

Policy 13. Expectations of Parents

Note related Policies:

- 6. Volunteers and Guests
- 14. Communications
- 16. Confidentiality
- 18. Termination of Service

13.1. Philosophy

- The board, staff, families, and children at SCD must be treated in a respectful and professional manner. Any abuse, be it verbal, physical, or emotional, by parent may result in termination of service and the dismissal of all children belonging to the parent at the SCD.

13.2. Prior to Enrolment

- Families are encouraged to meet with the Director and tour of the facility before child is enrolled. It is important that families feel comfortable and that the daycare is the right choice for their child.
- Complete all intake forms accurately and completely
- Review Parent Handbook and Policy document; raise concerns with Director prior to enrolment

13.2.1. Separation Tips

- Separation can be stressful for parents as well as children. Starting a new child care arrangement can be a difficult transition. Remember that we are here to make this new adventure as easy and enjoyable as possible for both the parent and the child. We have a caring team who are trained and prepared to help you and your child during the separation process. The staff members will provide reassurance and comfort for your child once you leave the centre. Always feel free to call or stop by the centre at any time to check and see how your child is doing during the day.

13.3. During Enrolment

- Regularly check Lillio and use this app for daycare communications; any information for parents can be found here.
- Utilize Scheduling App for monthly scheduling
- Contact the daycare any time child will be absent due to illness, vacation, or other absences. Due to operational expenses, which remain the same regardless of the number of children in attendance, parents will be billed regular fees when their child is absent (exception: vacation per Policy 8).
- Regularly pay fees
- Parents / Guardians always have access to our facility during hours of operation unless restricted by a custody agreement or court order.
- Parents / Guardians are welcome to participate by volunteering, as well as offering their input and suggestions. This can be done directly with your child's Educator, the Director, or Board members during office hours, over the phone, or in person. We encourage you to bring any comments, questions or concerns to our attention immediately so they can be resolved accordingly.
- **Do not** leave any medication in your child's cubby all medication must be stored in the daycare's locked medication box.
- Inform the SCD immediately of any changes in your home address, phone number, and employment information. This information is vital if there is an emergency.

- Parents may setup a time to meet with the Director and tour the daycare by calling or emailing. We recommend you come prepared with a list of questions/concerns so we can answer all of your questions.
- Families must limit communications before 7am and after 5pm to urgent matters only
- In the event that a child is prescribed a new medication, families must administer the first two doses to ensure child does not have an allergic reaction. Families must inform staff of the time of most recent dosage per Policy 16.
- Respect the SCD facility and property by making an effort to keep spaces clean and tidy

13.3.1. Appropriate Dress

- We offer activities that encourage children to freely explore and experiment. Sometimes the activities get messy (art projects, water, sand, and outdoor play) so children will need to wear clothes that allow them to get dirty.
- We also encourage independence; teaching children to dress and undress themselves, children's clothing should be comfortable and easily put on and removed.
- Please label your child's clothing clearly to avoid loss and confusion.
- Each child should have a change of clothing that is seasonally appropriate.
 - o Winter: jacket, ski pants, boots, toque, and waterproof mitts x 2
 - o Spring/Fall: rubber boots, splash pants
 - o Summer/Spring: hat for sun, shorts
- Providing extra clothing for changes in temperature is always a good idea. We try to spend time outside each day.
- Continually failing to provide weather appropriate clothing will result in a \$20 cleaning fee per child to offset cost of cleaning borrowed SCD items (e.g., toques, mittens, coats, etc.)

13.4. Items Required from Home

- Ensure all items are labelled with child's first and last name. SCD is not responsible for lost items.
- Each child will be provided with their own cubby for personal storage.
- Each child should have:
 - o Outdoor wear per 13.4.
 - o Indoor footwear (to be left at daycare)- runners are best
 - o At least two complete changes of clothing to be kept in cubby for when clothes get wet or dirty (please send an additional set of clothing if potty training)
 - Dress child in play clothes so they feel free to participate in daily activities that may be messy or stain clothing.
 - When your child is toilet learning, please bring lots of spare clothes for those times we are a bit late.
 - In the event that a child does not have a spare change of clothes and requires one, SCD will borrow the child a donated pair to be returned
 - o A blanket for nap time.
 - o A water bottle
 - o Diapering supplies (diapers, wipes, cream)
- Continually failing to provide required items from home will result in a \$20 re-stocking fee for use of SCD items (e.g., diapers, wipes, water bottles, etc.)
- Toys from home will not be permitted other than their favorite comfort item to be used at nap.
 - o Children may bring personal items for Show and Tell, however the centre is not responsible for any lost or broken items.

