

# Edmonton After School Care Association

## Parent Handbook



## **Edmonton After School Care Association**

Welcome to the Edmonton After School Care Association (EASCA)! This handbook was created to outline and inform all our families about our centres' programs and procedures. Additional information can be found in our policies on our website ([www.easca.org](http://www.easca.org)). Our desire is that your experience at our centres is positive and enjoyable for both you and your child(ren). We are always available to answer your questions or discuss your concerns. We hope you and your child(ren) will be happy at either of our centres.

We encourage you to become involved with the centre; with your support and participation, our program will function and flourish as well as provide an excellent service to your family.

### **Our Centres**

EASCA is a non-profit, parent-run organization that was found in 1973 by a group of parents who felt a need for quality care for their school age children. We first opened EASCA in Afton Elementary school in 1987 and we were fortunate to open a sister centre in Meadowlark School in 1994. In June 2021 we closed our doors in Afton Elementary School after 34 wonderful years providing quality childcare in the community.

### **The Board**

EASCA is operated by a voluntary Board of Directors, made up of parents and community members, that meet on a bi-monthly basis. The board consists of a Chairperson, Vice-Chairperson, Secretary, and Treasurer which make up the Executive Board. The rest of the board is made up of parents who want to be a part of the operations of the organization. The Board also has committees that value and use the skills that each parent brings to the organization.

The Board of Directors is elected annually at an Annual General Meeting. We encourage you to participate, as we know that you as a parent, have a great deal to offer. Board members are always needed and are necessary for the continued success of Edmonton After School Care Association.

### **Program philosophy**

At EASCA our goal is to run in a safe and nurturing environment that respects that each family comes to us with a variety of backgrounds, beliefs, and diverse needs. It is of great importance to us that our programs meet the continuous and changing needs of the children through encouraging self-reliance, responsibility, respect, and self-esteem. We work hard to ensure the children's unique ideas and interests are incorporated into the programs to make it an overall enjoyable and positive experience. At EASCA we recognize the potential within each child while validating their feelings and their rights as capable citizens. We strive to support each child's social, creative, cognitive, emotional, and physical needs while also implementing community involvement. As well as bringing life experiences into the program through Risky Play.

Our centre also follows the Reggio Emilia approach implementing both nature and purposeful materials. At EASCA we believe in offering a play and centre-based environment for the children to explore. We thrive on healthy, supportive, and positive relationships while continually looking out for the children's mental health and well-being. We are also excited to continue implementing the new early learning and childcare framework, Flight: Alberta's Early Learning and Care Framework for it aligns with our goal to highlight all the "mighty learners" in our programs. Our roles as educators are to co-learn, co-research and co-imagine the partnerships we share with families, team members, children, and the broader community and work alongside them and their cultural traditions, in a responsive environment.

## **Holidays:**

We will be closed on the following Days/holidays:

- New Year's Day
- Family Day
- Easter Monday
- Victoria Day
- Canada Day
- Heritage Day
- Labour Day
- The National Day for Truth and Reconciliation
- Thanksgiving Day
- Remembrance Day
- Christmas Eve
- Christmas Day
- Boxing Day
- New Year's Eve

Any other day proclaimed as a provincial or national holiday; the center will also be closed.

Should any of these holidays fall on a weekend, EASCA will be closed the following weekday(s) in lieu of the holiday.

EASCA reserves the right to change the hours of operation, and days the centre may be closed due to various circumstances (e.g.: Teacher's Strike). As much notice as possible will be given of any change from the above.

**If you do require care** and we are closed on a day that we would usually be open, you will receive 1/20<sup>th</sup> of your fee to cover the cost of alternate child care if a receipt is provided from a certified child care program (i.e.. YMCA, Licensed Day home).

You can find these dates noted in our monthly newsletter.

## **Child Guidance**

Consistency is important when dealing with children. Our staff will try to incorporate the methods you use with your child as long as they are constructive and fall within our guidelines. The staff will need your support and cooperation if any situation arises at the centre that includes your child(ren).

EASCA focuses on guiding children by encouraging appropriate behaviours and interactions. Some examples include:

- Staff modelling appropriate behaviours
- Appropriately praising and acknowledging positive behaviours
- Problem solving steps are posted on the wall for children to use and for the staff to guide them through

As inappropriate behaviours arise, we guide the children to make appropriate choices through logical consequences (i.e. "If you throw the Lego, you'll have to pick them up") and communicate with the parents through incident reports and conversations at the end of the day. EASCA does not employ the use of Time Outs as a consequence – as per licensing regulations.

