

2013

Little Memories Child Care
Co-operative Parent Handbook



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General Information

Philosophy

At Little Memories we provide an emergent curriculum that is developmentally appropriate and is based on the ever-changing interests of the children. We strive to lead children to feel confident and passionate about learning.

Our Centre is committed to staying up-to-date with innovative and effective approaches to child care. As educators our role is to encourage children to build a strong sense of self-worth by providing an inclusive, safe, responsive and positive learning environment.

Our Centre provides natural and holistic areas both indoors and outdoors for children to discover. Learning opportunities are designed to satisfy a child's sense of wonder and curiosity, and to evolve with their interests and questions.

It is our belief that diversity enriches our community and our Centre. The Centre supports diversity in its staffing decisions and by accommodating the interests and needs of children. People are recognized for their unique strengths and abilities, including those of different cultures, faiths, backgrounds, and physical and cognitive abilities. Every child, parent, and staff member is treated with the utmost respect, honesty, and compassion.

Open communication between staff, children, and parents is important for healthy learning. Little Memories develops trusting and respectful partnerships between staff and parents to support our shared interest in healthy child development and well-being.

History

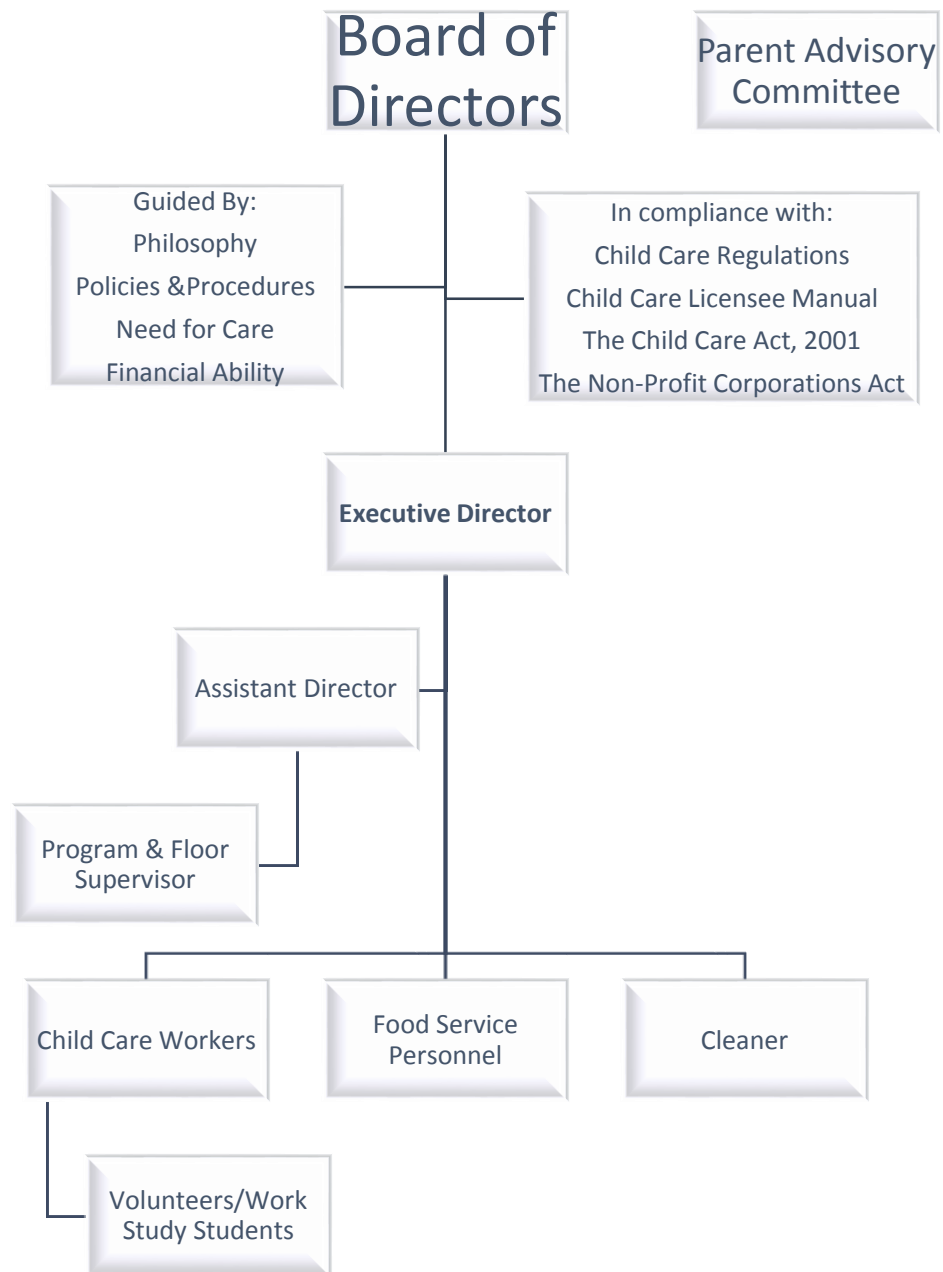
The Little Memories Child Care Co-operative is a 45 space licensed centre operated by a Board of Directors, comprised of community volunteers, and a Parent Advisory Committee. Originally, the Centre was formed in 1982 to serve Regina General Hospital employees. Now, the Centre invites anyone to apply for membership.

