staff
- Children and staff will group at the meeting spot (the backyard) and a head count will be done
- 911 will then be called and any medical treatment necessary will be administered



In the event of earthquake

- If OUTSIDE: children will be instructed to get to the most open area (away from trees, buildings, walls, power lines)
- If INSIDE: children will be instructed to crawl beneath the closest tables and doorways, and to crouch, heads down, with their hands covering their heads.
- Children will be instructed to remain in these positions until the shaking stops.
- When the shaking stops all children and staff will re-group and any medical treatment necessary will be administered.
- Any unsafe utility lines will be shut off.
- Staff and children will remain in the centre if possible until parents/guardians arrive to pick-up their children.
- If not possible to remain in the centre, we will go to Delbrook community centre just the other side of the centre 600 West queens Rd.
- The centre will have enough supplies on hand and in the earthquake kit to comfortably sustain ourselves for 72 hours.

Specific Emergency Escape Plans are posted in the centre with Floor Plans that detail which exits to use

Earthquake Preparedness Strategies

Much like fire drills, earthquake drills are also practiced monthly. The children have been taught that when the ground starts shaking, they need to get under the closest table or doorway, away from windows if possible. They will crouch down and cover their heads with their hands. We will stay in these positions, counting out loud (something to occupy ourselves during the shaking), until the shaking stops. We have discussed the possibility of things falling and breaking, the lights going out, things being very loud and that to be under something is to protect our bodies. It has been made very clear that it's OK for these things to fall and break, that our only concern is to be safe.

Along with our practice drills, we are prepared to be able to care for the children until parents/guardians can arrive and pick them up. We are stocked up on batteries (for the radio and flashlight) and water. We always have a well stocked 1st Aid Kit, along with juice, water and snack food that could be made to last days. Having the children's' changes of clothes and nap-time bedding will help for extra warmth if the heat goes out.

In such an emergency it is understandable that the children will be upset and want Mom or Dad immediately. To help them get through those tough times a family photo (to be kept at daycare) is a wonderful item for the children to have and hold. We ask that these photos be brought to daycare in the hopes that they never have to be "used".

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Registration Fee:

\$200.00 non-refundable (cash or cheque) registration fee and gradual entry must accompany your child's completed registration form before your child's first day of care in our centre. Care will not be provided without these items and a space will not be held by verbal contract.

Security Deposit:

When a space becomes available for your child to attend The Kids Castle Daycare, a "security deposit" of one full month's fee must be given within 48 hours of acceptance for the childcare space, **this security deposit is NON-REFUNDABLE if the space is cancelled**. If you wish to withdraw one-month notice is given, then this fee will be refunded on your last day of care. If no notice is given, then security deposit will be kept.

Fee:

12 – 18 Months	Kids Castle Fees	Gov Grant	Your payment
5 days	\$1732	\$900	\$832
4 days	\$1530	\$720	\$810
3 days	\$1280	\$540	\$740
2 days	\$865	\$360	\$505

18 – 36 Months	Kids Castle Fees	Gov Grant	Your payment
5 days	\$1729	\$900	\$829
4 days	\$1530	\$720	\$810
3 days	\$1280	\$540	\$740
2 days	\$865	\$360	\$505

3 – 5 Years old	Kids Castle Fees	Gov Grant	Your payment
5 days	\$1226	\$545	\$681
4 days	\$1096	\$436	\$660
3 days	\$962	\$327	\$635
2 days	\$718	\$218	\$500

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Note:

Fees are due by before or the 1st of each month, and we require E-Transfer. Fees may also be paid by cash. Any fees received later than the first (1st) day of the service month are subject to the late charge. Any parents paying fees late twice or more may be subject to paying fees by a pre-payment policy. **Full fees are due regardless of a child's illness, an absent child, statutory holidays, or holiday day off.** Also, No Exchange on days is acceptable. A receipt for fees paid will be provided at the end of each year for tax purposes. Fees are subject to increase with a minimum of one full calendar months notice.

Please e-transfer to:

685 West Queens Road location parents,

K1monthlyfee@gmail.com

570 West 29th Street location parents,

K2monthlyfee@gmail.com

Late monthly daycare fees

We use your monthly fee to pay our hard-working teachers. Please make sure you pay before or on the first day of the month. Please set your alarm that remind you for your child payment.

