



Le Club Child Care Program

CHILDREN COME FIRST

www.le-club.ca

FAMILY HANDBOOK



Revised March 2026



History

The Le Club community has grown to include fourteen Before & After school child care programs since its inception in 1994. The Executive Director, Palmina Muscat, is devoted to providing exceptional school age child care in safe, stimulating, culturally dynamic environments. Le Club programs operate within the York Region community and are all operated as not-for-profit, high-quality living and learning environments for children aged 4 to 12. The name “Le Club” was chosen by a community-based board and the children enrolled in the first program at Woodland to reflect the pedagogical intent to give the children ownership of their learning, their activities, and their environment.

Community Board of Directors

The Le Club Board of Directors prides itself on being a community-based Board and has from the onset, had at least two parent members, two community members and one qualified Early Childhood Specialist. All Board Members actively participate in all Board Meetings and decisions. The Executive Director, Palmina Muscat, attends all board meetings as a non-voting member.

Schedule

All our Before and After school programs open at 7:00 am and close at 6:00 pm. (some programs close at 6:30 p.m.). The morning program offers a full range of child directed and independent activities. **Please note, your child can only enroll in our programs that currently exist in the school that they attend or are sister schools of Le Club.** A light breakfast is provided. In the afternoon program, children are provided with a healthy snack, which will fuel them for the time they are in our care. Also, children are given the opportunity to do their homework or choose from a number of self-directed activities. Our staff are available to assist the children with any homework they may have.

We provide full day child care service for our Before and After school programs on PA Days, during Winter Break (one week only), March Break and Summer Camp.

Our Toddler and Preschool Full day program opens at 7:00 am and closes at 6:30 pm. A light breakfast snack, Lunch and afternoon snack is provided. All snacks and meals are healthy and promote good nutritional and dental health. They shall conform to the provisions made by the Health Canada Documents “Eating Well with Canada’s Food Guide”. This gives them energy for a full day of learning, exploring and fun!

The programs are closed on the following days:

- ❖ Last week of August before the new school year
(Excluding the toddler and preschool full day program for this week)
- ❖ Mandated School Board closure days
(Approximate one week winter break) for before and after school programs.
- ❖ Labour Day
- ❖ Thanksgiving Day
- ❖ Christmas Day
- ❖ New Year’s Day
- ❖ Good Friday
- ❖ Easter Monday
- ❖ Victoria Day
- ❖ Canada Day
- ❖ Civic Holiday
- ❖ Family Day

Le Club Child Care programs are also closed when schools announce closures due to inclement weather, board-ordered closures (such as a school strike), or other unexpected circumstances. Families will be notified of these closures through email, website and through program communications. Fees will be charged for unplanned closures that are outside Le Club’s control.

Le Club Program Statement

At Le Club Child Care Program, our philosophy is inspired by the approaches of educators in Reggio Emilia. Le Club is committed to providing quality programs that are guided by our organizational values of support, trust, safety, respect, and professionalism, and that are consistent with Ministry of Education policies and pedagogy, as outlined in the following documents:

- How Does Learning Happen? Ontario’s Pedagogy in the Early Years
- Think, Feel, Act: Lessons from Research About Young Children
- Think, Feel, Act: Empowering Children in the Middle Years



The use of these frameworks, combined with our commitment to critically reflect upon and improve our practices in collaboration with children, families, colleagues, school boards, community colleges and the community at large, guides us to provide quality care and program development for young children.

Our program goals are influenced by our philosophy, views, and recommendations of educators, parents, community, program advisors, government authorities and recognized agencies. Le Club is committed to ensure its staff, students, volunteers, stakeholders, and families work together in a harmonious, respectful, and caring environment.

At Le Club, we strongly believe that children are curious, competent, and rich in potential and able to direct the course of their own discoveries, investigations, and learning. Le Club ensures that our inclusive programming and positive learning environments leads to the children's Self of Belonging, Well-Being, Engagement, and Expression and helps them to Self-Regulate. These principles support our mission to provide an environment rich in purpose and experience so as to inspire, motivate and empower children to reach their full learning potential.

In Belonging, our goal is to offer environments that will enable children to feel welcome, safe, and nurtured, while being contributors to their surroundings and having multiple opportunities to be successful. Our approach is to create many opportunities for the children to explore materials, be creative, become critical thinkers, problem solvers and develop mathematical behaviours. Staff will ensure children engage in self-directed activities and have a variety of available open-ended materials that focus on their interests, sparks, wonderings and encourage exploration.

In Expression, our goal is to provide language rich environments to develop communication skills. We strongly believe children communicate through "hundred languages". There are numerous opportunities available during the day for children to engage with their peers and adults through exploration, play and inquiry. Le Club's approach, through the use of hands-on experiences, developmentally/age appropriate and open-ended materials, such as loose parts, encourages children's expressions and fostering of language and communication. In addition, educators offer various areas of interest and choices that spark curiosity and foster individual expression (i.e. active play, creative arts, drama, science, indoor/outdoor play). Spaces, displays, and documentation panels reflect children's wonderings and experiences.