The Centre operates as a co-operative. The Board of Directors is elected by and accountable to the general membership and advised by a committee of parents. Policies and resolutions are developed by the Board in consultation with the membership, enabling the membership to actively develop the "rules" that govern and shape the philosophy and goals of the Centre.

The Little Memories Child Care Co-operative has gained a reputation for offering a nurturing, caring environment that encourages children to achieve their full potential. Special features of the Centre include:

- a daily activity program
- field trips
- a quality meal program including breakfast, hot lunch and afternoon snack
- qualified child care workers with a commitment to professional development
- a competitive fee schedule due, in part, to grants from the Ministry of Education and charitable donations
- government subsidies for eligible families

Administration



Operating Policies

Child Care Act

Little Memories Child Care Co-operative is licensed by Saskatchewan Ministry of Education. Holding a license requires compliance with the Child Care Act, which regulates standards to be followed in such areas as: supervision, health, safety, facilities and program, and the structure and role of the Board of Directors.

Services and Programs Offered

Toddler Program (18 – 30 months)

- a. Ratio = 1 staff/5 children
- b. Program combines a natural learning environment with planned activities to create a fun and safe space where children can explore the world around them. The toddler group will spend at least 30 minutes per day outdoors, weather permitting.

Pre-School Program (31 months – 5 years)

- a. Ratios = 1staff/10 children
- b. Program creates a learning environment in which children can learn both independently and alongside educators and peers. Pre-schoolers will frequently take neighbourhood walks when the weather permits.

School-Age Program (6 – 10 years)

- a. Ratios = 1 staff/15 children
- b. Program offers before- and after- school hours as well as full-time summer care. During the summer months, our educators plan several fun and educational field trips.

Hours of Operation

Monday through Friday 7:00am – 6:00pm.

Closed on all public (statutory) holidays. Saskatchewan's ten public holidays and the date they are observed can be found here: www.lrws.gov.sk.ca/public-holidays.

Special Accommodations

Parents and caregivers may request reasonable accommodations for the special, disability-related needs of their child(ren). We desire to make special and reasonable accommodations, provided it is within our power and authority.

An accommodation can be a specific treatment prescribed by a professional, a modification of equipment, or removal of physical barriers. Parents and caregivers may offer suggestions to further accommodate the special needs of their child(ren). The requirements and accommodations shall be recorded in the child's file.

Whenever appropriate to the needs of a child with special needs, all staff will make reasonable accommodations when they have been identified for a child. Any questions about the accommodations for a child should be referred to the Assistant Director or Executive Director.

Wait List

If child care spaces are not available, parents and caregivers can have their names and contact information added to a wait list. A wait list is used to ensure that families are given equal opportunity to enrol their child(ren).