13.5. Appropriate Behaviour

- All parents will sign our Code of Conduct upon enrolment and are expected to adhere to this code in all interactions with daycare staff and families whether on or off site
- The following behavior is completely unacceptable in the centre:
 - o Obscene or demeaning language or behavior
 - o Aggressive or overly loud voice tones
 - o Threats, intimidation or physical force
 - o Inappropriate conversations
 - o Inappropriate demands or expectations that conflict with the centre policies or procedures.

Anyone engaging in these behaviors will be asked to refrain. If the behavior continues, they will be asked to leave. If any danger is perceived by anyone, the RCMP will be notified.

13.6. Fundraising Option

- Fundraising dollars allow SCD to provide a higher quality of care than our regulated minimum (e.g., higher staff-child ratios, homemade meals, etc.) and allow us to keep revenues within our community by shopping local
- Each childcare spot is responsible for bringing in \$400 in fundraising per year up to a maximum of \$1,000 per family. Specifically:
 - o Full time and priority booking children - \$400/year
 - o Drop-in - \$200/year
- Minimum half of fundraising dollars must be provided by June 30th, with the remainder due Dec 31st of each year.
 - o Families who enrol mid-year will be pro-rated for months they did not attend.
- Fundraising dollars may be provided in any combination of the following ways:
 - o 1. Direct monetary donation (we will issue charitable receipts; donor must indicate which child it is going toward)
 - o 2. Item donation for daycare use or for further fundraising (auction, raffle, etc.); proof of item retail value may be requested
 - o 3. Raffle ticket sales
 - o 4. Board involvement (\$50 per meeting attended, \$500 executive)
 - o 5. Volunteer at fundraising event (\$15/hour)
 - o 6. Donation of additional item or service that benefits daycare community upon approval from board (e.g., yoga instruction, fence install, snow removal, etc.).
- Families are encouraged to let Director know how they intend to contribute fundraising dollars as soon as known

Table 13. Summary of Potential Fees

- Fees must be paid within 30 days of accrual

Fee	When applied	Amount	Policy for Reference
User fees	Monthly; First and last months' fee required upon enrolment	See Policy 8	Policy 8, Table 1
Administration fee	Upon addition to drop-in list or wait-list and/or to retain spot on waitlist if passing up an offered spot	\$50	Policy 8
NSF Cheque fee	When NSF cheque is received	\$50	Policy 8
No-show fee	Half hour after expected drop-off if SCD not informed of absence	\$40	Policy 8
Late fee	If SCD is not contacted by 30 minutes after scheduled drop-off	\$20	Policy 8
Late pick-up fee	If picked up more than 15 minutes later than scheduled time	\$20 / half hour late	Policy 9
Early drop-off fee	If dropped off more than 15 minutes earlier than scheduled arrival time	\$20 / half hour early	Policy 9
Illness fee	Knowingly bringing a sick child or failure to arrange for a quarantined child to be picked up within one hour of being notified; fee covers additional cost of cleaning	\$50	Policy 16
Tylenol/Advil Dosage Fee	If child develops a fever 38.5C or greater and parent consents to administering medication	\$2/dosage	Policy 16
Mask fee	In the event of a masking mandate	\$5 / month	Policy 16
Excursion fee	In the event that family opts to participate in a special daycare excursion on a case-by-case basis	Amount required to cover cost of transportation and/or entrance	Policy 10
Fundraising Fee	Optional fee in lieu of contributing to fundraising activities. 50% of fee or contribution required by June 30 th , remainder by Dec 31 st of each year.	See Policy 13.6; maximum \$400/child or \$1,000/family	Policy 13.6
Meal Fee	In the event child can not be served posted menu meal and special ingredients are required	At Director's Discretion	Policy 11
Clothing Cleaning fee	In the event that child is continually sent without weather appropriate dress and relies on SCD supplied outdoor clothing	\$20 per incident	Policy 13
Re-stocking fee	In the event that child continually fails to provide required items (diapers, wipes, etc.)	\$20 per incident	Policy 13