

# ULTIMATE SCHOOL-AGERS ORIENTATION HANDOUT

Dear Parent,

Thank you for choosing Ultimate School-Agers as the child care service to look after your precious loved one. We always aim to be a shining example of fantastic care in Durham region and are humbled you decided on us. Below are some key facts and details to keep in mind to help with a smooth transition into our care.

We hope the answers below address your most common questions but do not hesitate to contact our site if you have some more! Thank you for joining us and we look forward to taking care of your precious loved ones.

Sincerely,

The Ultimate School-Agers team

## Contents

Q. WHAT ARE KEY CONTACT DETAILS FOR THE CENTER?	1
Q. WHAT IS YOUR COVID/ILLNESS DAILY CHECK PROCESS?	2
Q. HOW DO I KNOW THE LATEST UPDATES ON EVENTS AT THE CENTER?	3
Q. HOW DO I CHECK OF MY FEES OWING?	4
Q. HOW DO I PAY FEES OWING?	5
Q. I AM ON A SUBSIDIZED CHILD RATE. WHAT DO I NEED TO KNOW?	5
Q. HOW TO I LEARN MORE ON THE DAILY LEARNING PROGRAM?	5
Q. HOW CAN I LEARN MORE ABOUT HOW MY CHILD IN PRESCHOOL IS DOING?	6



## Q. WHAT ARE KEY CONTACT DETAILS FOR THE CENTER?

Family Name: \_\_\_\_\_

Website: [www.ultimateschoolagers.com](http://www.ultimateschoolagers.com)

Family UID # \_\_\_\_\_

### **Payment questions:**

Step 1) Check the parent handbook located under "Our Programs & Signup" Section of our website

([www.ultimateschoolagers.com](http://www.ultimateschoolagers.com))

Step 2) Check out the FEES QUERY tool under "Parent Resources" Section of our website and use you UID number for a total and daily breakdown of fees

Step 3) Email Garreth at [director@ultimateschoolagers.com](mailto:director@ultimateschoolagers.com)

### **Classroom/child concerns:**

1. Arrange a time to talk to your child's Educator first, leaving a message with your child's name:
  - a. HOPE SITE: 289-685-2343
  - b. TRULLS SITE: 289-675-2060
2. Email or call the Site Supervisor:
  - a. For HOPE location (1685 Bloor St, Courtice) - [supervisor@ultimateschoolagers.com](mailto:supervisor@ultimateschoolagers.com) or 289-685-2343
  - b. For TRULLS location (2301 Trulls Rd S, Courtice) - [supertrulls@ultimateschoolagers.com](mailto:supertrulls@ultimateschoolagers.com) or 289-675-2060
3. Email Garreth (Director) - [director@ultimateschoolagers.com](mailto:director@ultimateschoolagers.com)



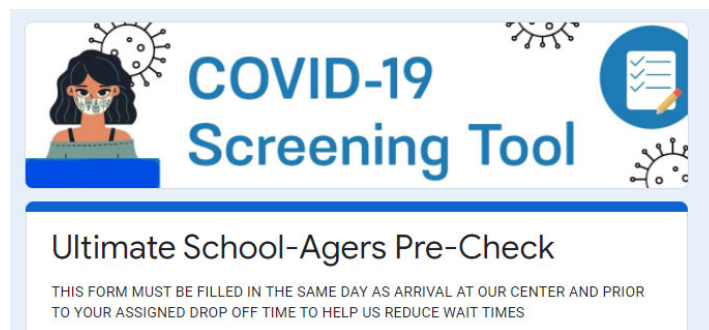
## Q. WHAT IS YOUR COVID/ILLNESS DAILY CHECK PROCESS?

As of March 2020, due to the COVID-19 pandemic, we have had to implement some additional safety measures to keep your family as well as our other families and staff safe. There is a check in process to be followed daily before you arrive at our center to ensure you and others are safe to be at the site. The link for the DAILY PRECHECK is [HERE](#).

You can also get to the site by going to [www.ultimateschoolagers.com](http://www.ultimateschoolagers.com) and CLICKING ON PARENT RESOURCES, where you will see the screens below:



CLICK [HERE](#) TO COMPLETE YOUR DAILY CHECK-IN PRIOR TO ARRIVAL AT OUR SITE



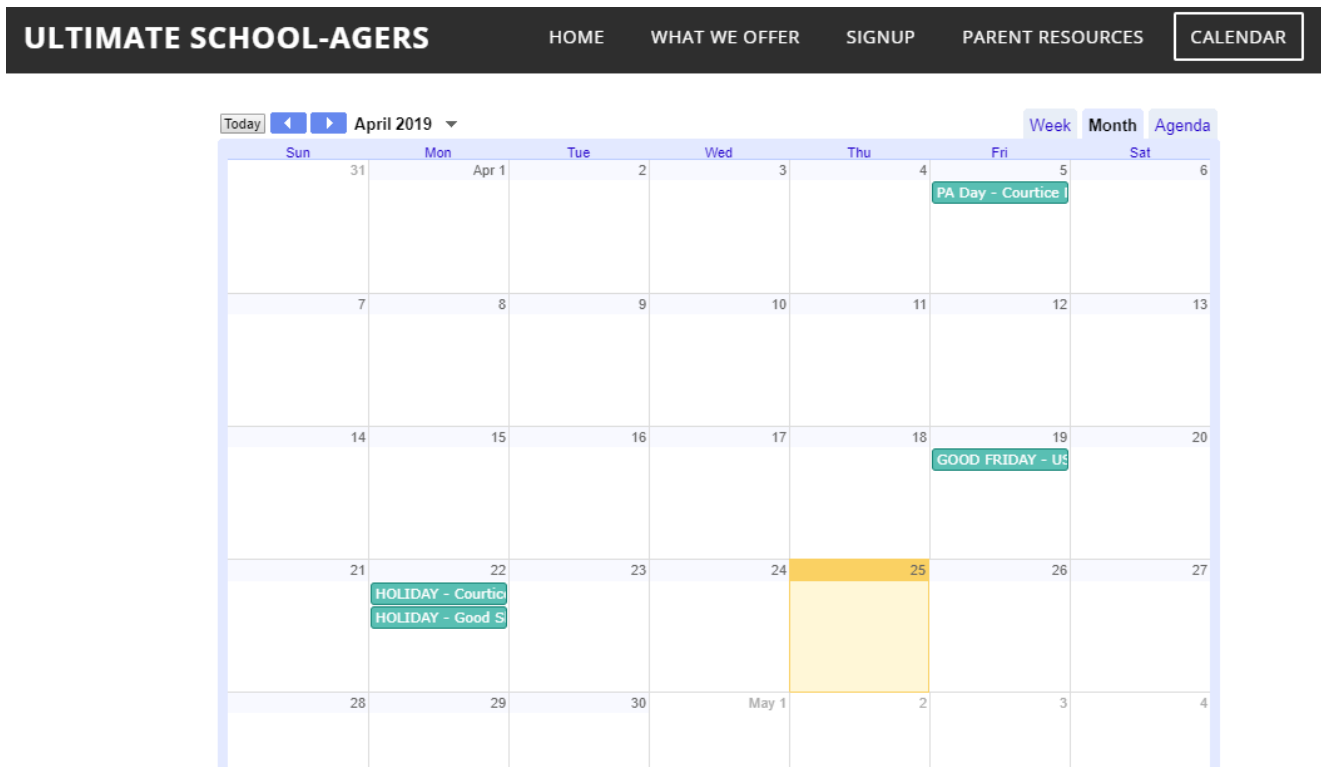
Furthermore, our staff will do a quick temperature and visual check for symptoms of concern and then record all children and visitor's entry and exit time at the center for contact tracing needs.

**NOTE: Due to higher precautionary levels being observed at childcare centers due to the pandemic, entry to the center is only permitted by children attending, staff and special assigned visitors. As such, all drop offs and pickups of children will be done at the ENTRANCE to our sites only and tours to parents can only be done virtually.**



## Q. HOW DO I KNOW THE LATEST UPDATES ON EVENTS AT THE CENTER?

Here at Ultimate School-Agers we are always up to something! To keep our parents up to date or remind of upcoming events such as PA days, breaks and field trips, The calendar of all PA days, stat holidays and special events are on our website [www.ultimateschoolagers.com](http://www.ultimateschoolagers.com) under CALENDAR. A snapshot is shown below:



IN ADDITION, we put out notices at our sites and electronic tablets you can check.

At Hope Fellowship Site (1685 Bloor St location), our BULLETIN BOARD is displayed on the front door.

At Trulls Free Methodist Church (2301 Trulls Rd South location), our BULLETIN BOARD is inside the first door on the left.

The bulletin board is updated at the start of every month and while we do aim to have all events a minimum 2 weeks out on the board, due to last minute changes such as weather concerns it might be a little shorter.

Supplementary notices are usually put up on the doors of the center or room closer to the day.

Do remember for PA days, we need a minimum of 2 weeks notice for additions or changes – NO EXCEPTIONS!!



We appreciate you sending any feedback and suggestions to the director at [director@ultimateschoolagers.com](mailto:director@ultimateschoolagers.com)

## Q. HOW DO I CHECK OF MY FEES OWING?

The tool is accessible from the **CHECK FEES** section of the [www.ultimateschoolagers.com](http://www.ultimateschoolagers.com) website. There is a SUMMARY as well as DETAILED FEE QUERY option. In both cases you must have your UID to proceed. This can only be received from the center and must be kept in a safe place. One UID is assigned to a single family and covers all siblings.

The DETAILED FEE QUERY tool will allow you to determine what fees for a different date (say 1 month out) as well as shows the daily attendance for your child. Many of our parents prefer to pay 1 month at a time.