Parents can place a child on the wait list once the child has been born. The following information will be recorded:

- a. Date of the call
- b. Parents' names
- c. Child's name
- d. Child's Birth date
- e. Parent's contact information

Parents will be made aware of the approximate length of the wait list and will be contacted when space is available. As spaces become available, the Executive Director will contact parents to offer them a space for the following month. Parents are given two days to accept the space. If they decline, or do not return the call, the space will be offered to the next family on the list. Calls are made in the order of the wait list, with families already attending the centre (with good financial standing), taking priority. If a child reaches the top of the list before he/she turns 18 months they will remain at the top of the list. When the child turns 18 months and a space becomes available the parents will be notified.

Enrollment/ Orientation

Parents enrolling their children at the Centre will be guided through registration and orientation. Upon registering with the Centre, parents are required to complete the necessary forms (see Children's Records). During the registration process parents and children will be given a tour of the facility, will be introduced to staff, and will be assigned a locker.

Parent Communication

Monthly newsletters and staffing updates will be posted to our website's blog, <http://lmchildcare.com/blog.html>. Individual parent communication will come in the form of written letters left in the child's locker. It is the parent's responsibility to check their child's locker daily. If the Executive Director feels that a matter is urgent or the parent has not been responding to written communication, the parent may be contacted by phone.

Parent Concerns

Parent concerns should first be brought to the attention of the child's caregiver. If the parent is not satisfied with the actions taken, they should contact the Executive Director. If the parent remains dissatisfied with the actions taken, the matter will be taken to the Board of Directors where it will be dealt with.

Custody/Visitation

In order to keep the children safe, staff members need to know who is legally permitted to have access to a child and who is not. Parents must inform the Centre and provide legal documentation of any custody, access or visitation decisions (or other family concerns) that affect their child(ren).

Parents should ensure that the Authorized Pick-up form is kept up-to-date at all times and contains any custody information.

Nap Time

Young children will participate in either nap time or quiet time depending on their age and needs between 12:00pm and 2:45 pm each day. During this time older children will have programming downstairs or outside play.

The Centre will supply cots, sheets, and blankets which are laundered weekly.

Toilet Training

Toilet training is best accomplished with the cooperation of teachers, parents and children. Children learn toileting skills through consistent positive encouragement from adults and home and at the center.

Toilet Training usually begins around 2 years of age. When a child shows an interest in toilet training, the parents and teachers should complete a **"Toilet Training Contract"** that describes how they will cooperate to encourage toilet training. This form is available from the Executive Director. This plan is commitment to work with the child in a consistent manner; it is not a timeline for completing toilet training. This contract will be kept on file.

Each child will begin at a different time and progress at a different rate. The staff will provide documentation of your child's progress each day. The Executive Director and staff are available as a resource to answer any questions about your child's toilet training progress at Little Memories. You may also wish to browse our website, <http://lmchildcare.com/>, for toilet training links.

Necessary Belongings

The following is a list of items that the Centre will not supply and which you must leave at the Centre on a daily basis. Please **label all items** brought to the Centre with the child's name:

- a. Runners
- b. Extra set of clothes
- c. Proper dress for outside weather
- d. Blanket (if it's a comfort item)
- e. Diapers & wipes if needed

Toys from Home

Toys from home are not to be brought into the Center. If a toy is brought to the Centre, Little Memories and staff assume no responsibility for the whereabouts or condition of the toy.

Lost and Found

Items lost on Centre property may be found in the box located at the front sign-in desk.

Termination

If parents decide to remove their child(ren) from the Centre they are required to give one month's **written** notice as defined on the "**Agreement for Child Care Services**". In order for parents to receive their deposit, written notice must be received prior to the 1st of the month to be effective for the 30th of the month. Little Memories will not refund a deposit if there are still fees owing on an account.

Parking

Little Memories has a drop-off area in front of the building. Due to the limited number of vehicles that may be in this area, please park in the lot to the West of the building if you anticipate you will be inside the Centre longer than 5-10 minutes.

Parents are urged to turn off vehicles and lock them when picking up or dropping off children. Little Memories is not responsible for items lost or stolen from vehicles or from the parking lot.

Sign In

When parents arrive at the Centre with their child they are required to sign them in using the forms located on the front desk.

Parents should ensure that their child is left in the care of a teacher before leaving the centre.