If an unacceptable behavior (ex. purposeful harm to staff or another child) is repeated, resulting in three incident reports for the same behaviour within one week, a Behaviour Intervention Contract will be implemented. Depending on the behaviour, EASCA reserves the right to put the child on a Behaviour Intervention Contract even with out the same three incident reports in one week.

If we feel like children are creating an unsafe environment for staff and other children, then EASCA reserves the right to immediately terminate childcare.

### **Keeping Communication Open:**

On a day to day basis, we encourage you to share with the staff any relevant information to enable us to better understand and care for your child. For example:

- what is happening at home
- any physical or emotional occurrences
- any new experiences
- what your child tells you about our program
- any changes you see because of our program as in new abilities, interests, attitudes etc.

Please note: EASCA follows a zero tolerance of abuse policy. If a parent or child is abusive to any staff member or child in the centre, childcare will be terminated immediately, and no portion of childcare fees will be reimbursed. Our priority is keeping the children and staff safe.

### **File Updates**

We will do regular file updates every 6 months as per licensing regulations. In case of an emergency, you should always understand the importance of keeping the information on your child's file updated in terms of:

- change of employment - new work number
- change of address
- change of phone number
- change of email address
- any change regarding the emergency contact person (including their addresses)
- persons you authorize to pick up your child, or persons you want to remove from the pickup list
- change in your child's health - (i.e.) new allergies, etc.
- custody issues or changes

Please make sure that your authorized alternate pick-up people and emergency contacts are always current and local. These are the only people we will release your child to, besides you. You can add an alternate pick-up person, or change any of the above information, any time it needs to be updated. To do so, please talk to your centre's Program Supervisor in person and the changes will be made.

**Please Note:** All pick-up persons must be at least 14 years of age and have photo ID.

### **Food and Nutrition**

EASCA provides two nutritious snacks throughout the day. A drink of water or milk will be served alongside each snack. All EASCA menus are made according to government regulations.

Snack times are as follows:

- Morning Snack – 7 am, for a maximum of one hour.
- After School Snack – Immediately after school for a maximum of one hour.

We do not offer snacks for your child outside of these times. Your child is welcome to eat any of their leftover lunch time snacks if they are still hungry outside of these times. If they do not have any snacks in their lunch, EASCA will offer a fruit for a snack.

Children bring their own lunch and eat between 11:21 am – 12:05 pm.

If your child does not have lunch, and we must provide a lunch for them, you will be required to pay \$7 each time.

EASCA does not allow nuts or nut products **AT ANY TIME** to be brought to the centre. If any of these products are sent with your child, they will be left uneaten and labeled explaining that your child was not allowed to eat it at EASCA as it contained nuts.

Any snacks brought from home for birthday parties or other celebratory purposes must be from a store-bought facility. They must be in their original packaging and contain a list of ALL ingredients. Otherwise this treat will not be shared with the children.

During the school year, a hot lunch is offered optionally at an additional fee. A hot lunch menu will be sent home when they begin to be offered.

### **Bullying & Harassment**

EASCA has a zero-tolerance policy when it comes to bullying and harassment. This policy applies to all children and parents that use our services. If we notice bullying behavior it will be communicated to the parents and the steps for unacceptable behaviors will be followed in accordance with our Child Guidance Policy. However, when a bullying situation has been identified EASCA reserves the right to suspend or terminate services immediately.

### **Illnesses**

Parents are required to keep their child home if they are displaying ANY of the following:

- a) Core COVID symptoms (please refer to the daily assessment sheet by Alberta Government)
- b) fever (38 degrees or higher, especially if persistent)
- c) diarrhea/vomiting (2 or 3 times in 3 or 4 hours)
- d) undiagnosed rash/skin condition
- e) communicable disease (other than mild upper respiratory tract infection)
- f) obviously infected discharge (thick and colored, especially green, red, or brown)
- g) head lice (staff must be notified of any case of head lice and the child cannot return until they are free from both live adults and nits)

Please call or email the morning your child will not be attending, due to an illness. When notifying us, please include the symptoms your child is experiencing so we can make a record for Alberta Health. If you do not call to inform us that

When a child returns to the center after a contagious illness a doctor's note is required stating that the child is no longer contagious and is healthy enough to return.

