

ULTIMATE SCHOOL-AGERS PARENT HANDBOOK HOPE SITE



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ABOUT US



OUR MISSION

Ultimate School-Agers (USA) understands how short childhood is, and for this reason we strive to make an environment that is carefree and fun for children. We believe in a pro-active problem-solving approach, thus giving parents the peace of mind that they so deserve.

We also believe that every child is a unique individual that is competent, capable, curious, and rich in potential. By recognizing children as capable and curious, we are able to deliver programs and services that value and build on their strengths and abilities, because they grow up in families with diverse social, cultural and linguistic perspectives. We are committed to working to create a high-quality early learning and care environment that takes a strength-based approach to learning and development where we are all co-learners.

"How does learning happen? Ontario's Pedagogy for the Early Years (2014)" will be the document at the forefront of creating and maintaining our programs. Using the common framework articulated within the document, we strive to support the children to achieve the following goals and will meet the expectations for programs building on the four foundations for healthy growth and development:

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FOUNDATIONS	GOALS FOR CHILDREN	EXPECTATIONS FOR PROGRAMS
Belonging	Every child has a sense of belonging when he or she is connected to others and contributes to their world.	Early childhood programs cultivate authentic, caring relationships and connections to create a sense of belonging among and between children, adults, and the world around them.
Well-Being	Every child is developing a sense of self, health, and well-being.	Early childhood programs nurture children's healthy development and support their growing sense of self.
Engagement	Every child is an active and engaged learner who explores the world with body, mind, and senses.	Early childhood programs provide environments and experiences to engage children in active, creative, and meaningful exploration, play, and inquiry.
Expression	Every child is a capable communicator who expresses himself or herself in many ways.	Early childhood programs foster communication and expression in all forms.

PROGRAM GUIDELINES AND HOURS

Ultimate School-Agers' HOPE site location offers all day preschool for ages 2.5 years-4 years.

HOURS OF OPERATION

USA is open for preschool children from 7:00 AM – 5:30 PM, Monday through Friday. Our 5:30 PM closing needs to be respected and should you pick your child up past the 5:30 PM closing you will be required to cover charges associated with staffing. Failure to respect closing time may result in the unenrollment.

PROGRAMS

We offer a plethora of choices for children: physical activities, a wide range of creative activities, STEM based learning and Land-based activities. These areas will change according to children's interests and programming while still meeting all Ministry Regional and Health department requirements.

ATTENDANCE

- All children will have their arrival and departure exact times listed beside their names, promptly, on the room attendance, they are also logged into our online attendance which is available to all educators via tablets.
- Educators are to sign all children into attendance as soon as they arrive on site.

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COMMUNICATIONS

CONTACTS

Hope Location Supervisor - Nidhi - superhope@ultimateschoolagers.com or 289-685-2343

Program Director - Garreth - director@ultimateschoolagers.com

DRPH: 905-668-7711

The Regional Municipality of Durham

Social Services Department

Children's Services Division: 905-666-6238

Ministry of Education, Licensed Child Care Help Desk: 1-877-510-5333 or childcare_ontario@ontario.ca

Serious Occurrence Notification Postings: The Ministry of Education has implemented a revised Serious Occurrence Policy. It is mandated that all centers post a Serious Occurrence Notification Poster stating a Serious Occurrence has occurred. This notification will state our name, the date posted, the date of occurrence, the type and description of occurrence, the action taken by us, any updates and a signature.

CONFIDENTIALITY

Every issue and concern will be treated confidentially, and every effort will be made to protect the privacy of parents/guardians, children, educators, staff, students, and volunteers, except when information must be disclosed for legal reasons (e.g. to the Ministry of Education, College of Early Childhood Educators, law enforcement authorities or a Children's Aid Society).