School Age to-and-from-school Supervision

School age children must have transportation arranged prior to beginning school. Staff will not be responsible for transporting children.

Pick-up

When parents pick their child up from the Centre they are required to sign them out using the forms located on the front desk.

Only the parent(s) or caregiver(s) identified on the contract may remove a child from the Centre. A parent can identify a different person who will pick-up the child using the Authorized Pick Up form, however, they must inform the Centre of the change prior to the child being picked up.

Late Pick-up

If parents are aware that they will be late for an unscheduled reason (traffic, weather, work problems, etc.) they must contact the centre before 6:00 pm. Parents must realize their lateness affects the lives of their children as well as the Centre staff.

If a child is not picked up by 6:00 pm the parent will be charged **\$10.00** for every half hour or portion thereof. Payment is due by the end of the following weekday. Unpaid late charges will be charged to the account of the parent/caregiver, and must be settled in order to receive your deposit upon leaving the Centre.

If we are unable to reach a parent or an emergency contact after 6:00 pm Mobile Crisis may be called. Parents who are consistently late may be asked to meet with the Executive Director to determine a solution and may be asked to withdraw their children from the Centre.

Weather Guidelines

Parents are responsible for bringing weather sensitive clothing for their child.

When the temperature drops below 0°C it is required that children come prepared with:

- a. Winter jackets
- b. Ski pants
- c. Winter boots
- d. Mitts, toques, and scarves

The Centre will not allow children to go outside if the temperature (with or without the wind chill) is below -30°C.

When the temperature rises above 0°C it is required that children come prepared with:

- a. A hat
- b. Sunscreen
- c. Light, long sleeve clothing to protect from sunburn
- d. Sunglasses
- e. A water bottle (labelled)

The Centre will not allow children to go outside if the temperature (with or without the humidex) is above 30°C.

Transportation

Any transportation to and from the centre must be arranged by parents with the exception of intoxicated parents.

If a group is scheduled to go on a trip they will either walk to the location, if possible, or take public transit. All transportation will require permission forms to be signed at least 24 hours prior to the event. Staff members are not permitted to transport children in their personal vehicles during child care hours even with the permission of the parent(s).

Children's Records

Children's records are to be filed according to the child's name and stored in a locked filing cabinet.

Contents of each file include:

- a. Agreement of Child Care Services
- b. Emergency Contact Information
- c. Excursion and Transportation Consent
- d. Health & Social Resume
- e. Media Consent
- f. Authorized Pick-up
- g. Membership Form
- h. Subsidy Application (if needed)

Children's records are accessed by the Executive Director and may be accessed by the employees under the Executive Director's supervision.

Harassment Policy

Little Memories is committed to providing a work environment that is free of harassment of any type. The definition of harassment according to *The Occupational Health and Safety Act, 1993 (OHS Act)* is as follows:

- a. Harassment means any inappropriate conduct, comment, display, action or gesture by a person that constitutes a threat to the health or safety of the worker, and is either:
 - based on race, creed, religion, colour, sex, sexual orientation, marital status, family status, disability, physical size or weight, age, nationality, ancestry or place of origin; or
 - adversely affects the worker's psychological or physical well-being and that the person knows or ought reasonably to know would cause a worker to be humiliated or intimidated (sometimes referred to as personal harassment).
- b. Personal harassment must involve repeated occurrences. However, a single serious incident may also constitute harassment if it is shown to have a lasting harmful effect on a worker. It does not include any reasonable action taken relating to the management of the place of employment.
- c. Sexual harassment, which is conduct, comment, gesture or contact of a sexual nature that is offensive, unsolicited or unwelcome, is also prohibited.

This policy expands the definition of the OHS Act to include employees, parents, and visitors of the Centre. An employee, parent, or visitor who believes that he or she has been subjected to harassment is encouraged to first clearly and firmly make known to the alleged harasser that the harassment is objectionable and must stop. Where this cannot be done, or is unsuccessful, the individual should immediately report the matter to the Executive Director or Assistant Director.