We are going to charge late payment fee as follow:

2 days late	\$20
3 days late	\$40
4 days Late	\$60
5 days late	\$100
6 days late	\$150

Holiday

Each year the daycare is closed between Christmas and New Years, Good Friday, Easter and for all Statutory Holidays. The Kids Castle and Babies Castle Daycare will be closed for summer vacation for remaining of the week of BC Day. Also, when a Holiday falls on a Tuesday or Thursday we often close for the accompanying Mon/Fri. Full fees are still due each month regardless of holidays. This is instead of much higher fees during "non-holiday" months and then lower fees during "holiday months". We also reserve the right to close the daycare for personal/family sick days as needed, with fee reimbursement.

Parents/guardians that use government subsidy to help pay for fees are responsible for renewing their authorization before it expires. If parents/guardians do not renew their subsidy claim before their previous claim expires the parents/guardians will be responsible for full fees until I receive authorization to bill the ministry and have received payment. If/when we receive back payment from the ministry (for fees already paid for by the parents); we will reimburse the parents/guardians the subsidy amount.

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Withdrawal AND Termination of Services Policy:

A MINIMUM TWO CALENDAR MONTHS WRITTEN NOTICE is required for termination of childcare services. This NOTICE IS DUE BY THE LAST DAY OF THE MONTH (ex. if terminating care for May 31st - notice must be given by March 31st). This ensures that the entire following two months are available to prepare for the upcoming change and allows opportunity to attempt to acquire a new care contract, as it is necessary to maintain consistent finances to run childcare. Childcare services will not be terminated in the middle of a month; we work on calendar months only. If parents/guardians do not give full termination notice they are responsible for paying the following months fee to make-up for lack of proper withdrawal notice (ex. if termination notice is given on May 5th - the parent(s)/ guardian(s) is responsible for both May and June full fees). These fees are also due by the first day of the month. Any fees not paid on time with regards to termination of childcare services will also be subject to daily late fees, until full payment is received. This is a non-negotiable policy.

In the event of any concerns (raised by staff, parents/guardians or even children) a meeting can be scheduled to address the issues. The meeting will involve us, and the parents/guardians involved. The concerns will be clearly stated (ex. late payment, failure to adhere to centre policies, behavioural problems etc.) and discussed. Solutions will be sought in a non-judgmental manner. A plan will be designed to resolve the issue. A second meeting will be scheduled to review the situation within a reasonable time frame. In the event the issue cannot be resolved to everyone's satisfaction, a 1 month written notice of termination of services will be given. This notice will also be given by the last day of a month.

THE KIDS CASTLE DAYCARE LTD.

www.thekidscastle.ca

TEL: 604-980-7871



Items Needed from Home

- Nap Bedding
- Crib sheet.
- Blanket
- Nutritious Lunch with Drink infant formula/bottles
- Sleep toy/cuddly.
- Slippers/indoor
- Shoes
- diapers and wipe, diaper rash ointment
- Spare Clothing and underwear
- Summer Items (sunscreen - socks -sunhat - pants/shorts – shirts)
- Winter Items (muddy buddies, puddle pants, appropriate (waterproof) jacket, gloves , mitts , toque, boots)
- **Family photo(s) for earthquake kit**

******* Please ensure that children come dressed in “play” clothes. *******

Although we are careful while doing art and playing outside, there are instances where clothes could become stained. We appreciate your understanding and so do the children.

Extra supplies can be left at childcare and replenished when necessary or can be brought daily.

Please do not send any toys from home with your children to daycare. The teachers have right to deny any toys to enter the daycare. We are not responsible to lost toys and our staff will not search for lost toys.

Thank you for your understanding.

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Child's Name:-----

Fee reduction agreement

I understand that **The Kids Castle Daycare** and **The Babies Castle Daycare** have chosen to accept the funding program and fee reduction initiative implemented by the government of BC effective April 2018.

I understand that I am eligible for a fee reduction based on the amount of days my child is enrolled in either the infant and toddler program or the 3 - 5 years program.

The fee reduction for each age group is as follows:

Children under 36 months of age

5 days \$900

4 days \$720

3 days \$540

2 days \$360

Children 3 to 5 years old

5 days \$545

4 days \$436

3 days \$327

2 days \$218

I understand and agree that should the fee reduction initiative (opt-in) be reduced, changed, renegotiated or discontinued by any sitting government in the future I will become responsible for the partial or full monthly fees due to the kids castle daycare current fee Schedule for the care of my child.

Date:

Date:

Parent/Guardian 1 Full Name

Parent/Guardian 2 Full Name

Signature

Signature