If a child begins displaying any of the symptoms listed above at the center, they will be isolated from the other children. The parent or emergency contact will be called to remove the child within 30 minutes of the phone call.

**Parents not abiding by these procedures will receive a one warning in writing (by email). If it happens again, they will be charged a \$25.00 non-compliance fee for every time after that if they do not follow these procedures.**

## **Medications**

All prescription and non-prescription (e.g., Tylenol, cough syrups, etc.) medications must be brought in a **LABELLED PHARMACY CONTAINER** showing the doctor's name, child's name, date of issue, and dosage. Medications will only be administered according to the label. Expired medication will not be administered and will be sent home unused.

When you bring in a medication you must fill out a medication consent form. Without this we cannot administer medication to your child. Medications will NOT be accepted via lunchboxes or backpacks. It must be given directly to a staff member.

Any items containing medicinal ingredients must be given to the staff upon arrival. This includes non-medication items such as cough drops and chap sticks. Any non-medication items in a child's possession that are found to contain medicinal ingredients will be stored in a lock box in the office until pick-up time and will not be administered to the child. This is as per Licensing requirements.

All medications, except for emergency medications, will be kept in a lock box. All medications will be kept out of reach of the children. Emergency medications will be taken with staff any time the group is offsite, including to the playground and outdoor space at EASCA.

## **Bathroom Accidents**

If a child has a bathroom accident a staff will accompany them to the bathroom but remain outside the stall to make sure they are okay. The child will be provided with a bag for their dirty clothes. If they have a urine accident, the child will be guided to change their clothes and clean themselves up. If the accident involves poop, the parent/guardian will be notified immediately. If the child cannot clean themselves, the parent/guardian will be required to come to the centre within 30 minutes to assist them.

Please Note: In the event of a bathroom accident, we do not provide spare clothes. All children are expected to have extra clothes onsite. These items will be stored in their cubbies and used for EASCA time only, a separate set must be sent if you want your child to have extra clothes during school time.

## **Emergency and Evacuation Procedures**

To ensure the safety of all children, fire drills are practiced monthly. If an actual emergency necessitates the evacuation and closure of our Centre, the children will be taken to a predetermined relocation site. The parents will be contacted immediately and asked to pick up their child at the relocation site as soon as possible.

In case of fire or other emergency, children will be evacuated to:

**Meadowlark Community Center: 15961 92 Ave NW, Edmonton, AB T5R 2J2**

## **Accident Procedures**

In the event that a child is involved in an accident while attending the Centre, the following measures will be implemented:

1. First aid will be administered immediately.

2. If an ambulance is required for immediate medical attention, the child will be accompanied by a staff member. The child's parents or emergency contacts will be notified immediately. Portable emergency information will accompany the child to the medical Centre. All costs incurred for use of the ambulance will be the responsibility of the parent.
3. When an ambulance is not necessary but immediate medical attention is, the parent or emergency contacts will be notified by phone and advised to seek the necessary medical attention.
4. An injury/incident report will be completed and signed by the attending staff member, parent, and the Executive Director or Program Supervisor. It will then be placed in the child's file.
5. All serious incidents will be reported to licensing within 24 hours.

### **Waiting List**

From time to time, the demands for childcare outnumber the available childcare spaces we are licensed for. If this is the case, your name and that of your child's will be entered onto a waiting list. The centre will contact you when a space can be offered to you.

Once you have been given notice that there is an available space, you will have one week to contact EASCA and make arrangements to register your child. After a week the spot will be given to the next family on the list.

### **Child Left After 6:00pm**

Families will be charged a late fee of \$1.00/minute/per child for every minute their child is left at the centre after 5:00pm. This applies even if your child is picked up at 6:01pm. This amount will be debited from your next month's fees. You will be required to sign our Late Pick-Up Book when you pick up your child.

In case of an emergency, when you or the other authorized persons are unable to pick up your child, please call the centre and explain your situation. If a child is still at the centre after closing, the staff will call the parents at all phone numbers listed on your file (both work and home). If there is still no answer, the emergency contact people will be called and requested to pick up your child. If there is no answer, the Program Supervisor or Executive Director will be called, and staff will continue to call all contacts on the child's file until 6:30 PM. At this time, the Program Supervisor or Executive Director will call the Child Welfare Branch of Social Services. Prolonged lateness in collecting your child may result in termination of the service.