CONDUCT

Our center maintains high standards for positive interaction, communication and role-modeling for children. Harassment and discrimination will therefore not be tolerated from any party. This is always maintained by a group of internal educator and staff policies and constant review of the supervisor and director to ensure adherence. If at any point a parent/guardian, educator or other staff feels uncomfortable, threatened, abused, or belittled, they may immediately end the conversation and report the situation to the supervisor. Furthermore, the parent/guardian has the option to escalate further to the director if they have a concern the issue has not been dealt with appropriately and in a timely manner.

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Classroom/child concerns:

Stage 1) Talk to your child's classroom educator in person

Stage 2) Email or call the SUPERVISOR (superhope@ultimateschoolagers.com) / 289-685-2343

Stage 3) Email the Program Director (director@ultimateschoolagers.com)

PARENTS ISSUES AND CONCERNS

The purpose of this section is to provide a transparent process for parents/guardians, the childcare licensee and our educators and staff to use when parents/guardians bring forward issues/concerns.

Parents/guardians are encouraged to take an active role in our childcare center and regularly discuss what their child(ren) are experiencing with our program. As supported by our program statement, we support positive and responsive interactions among the children, parents/guardians, educators, and staff, and foster the engagement of and ongoing communication with parents/guardians about the program and their children. Our educators are available to engage parents/guardians in conversations and support a positive experience during every interaction. All issues and concerns raised by parents/guardians are taken seriously by Ultimate School-Agers educators and will be addressed. Every effort will be made to address and resolve issues and concerns to the satisfaction of all parties and as quickly as possible. Issues/concerns may be brought forward verbally or in writing. Responses and outcomes will be provided verbally, or in writing upon request. The level of detail provided to the parent/guardian will respect and maintain the confidentiality of all parties involved. An initial response to an issue or concern will be provided to parents/guardians within 1 business day. The person who raised the issue/concern will be kept informed throughout the resolution process. Investigations of issues and concerns will be fair, impartial, and respectful to parties involved.

ESCALATION OF ISSUES OR CONCERNS

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

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

CONCERNS ABOUT ANY SUSPECTED ABUSE OR NEGLECT

Everyone, including members of the public and professionals who work closely with children, is required by law to report suspected cases of child abuse or neglect. If a parent/guardian expresses concerns that a child is being abused or neglected, the parent will be advised to contact the local Children's Aid Society (CAS) directly at 1320 Airport Blvd, Oshawa, Ontario, L1H 7K4, Phone: 905-433-1551

Persons who become aware of such concerns are also responsible for reporting this information to CAS as per the "Duty to Report" requirement under the Child and Family Services Act. For more information, visit

<http://www.children.gov.on.ca/htdocs/English/childrensaid/reportingabuse/index.aspx>



HEALTH AND WELL-BEING



SICKNESS

Educators will deny entry to any child, or visitor/staff who have symptoms that may endanger the well-being of other children or staff in the center.

An Educator will also ask questions asking how the child's night was and if anything, unusual may have happened. An Educator will complete a basic health check and screening to ensure your child is asymptomatic when they arrive. Your child will also be monitored throughout the day.

If your child is showing ill symptoms at home your child must not attend care and must remain home. Please call the center and offer you next steps at that time.

If your child becomes sick at the center, they will be separated in an isolation room and supervised by one of our educators. We will notify you to pick up your child. If your child requires immediate medical attention, your child will be taken to the hospital by ambulance and examined by a legally qualified medical practitioner.

If you or your child are being managed by DRPH, (previously such as COVID-19 cases) follow instructions from DRPH to determine when to return to the facility.

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Pick-up: We will have your child ready for pick-up at the designated time at the front entrance of the center. If this time needs to change, let us know ASAP and we will make every effort to accommodate requested time. This will assist with physical distancing. Please share instructions and/or custody arrangements with the supervisor concerning pick up or access to your child and ensure we are notified of any changes. We may confirm identity by requesting government issued identification.

CLEANING AND SANITIZING

Ultimate School-Agers will adhere to the Sanitizing Schedule of the DRPH.