The individual will be required to complete and sign a **"Harassment Incident Form"** to be kept on file at the Centre. Complaints will be promptly investigated in a way that respects the privacy of the parties concerned. If a complaint is unable to be resolved at the Executive Director level or if a complaint involves the Executive Director the matter may be investigated and resolved by the Board of Directors. Any such complainant is further advised that civil law remedies, including, but not limited to, injunctions, restraining orders, or other orders may also be available to them.

Child Management Policy

In accordance with Section 14(2)(a) of *The Child Care Regulations, 2001*, a child management policy has been established by the Centre to provide guidelines for staff and volunteers. All employees and parents must adhere to this policy while at the Centre.

Best Practice

The Centre follows the “best practice” standards set by the Ministry of Education.

- a. Respect and learning are the basis for all child management practice.
- b. Children are guided with respect and taught about appropriate behaviour in a way that protects their self-esteem.
- c. Caregivers model problem solving and understanding of others as well as other behaviours expected of the children.
- d. Caregivers share practices and knowledge with parents to help develop consistency between home and child care facility.
- e. Where developmentally appropriate, children are actively involved in solving their conflicts and problems (e.g. assisted to talk out problems and think of solutions, being sensitized to the feelings of others).
- f. Activities teaching social skills are part of the program, such as storybooks and group discussions working through common conflicts.
- g. Caregivers seek assistance and relief from colleagues when needed (e.g. when feeling like the situation is out of control, when feeling angry, when experiencing a personality clash with a child).
- h. Professional advice is sought for recurring and difficult behaviour problems.

Guidelines

Child management differs depending on the age of the child, the individuality of the child and the type of behaviour the child is exhibiting. Caregivers are flexible in their practices using a progression from preventative techniques to discipline.

Preventative Techniques:

- a. Providing good supervision
- b. Providing enough activities to keep children involved and not bored
- c. Providing multiples of toys, especially favourites
- d. Allowing enough time for activities to keep children from feeling rushed
- e. Preparing children for transitions
- f. Giving children responsibility and letting them help
- g. Respecting children’s feelings
- h. Expressing pride, interest, and pleasure
- i. Providing a very close presence when children are having a rough day

Reasonable Approaches to Discipline:

- a. Setting reasonable limits
- b. Gentle reminders
- c. Providing explanations
- d. Offering appropriate choices
- e. Assisting children in making choices
- f. Anticipating children's needs
- g. Helping children see consequences to their actions and words
- h. Recognizing child differences in age, temperament, and experience
- i. Ignoring behaviour where appropriate
- j. Encouraging appropriate behaviour
- k. Distracting children from potential problems
- l. Removing children from the situation where appropriate

Removing the child from the action is always a last resort, with a *brief* "timeout" to give the child time to settle down and think about what happened, then a *short* discussion of how better to deal with the situation. Ongoing problems are discussed with the parent and solutions are arrived at together.

Infant and Toddler Child Management:

- a. Direct and close supervision
- b. Child proofing centre
- c. Praising more than saying "No"
- d. Giving simple explanations
- e. Anticipating and responding to needs
- f. Distracting with something else

The Centre will not tolerate, under any circumstances, the following methods of child management:

- a. corporal punishment
- b. physical, emotional, or verbal abuse
- c. denial of necessities
- d. isolation
- e. inappropriate physical or mechanical restraint

Use of the above child management practices by a staff member will result in disciplinary action or immediate dismissal.

Health & Safety Policies

Meal Program

Balanced meals are nut free and are prepared according to the Canada Food Guide.

<http://www.hc-sc.gc.ca/fn-an/food-guide-aliment/index-eng.php>

Mealtimes are:

- a. Breakfast
 - All children – 8:15am – 9:00am
- b. Lunch
 - Toddlers – 11:15am – 11:45am
 - Pre-schoolers – 11:30am – 12:30pm
- c. Snack
 - Toddlers and Pre-schoolers – 2:30pm – 3:30pm
 - School-age – 3:30pm – 4:30pm

A four-week menu rotation will be used. The menu is posted on the bulletin board in the children's locker area.

If a child has an allergy or a special diet parents are required to bring suitable meals and snacks for their child. Children are encouraged to try a small portion of all foods. Second or third helpings will be given if the child wishes. Snacks are kept light to encourage a healthy appetite for supper.