### **Fees**

Please see the fee schedule for current fees. All fees are paid by automatic withdrawal on the first business day of every month. Your fees pay for your child(ren)'s spot, not the actual hours you attend. There will be no discounts given for vacations, absences, or family illness.

Any increases to the fees will be decided by the Board of Directors. You will receive notice of the fee change at least 30 days before the change will take place.

A voided cheque for automatic withdrawal is mandatory, and the Pre-Authorized Debit (P.A.D.) Agreement included in the registration package must be signed.

Any fees not paid by the 15<sup>th</sup> of the month (without prior arrangements) will be charged a 15% penalty to be paid within 30 days or services will be terminated.

## **Registration Deposit**

The registration deposit of \$100 must be paid upon submitting a registration package. For care that will start on September 1<sup>st</sup> the registration fee must be paid in advance to guarantee your spot for the coming year. Provided you give the proper notice, this fee will be returned to you on the last day of your child's attendance at EASCA.

## **Subsidy**

If you will be applying for subsidy a copy of your conditional approval (showing amount subsidy will give) is required upon registration, otherwise full-time fees will be charged. If you are charged full time fees, once you receive conditional approval of subsidy, you will receive a credit on your account.

For families that qualify for subsidy, your child must attend at least 50 hours/month to maintain full funding from subsidy. If at any point you do not get enough hours and the subsidy does not pay out your full amount, you will need to bring in payment for the balance owing.

## **Absences**

If your child will be away for illness, doctor's appointment, etc., please notify the centre via phone call or email by the morning of. If you do not inform that your child will be absent from the program, or an alternate adult will be picking up your child(ren) there will be a non-compliance fee of \$25.

If your family will be taking a vacation, please let the staff know at least two weeks before so we can plan accordingly. If you will be away for a month or more, full fees must still be paid to keep your spot. If you do not wish to pay fees, 30 days' notice must be given to terminate care. Full fees will still be required if you fail to give a full 30 days' notice. Your child will then be placed on the waitlist, but we cannot guarantee a spot will be there for him/her when you return.

## **Drop Off and Pick Up**

Parents must bring their child to EASCA doors each day and ensure a staff lets them in the building. EASCA's responsibility begins when the child walks through the EASCA/school doors or the child is turned over to the staff by an adult while staff are not in the Centre (e.g., While staff are supervising children on the playground).

At pick up parents HAVE to come to the doors and cannot wait in the car, or across the street for the child to come to them, this is a licensing requirement. When children are playing in the park at pick up, parents need to check in with the staff and then the child is now in the responsibility of the parents, as we have signed them out of our care.

## **Pick Up Arrangements**

If you are unable to pick up your child by six (6) PM, please arrange to have someone else come pick up your child. We also ask that you call to let us know who is coming to pick up your child. We will not release your child to anyone without prior consent daily, unless they appear on the alternate pick-up list that was filled out upon registration.

## **Release Policy**

1. If anyone other than the parent/guardian or alternate pick-up people listed on the registration forms is to pick up a child, the parent/guardian must talk to a staff face to face with a written record of who will be picking up their child.. Staff WILL NOT release children unless parental permission has been given on a daily basis.



2. If, at any time, a person is unknown to the staff, including parents/guardians, they will be asked to present picture identification for verification.
3. If a parent is unavoidably delayed, it is necessary for them to call the center to indicate what other arrangements have been made.
4. A child will not be released to anyone under the age of 14.
5. If a parent or their authorized person is in a state of inebriation, the child will not be released to this person. Parents or emergency contacts will be called. If the person becomes belligerent or aggressive, the police will be called.
6. A child will not be released to a cab driver at any time. Parents/guardians or emergency contacts must pick up the child.

### **Contact Procedures**

If a child does not appear at the centre as expected, we will contact the school and their parents. Our contact procedures are further outlined in our supervision and illness policies. Parents not abiding by these procedures will receive one warning in writing (by email). If it happens again, they will be charged a \$25.00 non-compliance fee for every time after that they do not follow these procedures.

### **Termination**

We require that you give at least one month's (30 days) notice, by the first business day of the month, in writing if you are removing your child from our program. If sufficient written notice has not been received by the Executive Director or Program Supervisor, your full regular fee will be debited for the month.

### **Outdoor Play**

The outdoor play routine will be modified according to the seasonal changes in the time the sun sets. During the winter, when the daylight hours are the shortest, outside play time will only be allowed until 15 minutes before the sunset and 15 minutes after sunrise. Sunrise and sunset times will be posted daily so parents are aware.