Although hand washing is always preferred and will be our main focus for hand cleanliness. There will be times when water is not available (outdoors). Hand sanitizer may be used with young children, when necessary, if hands are not visibly soiled. (Hand Sanitizer will always be kept out of the reach of children)

As per DRPH the following Hand Sanitizer procedures will apply:

1. Apply 1-2 pumps of sanitizer to palm of dry hand
2. Scrub back of hands, between fingers, thumbs and around fingernails until dry

As per DRPH the following hand washing procedures will apply:

- a) Wet Hands
- b) Apply Liquid Soap
- c) Scrub back of hands, between fingers, thumbs and around fingernails for at least 20 seconds
- d) Rinse
- e) Towel Dry
- f) Turn off tap with towel



After waste of any kind has been handled proper handwashing must be completed immediately.

All educators onsite carry a current Food Handler Certificate to ensure proper food handling.

Ultimate School Agers is a non-cook centre. As our foods do not require cooking, we follow a Cold Hold-Prepare-Serve policy. All cleaning and sanitizing will consist of a four-step process:

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1. Soap and water
2. Water
3. Bleach and Water left on surface for minimum of 45 seconds. (Solution will be 200 ppm minimum)
4. Allow the surface to air dry on the surface

OUTBREAK CONTROL

Ultimate School-Agers will work to minimize the possibility of an outbreak. Should Ultimate School-Agers see an increase in ill children or staff the DRPH will be informed.

To see if an outbreak is occurring Ultimate School-Agers will do the following:

- Daily observation of children
- Review prescreening
- Review recent staff/child absentee records
- Contact Durham Region to discuss as needed

Ultimate School-Agers' Role in Outbreak Control:

- Follow all health department recommendations and requirements
- Assist the investigating Public Health Inspector by collecting the required specimen samples and providing the necessary information pertaining to staff and children
- Immediately report any changes or provide updated information about the outbreak to the Public Health Inspector including daily reports about new and resolved cases
- Communicate necessary information to families of children attending the center
- Post signage at all entrances to the facility of the outbreak, e.g. Health Department "STOP" sign
- Ensure proper handwashing procedures for staff, children and visitors
- Clean and sanitize all toys and equipment children/educators have come into contact
- Stop any unnecessary outside visitors from entering the facility
- Exclusion of symptomatic children from program until Emergency Contact arrives to pick child up (Parent to be called immediately upon discovery of symptoms)
- All children, educators and visitors to be free of symptoms for 48 hours before returning

Required communication with parents with regard to communicable diseases

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When a communicable disease or outbreak is confirmed in the centre, we will update parents by:

- provide a letter via email, paper copy on site

These updates will include:

- 1) Advisory of an outbreak or communicable disease
- 2) What actions are necessary should their child become symptomatic
- 3) What control measures have been put in place

EMERGENCY MANAGEMENT POLICIES AND PROCEDURES

Ultimate School Agers has Emergency management Policies and Procedures in place for the health and safety of all. You can request a detailed copy from the educator should you wish to review these in detail. Courtice Community Centre is the emergency evacuation Centre for our site. If a situation arises forcing us to leave our center we will evacuate to Courtice Community Centre. Once we have arrived safely there and know the children are in a safe location, we will notify you at your work number via cell phone for you to pick your child up immediately. If your work number is not available, we will then continue through your list of contacts, until we reach someone to pick up your child/ren.

ACCIDENT REPORTS

Even though the children are under constant supervision accidents can happen.

- For a minor injury an educator at USA will administer first aid and fill out an accident report the parents will be asked to review and sign.
- If the accident is a little more serious, an educator will call the parent and together, we can decide on the medical attention
- A serious injury will require immediate medical attention and you will be notified immediately.

All Serious Occurrences will be reported to the Ministry of Education and be posted for 10 days.