Safe Food Handling

The Centre's Food Services Personnel and any other employees who handle food on a daily basis are required to successfully complete the "Food Safe – Level 1" course.

Bringing Food from Home

Breakfast, lunch, and snacks should not be brought from home without prior approval. The center will provide these meals for the children. To ensure that the children are eating safe food, the following guidelines will be met:

- a. Food from home is not permitted at the Centre, unless a child has a specific, special need, and arrangements have been made in advance with the Assistant Director or Executive Director.
- b. This food is considered a supplement to what we serve and should meet nutritional guidelines.
- c. Perishable food brought from home should be packaged in a sealed container to avoid contamination.
- d. Prepackaged snacks that do not meet nutritional guidelines may be brought from home for birthdays and parties. (Please notify the child's teacher prior to bringing special treats.)

Children's Birthdays

If you wish to celebrate your child's birthday at the Centre, you must make arrangements with your child's teacher. Prepackaged special treats may be brought from home for birthdays and parties.

Hard or chewy candy and balloons are not permitted because they pose a choking risk. Nuts and foods containing nuts are not permitted because of allergies.

Medication

Parents and staff must follow the proper procedure when administering medication to children in the care of the Centre. **ALL** medication must come in original packaging and be labelled with the correct child's name. Any parent requiring their child to be administered medication during his/her day at the Centre must fill out a "**Medication Form**". If medication is left with the Centre and a Medication Form has not been completed staff will NOT be permitted to administer the medication.

If a parent has filled out a form for medication to be given as needed due to pain and/or fever the staff must phone the parent to make them aware of the administration of medication. In the case of a fever arrangements must be made to have the child removed from the Centre.

When the child no longer requires a medication the parents must sign the back of the Medication Form to terminate it.

Sick Child

If a child is sick parents are required to find alternate care. When a child becomes ill/feverish at the Centre they are considered to be contagious. Parents/guardians will be contacted to pick the child up from the Centre. The child may return to the Centre when his/her symptoms have cleared or the child has been on Physician prescribed antibiotics for at least 24 hours.

If a child is showing any of the following symptoms they will require alternate care.

- a. **Fever:** Temperature over 38 degrees Celsius.
- b. **Rash:** Any undiagnosed rash. In order to return the child must have a Physician's note stating the rash is not contagious.
- c. **Eye Infection:** If an eye looks red, is itchy, or has discharge the child may not return until they have a Physician's note stating the symptom is not contagious.
- d. **Vomiting:** If a child is vomiting they must leave the Centre immediately.
- e. **Diarrhea:** Any out of the ordinary, uncontrolled bowel movements.
- f. **Communicable Diseases:** Chicken pox, Mumps, Impetigo, Red Measles, etc. A Physician must refer the child as communicable or non-communicable. The child may return to the Centre after the required isolation period. **Note: If a child has recently received immunizations and could experience side effects such as a fever or rash, please notify Centre staff.**
- g. **Lice:** A child will be sent home immediately. The child may return to the Centre after all nits (eggs) have been removed from the hair and the family has received treatment. Upon

returning to the Centre, the staff will check the child to ensure all nits have been removed. Parents and staff should continue to check for nits for the following week.

Allergies

If a child has any allergies or sensitivities to laundry soap or softener parents should inform the Centre immediately.

This Centre is a nut-free facility.

Minor Injury Reporting

Parents or caregivers should notify the Centre if a child has reported an injury that happened at the Centre.

When an injury occurs, staff will attend to the child, using basic first aid if necessary. If basic first aid is used an **“Injury Report”** is filed and signed by the staff, a parent, and the Executive Director. Parents will be notified and required to sign the Injury Report upon pick up of their child.

Serious Injury Procedure

When a serious injury occurs, staff will administer basic first aid and 911 will be called if necessary. The parent will be notified immediately and will decide whether to pick-up the child immediately or meet the child and a Centre staff member at the hospital. If the parent cannot be contacted the Centre will contact the emergency contact and a staff member may accompany the child to the hospital. The emergency contact or Social Services will authorize any necessary treatment. If the child needs to be transported to the hospital, a taxi or ambulance will be used and the cost will be incurred by the parent. After the situation is dealt with a **“Serious Occurrence”** form is filed and signed by staff, a parent, and the Executive Director. Within 24 hours of the serious occurrence a program consultant is notified.