Parents will ensure that their children bring appropriate outdoor clothing and footwear for the weather at all times (No flip flops are allowed). If a child does not have proper outdoor wear, the activities they can participate in may be limited due to safety.

Children not being properly dressed for the weather can cause potential health risks, such as heat stroke and frostbite. This will violate the child's needs, according to Alberta Child Care Licensing Standards. Our main priority as a childcare organization is always to keep the children safe and healthy.

### **Child Supervision**

Staff will make sure they know where the children are at all times and be aware of the room. They will do a visual attendance check every 15 minutes during the day. Along with this they perform regular safety checks and make sure the environment is safe.

### **Electronics and Media**

Computer and Gaming System access is limited to 2 days for a maximum of 40 min/child/week. All websites and games have been approved by the Executive Director and Program Supervisors. All computers the children have access to are protected by installed safety software.

G & PG movies will be shown occasionally but limited to special occasions only and occur no more than once per month.

Electronic games from home will not be allowed at EASCA at any time. Children may not use cell phones or any other electronic devices while at EASCA, however they may use the centre phone should they need to contact their parents.

### **Social Media**

All child photos and videos will be kept off social media, unless otherwise signed off on by the parents. If these are posted, it will be for advertisement purposes only. Volunteers and staff will not have pictures or videos of children stored on their personal devices.

### **Parent Involvement**

The staff at Edmonton After School Care Association considers our centre to be an extension of the family and we encourage parental involvement within the centre. When staff and parents work together as a team, we feel the experiences available to your child are enhanced and multiplied. Currently all parents/visitors will require permission to enter the center and will require an assessment before coming into the building. Some examples of ways you can become involved include:

- Parent workshops with feedback from parents on topic choices when available
- Feel free to share significant events that happen at home, so we have a clearer understanding of what is happening with your child's entire surroundings
- Please let us know if you or other family members have special talents, interests, or hobbies that could be shared with our children to enhance our program.
- Potlucks, family fun nights, and other parent functions
- Join the Board of Directors

### **Volunteering**

**\*\*currently this is on hold. Once measures have eased, we will reimplement this.**

Each family is required to volunteer twelve hours per year. One hour of volunteer time is equal to \$20.00. Please Note: Single parent families, this means families that do not share custody, will only be required to complete 6 hours per year.

If twelve hours have been completed by the end of August, the deposit is rolled over for the next year. If a family has completed less than twelve hours, a fee of \$20.00 per hour will be charged for the hours remaining. This amount owing will be added to September fees.

If a family leaves the program before the end of the year, the number of hours required will be prorated to one hour per month attended and charged with their last month's fees. Completion of all these hours will result in you receiving reimbursement of the full \$240.

The volunteer hours program is in place as it helps keep the fees lower as we would have to ask staff to work longer hours to do the tasks otherwise. We have many options available to complete your hours on a yearly basis. Some ideas include but are not limited to:

- Cleaning bees
- Helping to sweep, mop, wipe tables, do dishes, etc.
- Toy cleaning and organizing
- Laundry
- Recycling

- Field trip assistance
- Eco station and dump trips
- Displays
- Cooking or doing an activity with the kids

Parents will be made aware of volunteer opportunities as they become available through notices posted on the parent info board, emails, or in the monthly newsletter. Once you have completed a task you must sign the volunteer hour tracker sheet on the parent information board. A receipt for the hours completed will be handed to you at this time.

### **Expectations of Parents Volunteering for Field Trips**

Volunteers are responsible for assisting with their assigned group

Volunteers are expected to model appropriate behaviours at all times. This includes, but is not limited to, no smoking, refraining from purchasing items from gifts shops, following, and encouraging instructions from the staff, and coming dressed appropriately for the planned outing.

### **Casino**

Our biggest fundraiser is a casino that happens every 2 years. The Casino is one of the main sources of income for our centres. All supplies, furniture, and even the rent of our facilities is paid for out of the amount we raise at these Casino events. We cannot operate without this funding. For this reason, we ask each family to send a delegate as a volunteer for a shift. The family delegate can be anyone over the age of 18 and without a criminal record.

### **Casino Expectations**

Once the dates for the casino are posted, every family is expected to sign up for, and complete a Casino shift.