IMMUNIZATION

The DRPH requires all schools to keep a record of immunizations. USA is responsible for preschool immunization records and will require a copy of your child's completed immunization record before

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enrolment. Should you qualify for an exemption please contact our site supervisor for the correct paperwork to be completed.



MEDICATION

USA will only administer prescription medication. All medication needs to be clearly marked with the child's name, doctor's name, the medicine's name, dosage, date of issue and expiry date. We will not accept medicine that is in a container other than the initial prescription container. We also will not administer non-prescription medicines such as Tylenol unless prescribed by a Medical Doctor, in its original package and a note accompanying it. If we feel your child requires these medicines, we will inform you and ask you to take your child home.

ALLERGIES

We are a Nut free, Hemp Seed Free program. Please ensure your child does not bring any foods to our program. If your child handles any of these foods before coming to USA please have them wash their face and hands thoroughly. We thank you for your understanding concerning allergies.

HEAD LICE

We have a strict no nit policy. Should we find any nits or lice on your child they will be sent home immediately and not allowed to return until an educator inspects their hair to ensure there is no trace of any lice and/or nits. After a case of head lice has been reported we will examine each child for lice and/or nits and inform the parents. If you do find lice and/or nits on your child, please inform us immediately.

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WHAT TO EXPECT

FOOD

Full day childcare will include two snacks and lunch. Our menu is posted on a four-week rotation and covers 60% of Canada's food guide.

Our highest priority will be to serve a menu that does not pose a risk to a child with a food allergy. Should your child require foods based outside of our offerings, you are welcome to purchase, equal to or alternative substitutions for your child. These items must come in original packaging, with content list and expiry date visible. Original receipt for product must also be with the original package.



Please ensure when completing application of enrolment that allergy information is clearly outlined. Should you require documentation in regard to a child with anaphylaxis allergies, please contact the centre directly.

Ultimate School Agers will have allergy lists posted in all areas where children are.

Keeping in mind that each child will be eating meals outside of USA's scheduled program, we will follow Canada's Food Guide as such: 5 servings of fruit/vegetables, 4 servings of grains, 2 servings of dairy and alternative, 1 serving of meat or alternatives.



Our fruit and vegetable list will be posted beside the menu each week and retained for a four-week schedule.

Should any deviation from the pre-planned menu occur, we will post this change beside our posted menu, as well as note it in our daily log.



Menus will be posted and followed on a four-week rotation.

All food will reflect a hold, prepare, serve pattern in our kitchen that has been licensed by the DRPH.

TOILET TRAINING

When you feel your child is ready for Toilet training, we ask that you begin teaching at home during a weekend or vacation. PLEASE NOTE: We will only assist your child in Toilet training if you have successfully begun training at home for one week prior.

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We will follow through and encourage your child while in care. Toilet training will be done in a relaxed manner with the cooperation of the family. We require that the child show signs of readiness (Please read the Toilet Training Readiness Checklist. Positive reinforcements and consistency must be continued at home.

The child must be kept in pull-ups at all times. Please keep in mind that the activity level here at the center can distract your child from responding to an urge to use the toilet. Therefore, we will use diapers until your child can and will announce that he/she must use the bathroom and can control their bladder and bowels for a few minutes beyond that announcement. It is required that parents provide pull-ups, diapers (until child is ready for pull-ups only) and extra changes of clothing.

SAFE ARRIVAL AND DISMISSAL POLICY AND PROCEDURES

This policy and the procedures within help support the safe arrival and dismissal of children receiving care.

This policy will provide staff, students and volunteers with a clear understanding of their roles and responsibilities for ensuring the safe arrival and dismissal of children receiving care, including what steps are to be taken when a child does not arrive at the child care centre as expected, as well as steps to follow to ensure the safe dismissal of children.

This policy is intended to fulfill the obligations set out under Ontario Regulation 137/15 for policies and procedures regarding the safe arrival and dismissal of children in care.