**ULTIMATE SCHOOL-AGERS FEE QUERY TOOL**

FROM	1-Jan-16			
	<b>4 WEEKS AHEAD</b>	<b>STEP 1: PICK ONE</b>		
To	Oct 15, 2021			
UID	<b>252</b>	<b>STEP 2: UID #</b>		
MOM	\$0.00			
DAD	\$0.00	<b>STEP 3: PAY THIS</b>		
<b>(OR) COMBINED</b>	<b>\$294.50</b>			

REPORT AS OF Sep 23, 2021 at 10:37 PM

The tool is quite simple but to emphasize, there are only **2** things you need to input to determine your fees owing and are highlighted in YELLOW on the page.

1. Select if you wish to look up fees 2 WEEKS AHEAD or 4 WEEKS AHEAD
2. Select your UID – SEE (B) in example above

The tool will then run a calculation, and then gives you the following:

- The fees owing – SEE (C) in the example above **with a sum for each parent if they pay separately**
- If you are eligible for fee subsidies based on your case worker with the region, these are adjusted as well.



## Q. HOW DO I PAY FEES OWING?

Fees can be paid by cheque, cash or Email Money Transfer (EMT). However (as of March 2020 due to COVID-19), EMT is the only payment method.

**In all cases, your UID and FULL child's name must be included to allow us to properly handle the payment.**

The EMT can only be sent to [director@ultimateschoolagers.com](mailto:director@ultimateschoolagers.com)

If you have questions on fee payment, please email [director@ultimateschoolagers.com](mailto:director@ultimateschoolagers.com)

## Q. I AM ON A SUBSIDIZED CHILD RATE. WHAT DO I NEED TO KNOW?

We are happy to say we are fully qualified in the Durham Children Aid Services to support families on a subsidized rate. You can learn more here. <https://www.durham.ca/subsidy>

Your case worker would be involved in every step of the setup of your child's schedule with us as well as monitoring and adjusting as needed. Just a couple rules to go by:

1. Keep your case worker informed at ALL times of changes in schedule
2. Go over your schedule with our site supervisor PRIOR to the start of the month
3. Any absents more than 2 days consecutively need to be informed to your case worker and the supervisor to avoid any interruption of your subsidy agreement with Durham Region.

## Q. HOW TO I LEARN MORE ON THE DAILY LEARNING PROGRAM?

Ultimate School-Agers pride ourselves at implementing the best practices of the ELECT (Early Learning for Every Child Today) framework. This can be seen in how we document and learn from what is happening to ensure we are shaping the group as well as a child's activities in a way that best suits them.

This is done digitally using tablet computers and is available to review at any time.

Please speak to the site supervisor if you would like to learn more.



	SCHOOL AGE (6+)	
1-Apr-19		
5-Apr-19	Monday	Tuesday
Timestamp	4/1/2019 14:32:25	4/2/2019 13:38:49
STEM - Connect (Why)	Tyra was talking about tornados last week	Rylee asked yesterday "why is it snowing, don't they know it's spring?"
Program (What)	Starting a project on weather— begin researching weather	Continue researching weather
ELECT (Skill)	4.5 Inquiry	4.5 Inquiry
ELECT Indicators	<ul style="list-style-type: none"> <li>observing and forming a question</li> <li>collecting information</li> <li>interpreting information</li> <li>discovering relationships</li> <li>comparing results with peers and in books</li> <li>writing reports, discussing results</li> <li>evaluating and re-adjusting</li> </ul>	<ul style="list-style-type: none"> <li>observing and forming a question</li> <li>collecting information</li> <li>interpreting information</li> <li>discovering relationships</li> <li>comparing results with peers and in books</li> <li>writing reports, discussing results</li> <li>evaluating and re-adjusting</li> </ul>
MM - Connect (Why)	Tristan and Reed were asking to play Mario Kart	Jack was taking pictures of himself on the DSI

## Q. HOW CAN I LEARN MORE ABOUT HOW MY CHILD IN PRESCHOOL IS DOING?

Yes there is! We are proud to have a wonderful solution to offer you here- PRESCHOOL STORIES. Ultimate School-Agers offers a very unique way for parents to personally see, at their leisure at home or at our center, how their child’s day/week/month has been going. We build a report of your child’s activities in the day, their mood, sleeping patterns and many other things that as a parent you would love to know about.

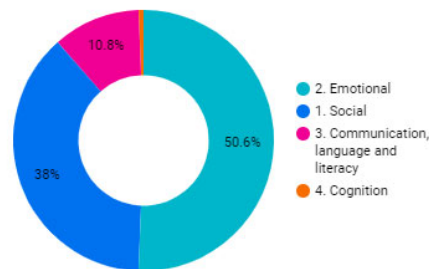
The link is [HERE](#).

## ULTIMATE SCHOOL-AGERS PRESCHOOL STORIES



Name of child

Select date range



Timestamp	At lunch I ate	During quiet time ...	I am working on	The related ELECT...	Today we read	A milestone happe...	PICTURE
1. Jul 27, 2021	All	1	Recognizing letters	3. Communication, lanauage and literacy	Space Adventure	null	<a href="#">null</a>