If your delegate for the Casino has to pull out before the Casino happens, you are required to provide an alternate person.

The delegate sent is a representative of our organization, so it is expected that they act in a professional and appropriate manner while involved in the Casino.

### **Annual Events**

EASCA strives to provide engaging events for our families and children throughout the year.

Events such as our Pizza & Pumpkin Carving night, Christmas party, Career night and our Summer's End BBQ are a few of the events that we host at either of our centres. We encourage our families to participate and come to the events to build a stronger community, and so that parents can get to know one another and the staff as well. Parents are encouraged to volunteer during any of these events

### **Leaders in Training Program (LIT)**

The LIT program at EASCA offers children aged 9 and up (or in grade 4) the chance to learn leadership skills, money management, and responsibility through such activities as leading clubs, helping staff lead activities, and hosting fundraising sales.

The LIT's fundraise during the school year, by selling treats to the school. Half of the money the LITs fundraise goes towards the charity of the group's choice and the other half to a LIT wrap-up party at the end of the school year.

This program is a privilege that we offer to our children, they are expected to be good role models, show responsibility, volunteer to help staff, attend LIT meetings, and lead clubs for other children in the centre. If they do not follow these expectations there will be a discussion with the child and their parents, we can decide to suspend or remove them from the LIT program.

## **Licensing**

Our location is a licensed childcare centre that follows the childcare regulations set forward by the Government of Alberta. We are obligated to submit a Program Plan to be reviewed by our licensing officer, the plan ensures Easca meets the requirements of a Quality Childcare Program. Licensing will visit our centre at least twice year unannounced, a review of the visit will be posted on the parent board.

## **Supports**

Our goal as an organization is always to set the children up for success. Communicating is important within the staff and families to help make this happen. EASCA also offers a variety of resources for parents to borrow at any given time.

## **Fee Schedules**

Effective April 2022

All fees must be paid in advance of care starting.

**Registration fee:** \$100 per child - This fee is paid when the family is offered a childcare space and holds a space until a child is scheduled to start in September. For families not starting in September, this fee will be taken with their first month's fees.

**Monthly Surcharge\*\*** - \$25/child to cover the cost of individual materials, PPE, sanitization, and cleaning supplies.

\*\* This is subject to change come September 2022

**Sibling Discount** - Will remain at 20% off the lower monthly fee (there is no discount on the surcharge). This discount does not apply to subsidized families or kindergarten children as they are already receiving government assistance in covering the cost of their fees.

**Affordability Grant:** As a Licensed Facility-Based Program we will receive funding from the government to reduce childcare fees for families with children in kindergarten. The Grant operates one month behind, for example, when we submit hours to Government of Alberta at the end of the month, we receive the funding the following month. So, funding disbursed for September will be used to cover October fees and so on.

- If your child attends EASCA for 100 or more hour a month your fees will be reduced by \$450.
- If your child attends EASCA between 50-99 hours a month your fees will be reduced by \$225.

\*\* A maximum of 5 days/month, then reverts to regular daily rate. If it is a PD Day or Summer Day, then the parent is responsible for any field trip or busing costs.

SUMMER CARE:

Summer Surcharge (SSC): \$100/child/month

(Fee charged to assist with the cost of enhanced summer program)

(OSC)  $\$621.00 + \$100.00 = \$721.00$

(Kinder)  $\$899.00 + \$100.00 = \$999.00$

- Kinder fees are reduced by Affordability Grant

\*\*\*These rates are effective April 1, 2022. We offer one consecutive week of the summer as a trial for how summer program works. After that, the fee reverts to the regular monthly or daily rate.

FAMILY RATE:

This applies to monthly fees for families **without** subsidy ONLY.

No discount is applied to the summer surcharge.

Families with two or more children (with a max of 4) will be given the following discount:

- each additional full fee is discounted 20%.
- highest full fee is charged first
- If one or both of your children are in kindergarten, they will **not** receive the discount as their fees will be reduced by the Affordability Grant

Penalties:

- Fees not paid by the 15<sup>th</sup> of the month (without prior arrangements) will be assessed a 15% penalty to be paid within 30 days, or services will be terminated
- NSF (withdrawal or cheque) - \$25 service charge
- Late Pick-up of Children (after 6:00pm) - \$1.00 for every 1-minute past 6:00pm. This amount will be charged on your next month's fees.
- Not informing staff if child(ren) will be absent - \$25 non-compliance fee.