Intoxicated Parents

If the parent or person picking up a child arrives at the centre and appears to be under the influence of alcohol or drugs, the child will not be allowed to accompany that person home. Both the child and the adult will remain at the centre until an alternate contact from the emergency list is available to pick up both persons. Mobile Crisis may be called.

Smoking

Smoking is prohibited on the Centre’s property at anytime. If you must smoke please use the sidewalk or an area located out of the children’s line of sight.

Evacuation Procedure

At the sound of the alarm or when directed by the Executive Director, the staff in each room is responsible for gathering the children and evacuating the premises in accordance to the floor evacuation layout.

In the event of a real evacuation, the Executive Director shall call 911 immediately. All persons are to use the nearest exit and gather in the parking lot to the West of the property for a head count before moving to Little Souls Daycare (1475 Athol Street). If parents are present, they should evacuate with the staff and children. The staff is in charge in her area and she makes it clear to the parents that they have to follow her. If necessary, the staff assigns evacuation responsibilities to the parents. **Under no circumstances does the staff allow the parents to take their child and leave the premises.** The staff nearest the front desk picks up the attendance sheets and the children/staff emergency cards. The staff member with the highest ranking on each floor shall check all areas and rooms of their floor before evacuating the building themselves. If there is any problem with the count of children (does not match attendance list, does not match classroom count, etc.) the staff member is responsible and accountable to signal it to the Executive Director. The Executive Director or Assistant Director will immediately investigate.

If the initial head count is correct, the children, parents, and staff will move to **Little Souls Daycare (1475 Athol Street)** where an additional head count will take place. Once all children/staff are accounted for the Assistant Director and/or Floor Supervisor shall begin contacting parents via phone to pick-up their children.

Child Abuse Reporting Procedure

This procedure outlines the appropriate steps to be taken by parents and/or staff when abuse of a child by either a family member or a staff member is suspected.

Suspected Abuse At Home

The Family Services Act requires that every employee of a licensed day care or preschool facility, who in the course of employment reasonably believes a child, has suffered sexual abuse, physical abuse, or denial of critical care, shall immediately notify the Ministry of Social Services.

The policy concerning notification contains the following:

- a. A staff member shall report the suspected or alleged child abuse or neglect to any Social Services office, a community crisis centre, a police officer, or a First Nations Child and Family Service Agency. This is to be done by any means available **immediately** after suspicions or disclosures are made. It is **not** the staff member's responsibility to determine if abuse has occurred. Written documentation of a child abuse or neglect report shall be kept on file for 12 months from the date of the report.
- b. Failure to report a suspicion of abuse or neglect, could result in a fine of up to \$25,000, a jail term of up to 24 months, or both a fine and a jail term. If unsure of whether or not to report, staff must speak to the Executive Director or Assistant Director.

The oral and written reports shall contain the following information, or as much thereof as the person making the report is able to furnish:

- a. The names and home address of the child, phone number, date and year.
- b. The child's explanation as to what happened.
- c. The nature and extent of the child's injuries, what the marks look like and color of bruises.
- d. The date authorities were called, name of reporter and case worker.
- e. Any other information or comments in which the person making the report believes might be helpful in establishing the cause of the injury.

Any mandatory reporter who in good faith makes a report of child abuse or participates in the investigation of a child abuse has immunity from any liability, civil or criminal. Records and/or information pertaining to the abuse may be released to the child abuse investigator without releases required in other situations

Suspected Abuse within Centre

The following steps are to be taken if a staff member is suspected of child abuse:

- a. A staff member who has a situation or investigation pending should immediately notify the Executive Director or most senior leadership staff member in the building.
- b. The person who suspects abuse should bring it to the attention of the Executive Director or Assistant Director.

- c. The Executive Director will check on the complaint and if they agree that there may be abuse, the Executive Director will report the incident to the Ministry of Social Services and the Child Care Consultant.
- d. The Centre will follow the direction of government regarding whether or not to suspend the staff member.