Note: definitions for terms used throughout this policy are provided in a Glossary at the end of the document.

POLICY

GENERAL

- Our center will ensure that any child receiving child care at the child care centre is only released to the child's parent/guardian or an individual listed as an emergency contact on the child's file or that the parent/guardian has provided written authorization the child care centre may release the child to.
- Our center will only dismiss children into the care of their parent/guardian or another authorized individual. The centre will not release any children from care without supervision.
- Where a child does not arrive in care as expected or is not picked up as expected, staff must follow the safe arrival and dismissal procedures set out below.
- Children can only be released to an adult over the age of 18 years old.

PROCEDURES

ACCEPTING A CHILD INTO CARE

1. When accepting a child into care at the time of drop-off, program staff in the room must:
 - o greet the parent/guardian and child.

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- ask the parent/guardian how the child's evening/morning has been and if there are any changes to the child's pick-up procedure (i.e., someone other than the parent/guardian picking up). Where the parent/guardian has indicated that someone other than the child's parent/guardians will be picking up, the staff must confirm that the person is listed on child's file as an emergency contact or where the individual is not listed, ask the parent/guardian to provide authorization for pick-up in writing (e.g., email to centre Supervisor or message on Communication App).
- document the change in pick-up procedure in the daily written record.
- sign the child in on the classroom attendance record.

WHERE A CHILD HAS NOT ARRIVED IN CARE AS EXPECTED

1. Children are expected to arrive at the centre between 7:00-10:00 am unless otherwise informed by the parent.
2. Where a child does not arrive at the child care centre and the parent/guardian has not communicated a change in drop-off (e.g., left a voice message, email or message on the Communication App), the staff in the classroom must:
 - Inform the onsite Supervisor or designate and they must commence contacting the child's parent/guardian no later than 10:00 am. The Supervisor or designate shall call and send a message to both parents through the Communication app. The staff will make two attempts to contact the parent/guardian by Communication app or phone and leave a message each time.
 - If the Supervisor or designate is not able to reach the parent by 12 pm, the Supervisor will contact someone on the Emergency Contact list to notify them of the inability to contact the child's parent/guardian. A voice message will be left with the Emergency Contact in case they cannot be reached.
3. Once the child's absence has been confirmed, the Supervisor or designate shall document the child's absence on the attendance record and any additional information about the child's absence in the daily written record.

RELEASING A CHILD FROM CARE

1. The staff who is supervising the child at the time of pick-up shall only release the child to the child's parent/guardian, emergency contact listed on the child's file or individual that the parent/guardian has provided written authorization that the child care may release the child to. Where the staff does not know the individual picking up the child (i.e., parent/guardian or authorized individual),
 - confirm with another staff member that the individual picking up is the child's parent/guardian/authorized individual.
 - where the above is not possible, ask the parent/guardian/authorized individual for photo identification and confirm the individual's information against the parent/guardian/authorized individual's name on the child's file or written authorization. A copy of the identification will be filed in the child's file.

WHERE A CHILD HAS NOT BEEN PICKED UP AS EXPECTED (BEFORE CENTRE CLOSES)

1. Where a parent/guardian has communicated with the staff a specific time or timeframe that their child is to be picked up from care and the child has not been picked up within 1 hour of the pickup time, the onsite Supervisor or designate shall contact the parent/guardian by phone and send a message on the Communication app to advise that the child is still in care and has not been picked up.
 - Where the staff is unable to reach the parent/guardian by phone, staff must leave a voice message for the parent/guardian. Where the individual picking up the child is an authorized individual and their contact information is available, the staff shall proceed with contacting the individual to confirm pick-up as per the parent/guardian's instructions or leave a voice message to contact the centre.

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- Where the staff has not heard back from the parent/guardian or authorized individual who was to pick up the child, the staff shall wait until the program closes and refer to the procedures under “where a child has not been picked up and the centre is closed”.

WHERE A CHILD HAS NOT BEEN PICKED UP AND THE CENTRE IS CLOSED

1. Where a parent/guardian or authorized individual who was supposed to pick up a child from care and has not arrived by closing time of the center, staff shall ensure that the child is given a snack and activity, while they await their pick-up (See separate Handbook section on Late Fees).
2. A staff member shall stay with the child, while proceeding to call the parent/guardian to advise that the child is still in care and inquire their pick-up time. In the case where the person picking up the child is an authorized individual; the staff shall contact the parent/guardian first and then contact the authorized individual responsible for pickup if unable to reach the parent/guardian.
3. If the staff is unable to reach the parent/guardian or authorized individual who was responsible for picking up the child, the staff shall contact other individuals on the emergency contact list to arrange for pickup.
4. Where the staff is unable to reach the parent/guardian or any other authorized individual listed on the child's file (e.g., the emergency contacts) by 6:30 pm the staff shall proceed with contacting the local Children's Aid Society (CAS) Durham Region at 905-433-1551. Staff shall follow the CAS's direction with respect to next steps.

DISMISSING A CHILD FROM CARE WITHOUT SUPERVISION PROCEDURES

Staff will only release children from care to the parent/guardian or other authorized adult. Under no circumstances will children be released from care to walk home alone.

Glossary

Individual authorized to pick-up/authorized individual: a person that the parent/guardian has advised the child care program staff in writing can pick-up their child from care.

Parent/guardian: A person having lawful custody of a child or a person who has demonstrated a settled intention to treat a child as a child of his or her family.

Regulatory Requirements: Ontario Regulation 137/15 Safe

arrival and dismissal policy

50. Every licensee shall ensure that each child care centre it operates and each premises where it oversees the provision of home child care has a policy respecting the safe arrival and dismissal of children that,

(a) provides that a child may only be released from the child care centre or home child care premises,

(i) to individuals indicated by a child's parent, or

(ii) in accordance with written permission from a child's parent to release the child from the program at a specified time without supervision; and

(b) sets out the steps that must be taken if,

(i) a child does not arrive as expected at the centre or home child care premises, or

(ii) a child is not picked up as expected from the centre or home child care premises.

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ELECTRONICS POLICY

The purpose of this section is to outline Ultimate School-Agers' (USA) policy toward handling electronic devices in our program. Common devices that fall into this category are cell phones, portable gaming devices, recorders, tablets, laptops and personal media players. Please note that the above is not to be considered a full and exhaustive list of all devices covered under the policy.

- No devices will be allowed to come into the center from home
- All games and activities found on these devices will be rated "E" for everyone
- Children are unable to share or watch others play on devices
- Educators (with supervisor input) has the final right of refusal if children are not adhering to the policy
- **If you prefer your child not to use any of our devices, please inform the educator promptly**
- Children will be given the opportunity to use our devices for 1 hour after lunch in what is quiet time
- Electronic media is only used by educators and children to extend the child's topic of interest. For example, if children are interested in butterflies, a device may be used to further their research
- Multimedia is used to enhance learning - to experience, experiment, design and create. For example, children are taught how to make movies.
- School Age children (under supervision) may use electronic devices to record their own learning. For example, a child may take a picture of a situation and record what is happening in the picture.



VOLUNTEERING

At this time there will only be necessary visitors allowed.

SUNSCREEN/BUG REPELLENT

Because our summer program will feature a lot of outside time it is essential your child wear sunscreen/ Bug Repellent and a hat. You must provide sunscreen/ Bug Repellent clearly labeled with your child's name, that is to stay at the center in your child's individual bin/cubby. Please ensure your sunscreen is a waterproof sunscreen with an SPF of no less than 30 that offers protection from UVA and UVB rays.