If a staff member is found to have engaged in child abuse, the following steps will be taken:

- a. Allow the staff member to appeal the decision.
- b. The Executive Director will meet with the individual to go over the incident and form an opinion as to its validity and/or consequences to the Center and the individual.
- c. Based on the advice of the Child Care Consultant, the Centre will either suspend the staff member or allow them to continue their job until the appeal is completed.
- d. The staff member will meet with the Executive Director during this time and steps will be taken to ensure that there will not be any problems.
- e. If, after the appeal, the decision is still founded, the Centre will take one of the following steps based on the advice of the Child Care Consultant:
 - The staff member will be terminated from their position at the Center, or
 - Parents will be informed that we have a staff member who has a founded child abuse on record. We will also let the parents know what the charge was.

Contact Numbers

Social Services Child Protection Office - (306) 787-3760

After Hours Crisis Services - (306) 569-2724

Child and Family Services - (306) 787-7010

First Nations and Métis Services - (306) 787-3949

Children's Services - (306) 787-2245

Family Support and Child Protection - (306) 787-0008

Police - (306) 777-6500

Financial Policy

Fees Schedule

Child care fees are established by the Board of Directors and reviewed at least once per year. Parents are advised of changes to the fee schedule six months in advance.

Full time hours are more than 90 hours/ month per child. Full time fees are as follows:*

- a. Toddler - \$525.00
- b. Pre-school - \$490.00
- c. Kindergarten Summer (July/August) - \$490.00
- d. School-age Summer (July/August) - \$490.00

Part time hours are less than 90 hours/ month per child. Part-time fees are as follows:*

- a. Kindergarten School Year - \$435.00
- b. School-age School Year - \$345.00

* Fee schedule as of August 31, 2013

Deposit

A deposit of \$150.00 for the first child and \$100.00 for each additional child will be paid by the parent to the Executive Director at the time of enrolment. The deposit ensures the child's space is held for one month from the date received. If the child has not been attending the Centre within that month, the deposit will not be refunded and the space will not be held.

The deposit will be applied to the parent's account upon receipt of the Notice of Termination. However, written Notice of Termination must be provided one month prior to the child being removed from the Centre. If written notice is given and the account is in good standing the deposit will be refunded to the parent within two (2) weeks.

Membership Fees

A membership fee of \$5.00 will be paid at the time of enrolment. The membership fee is a one-time payment per family. The fee is non-refundable.

Payments

All Child Care Fees are to be submitted by the first business day of each month. Parents must pay all fees in full by the deadline whether or not they are eligible for a Child Care Subsidy. If the parent receives a Child Care Subsidy, the parent will be issued a credit toward the next month's fees when the Subsidy arrives.

The Centre accepts payment by cash or cheque. Cheques must be made out to 'Little Memories Child Care Co-op' with the month and the child's name in the memo. Cheques that bounce are subject to an additional \$25 charge for insufficient funds (NSF). NSF fees are to be paid immediately.

Arrears

If payment is not received by the 15th of the month the parent will receive a written notice stating they have 10 days to pay the outstanding balance. If payment is not received or an agreement between the Executive Director and the parent is not reached within 10 days the parent will receive a second written notice and the children will not be allowed to attend the Centre until the outstanding balance has been paid.

Child Care Subsidy

Parents may be eligible for a Child Care Subsidy. To apply:

- a. Upon registration, the parent will be given a subsidy application form to fill out and submit by mail or fax.
- b. The parent will receive a letter from the Government of Saskatchewan that states the amount of support available from the Subsidy and the remaining amount to be paid by the parent.
- c. Parents are required to provide a copy of their subsidy letter to the Executive Director to be kept on file.

Parents are required to submit their pay stubs to the Government of Saskatchewan for each month they receive child care from the Centre. Parents are required to report any changes in their work hours or income to the Government of Saskatchewan immediately. If parents do not have access to a fax machine, they may fax their paystubs from the Centre by contacting the Assistant Director.

Fundraising

Funds raised through events and sales held by the Centre shall be used to improve the environment of the Centre and the learning resources within.

The Board of Directors shall keep a record of all funds raised and spent as a means of separating these funds from the Centre's monthly revenue.