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CHILD PARTICIPATION IN THE PROGRAM

The program is planned by trained Registered Early Childhood Educators to incorporate a variety of activities to meet the physical, creative, intellectual and emotional needs of the children. If children are unable to participate in or have access to all facets of the program, parents should discuss this with the Centre Supervisor at admission, if special consideration is to be given. Any special consideration to be made will be confirmed in writing by the Centre Supervisor.

Progress on your child's development including photos are recorded daily by our educators and securely available through the HiMama app to you as the parent.

SPARE CLOTHING

We recognize that there are times when children may need a change of clothing. Feel free to send a change of clothing for your child. Please place in a sealed bag clearly labeled with your child's name.

NO SMOKING

We are a smoke free facility, and no person is allowed to smoke or hold a lit cigarette or smoking/vaping product on our premises.

REGULAR COMMUNICATION

Our primary goal is to provide a wonderful atmosphere for your child but our secondary and equally important goal is to have open communication with you, the parent. All the educators will be open to communicating with you regarding any comments, questions or concerns you may have, and we ask that you provide the same openness with us if we need to talk to you. Please remember that we may not always be able to talk to you when you drop off or pick up your child because the educators may be particularly busy with a full group of children. We still however feel daily contact is valuable so please let us know the best way to communicate with you.

We will use the HiMama app to perform standard communications as well as text/calls as necessary.

HOLIDAYS AND VACATIONS

USA will be closed for the following holidays: New Year's Day, Family Day, Good Friday, Victoria Day, Canada Day, Civic Holiday, Labour Day, Thanksgiving and the FULL Christmas week.

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Until Dec 31, 2023, you are entitled to take two weeks' vacation at a reduced rate per calendar year – see Fees Table for details. Should you take beyond the two weeks then full payment must be made.

You are required to give us two weeks written notice if you are using vacation days for those legacy families entitled to reduced price vacation days.

PHOTOGRAPHS

There may be occasions when USA or a news photographer may take pictures of your child. We will not allow any photographs of your child to leave our location unless we have your permission.

PROHIBITED PRACTICES

No licensee shall permit, with respect to a child receiving childcare at a childcare center it operates or at premises where it oversees the provision of childcare,

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

PARENT INVOLVEMENT

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We welcome your involvement in any way you would feel comfortable. Post to our Facebook page, say hello or share ideas. Send us emails, texts. Want to plan a zoom get together or show the children where you work through any of the platforms, let us know, we can make it happen.

CUSTODY ARRANGEMENTS

USA needs to be informed at enrolment if any custody arrangements are in place regarding your child.

If there is a later change in the arrangement, we need to be informed immediately. USA needs to have a copy of the Court Orders of Custody Arrangements. USA wants to ensure the safety of your children so if the non-custodial parent will be picking the child up, we need a written form signed by all parties involved prior to pick up. Any contravention to the court order will require police assistance.

RESPECT OF EDUCATORS, STAFF, HANDBOOK POLICIES

We will make all reasonable efforts to help your child fully integrate into the program including a staged approach. A refusal of service (cancellation of contract) will be authorized by the Director as a last resort in instances where if the following policies are not followed.

Those reasons are:

- The child does not adapt to his or her environment within a reasonable time period
- The child requires more attention than the other children in his or her group, thereby depriving the other children of the care that they need
- The parent does not make an effort to pick up his or her child when the child is sick, or the parent brings the child to the Centre knowing the child is sick (noncompliance with the health protocol)
- The parent regularly makes late payments or submits cheques with insufficient funds. The policy stipulates that in the case of unpaid fees, a written notice must be sent, followed by a warning letter, and then by a final notice cancelling the child's registration at the Centre
- If you are late for your drop-off/ Pick-up time more than 1x in a week
- Refusal to respect the program handbook rules, policies and procedures
- Actions deemed prejudicial to USA's educators or to the children in our care

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- Physical or verbal violence towards an educator or staff, a child, other parents or any other person on site (immediate termination)

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ENROLLMENT AND ADMINISTRATION

ADMISSION

Admission is completed for new children based on available spots followed by a wait list. Ultimate School-Agers is open on an availability basis to all families. Medical and registration forms must be completed and signed off by supervisor before the child starts the program or is placed on our wait list. There will be no cost for a family to add their child to USA's wait list. A parent may contact USA's Supervisor to enquire as to their spot on our wait list and will be maintained in complete confidentiality by Ultimate School-Agers.

WAIT LIST

Families are required to complete the Application form to be placed on the wait list. Should a family be offered a space with Ultimate School-Agers but are unable to take it at that time, there is the option to either resume a spot at the end of the wait list or to be removed from the wait list.

Complete confidentiality will be maintained if parents are seeking to see where they are on the waitlist and the status can be checked by sending an email to superhope@ultimateschoolagers.com

SPACE REQUIREMENTS

All spaces within the childcare program must be occupied by a child and cannot be reserved.

LATE PICK-UP

We understand there are times when you may be delayed. We ask that you respect that the Educators have lives outside of USA and schedules are based on center needs, therefore if you drop-off or pick-up your child outside of your prescheduled time a late fee will apply. See the Fees Table for details.

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WITHDRAWAL FROM PROGRAM BY PARENT OR GUARDIAN

Should you need to withdraw your child from the program you need to give a minimum of two weeks' notice.

USA thanks you for choosing us to provide care for your most precious belonging, you child!

CHANGES IN PROGRAM SPACE

When the enrollment level in a program is no longer financially viable, the program will be monitored for a three-month period. During this time, if the enrollment level does not rectify itself, parents will be given four weeks' notice of program cancellation.

TAX RECEIPTS

Tax receipts will be available for pick up at our site on an annual basis. These receipts will be issued sometime in the few weeks after the end of the calendar year.

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FEES

Please note the following:

- You are able to pay via EFT bank transfer direct from your bank account and are required to have your void cheque given to the director to set up in our system along with AUTOPAY turned on in HiMama
- Payment questions? Follow these steps:
 1. Log into the HiMama app and check the Payment section for previous or current invoices
 2. If not resolved, email Garreth at director@ultimateschoolagers.com

SERVICE	FEES
PRESCHOOL	\$431.74/MONTH
VACATION DAY – See Note 1	\$10.00/DAY
LATE PICKUP FROM CENTER FEE	\$5.00 for 1 st minute, \$1.00/min thereafter
Fee for late payment / non-sufficient funds	\$30.00/occurrence

Notes:

1. In regard to vacation days:
 - a. Currently families have an allotment of 10 vacation days per child per calendar year at the rate shown in the table, as long as you inform our supervisor a minimum 2 weeks in advance.
 - b. The vacation fee will be applied as a CREDIT in the subsequent month as the difference between the regular preschool daily rate and the vacation day rate. For example, if you use a vacation day in JUNE, you will see a credit applied to file for those days on your JULY invoice.
 - c. On Jan 1st 2024, the vacation rate will be discontinued
2. Fees are due on receipt of the center's invoice.
3. Attendance fees are to be prepaid for the month that child care is provided.

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PARENT SIGNATURES

<input type="checkbox"/>	While every effort is made to ensure that your child will receive the best possible care, there are times when unfortunate situations arise. As a result, you hereby waive, release, discharge and hold harmless Ultimate School-Agers and all persons associated with them from any and all responsibilities or liabilities in injuries and damages resulting from your child's participation in any activities or use of equipment and facilities.
<input type="checkbox"/>	I will abide by all fee requirements of the center and keep fees in a paid up status at all times
<input type="checkbox"/>	I will allow USA to apply sunscreen/ bug repellent to my child if deemed necessary.
<input type="checkbox"/>	I have read and understand the attached program statement.

Child(ren)'s Name: _____

Parent/Guardian's Name: _____

Signed: _____ Dated: _____

NOTE:

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