In Engaging children, our goal is for staff to be aware of the signals and cues of the school age child and respond appropriately and consistently, Children will be recognized as an actively engaged, self-actualized, competent citizen of our greater society. Children choose the direction of their explorations and investigations, and thus their discoveries are enhanced by fellow peers and teachers, as they learn collaboratively. Educators use provocational techniques to spark the interests of the children as they are involved in long term investigations and explorations of people and things in the world around them. In enabling this, educators provide a variety of materials that focus on children's interests and exploration in self-directed activities. Children seek these experiences daily that are conditions they naturally seek for themselves. An activity that arises from a child's innate sense of curiosity and wonder provides intrinsic motivation for learning.

In focusing on the Well-Being of children, one of our goals is that we provide environments where children can develop a foundation for creative learning and a sense of independence. This is fostered by creating a Charter of Rights, and elections for program governments and team building initiatives where children master the tools necessary to participate in a just society. Le Club educators balance the ethics of cooperation and autonomy in each program to create a strong gathering place and to build on each child's individual strengths and skills as integral members of their community.

In continuing with the child's well-being, Le Club follows Routine Practices and Precautions as recommended by Public Health. Children are encouraged to promote self-help care and skills such as proper hygiene, hand washing and cleanliness. Menus are posted at least 2 weeks in advance and are planned with input from the children, based on their interests/likes and in consultation with the parent/guardians and a Public Health



Dietitian. Snacks and lunches are self-serve and family style. Snacks and lunches are nutritious and meet the recommendations set out in the Health Canada Documents “Eating Well with Canada’s Food Guide. All food allergies and restrictions are adhered to at all times.

Through the 4 foundations of “How Does Learning Happen” Le Club strives in fostering Self-Regulation. This involves each child developing a sense of self and the ability to see themselves as capable communicators, able to express their feelings and needs in a positive and inclusive way. Children who control their own learning are more independent, socially, and emotionally connected, and self-reliant. This goal is met by providing quiet areas, inspiring Behaviour Guidance techniques, and treating the child with value and respect.

Le Club is committed to support a center that is inclusive of all children: this includes children with different abilities, special rights, race, religion, culture, language, and/or family dynamics. Our view of the child as competent, curious, and rich in potential aids us in focusing on the strengths of each child rather than needs and deficits. Children with exceptionalities are given the full range of support necessary (including support staff) to ensure their development into an integrated setting. Staff meet with Le Club resource consultants and have regular staff team meetings to reflect, plan and evaluate children’s learning. Two-way communication between families and other professionals occurs via bulletin boards, individual support plans, surveys, newsletters, videos, photographs, parent meetings and reflective documentation and journals which show children’s success. Community workers, school personnel, families and parents come together to support all children, especially those with special rights in addressing accommodation to the physical environment, support the child as a whole and to promote inclusivity. Staff meet in teams to reflect, plan and evaluate children’s learning.

Le Club strives to meet the social needs of the community. Program services are provided in a professional, courteous, and ethical manner, to meet the needs of the children and families, and promote the value of cultural and family diversity. At Le Club, stakeholders, teachers, families, and children come together to build a strong sense of community. Parents and the community at large are encouraged to share goals and aspirations with program staff on an ongoing basis. All parents are invited to learn through play, alongside their children during program time as this strengthens communication between children, parents, and teachers. In addition to on-going communication, parents take part in regular inquiries, children’s documentation, open houses, and special event family nights. In addition to the daily interaction with program staff, we offer many opportunities for parent feedback and involvement, such as surveys and focus groups. We use parent input to improve our programs and services.

Educators have committed themselves to intensive professional development initiatives mandated by Le Club at least bi-annually or through their own personal efforts. As co-learners with children, Le Club educators engage in play which helps determine the need for resources based on in depth observations of children and detailed documentation of their investigations.

Le Club enforces a Program Statement Implementation Policy intended to ensure the safety and well-being of all children, staff, volunteers, and students. This Policy reflects positive behaviour guidance techniques and follow-up procedures that must be carried forward to ensure prohibited practices are not part of quality care provided by Le Club. A Program Statement Implementation Tool is used to assess the program, staff, volunteers, and students during their six-month probationary period and annually thereafter, to determine if the program statement is being followed, and if approaches that are communicated in the program, are put into practice. Also, a self-evaluation by all staff, students and volunteers will occur prior to the Supervisor completing their Program Statement Implementation Tool. The main goal of the Program Statement Implementation Tool will assist staff, students, and volunteers in reflecting, reviewing, and evaluating the Program Statement to ensure the program encompasses the four foundations in “How Does Learning Happen” (Well- Being, Belonging, Expressions and Engagement) and meets the needs of the children, family, students and the community.

Management of Le Club Child Care Program will ensure all new staff, volunteers and students review and sign the Program Statement prior to them having any interactions with children. Annual review of the Program Statement and Le Club Policies and Procedures ensure Le Club staff, students and volunteers are knowledgeable and know how to deal with specific situations. The supervisor will ensure each staff member,



volunteer and student will be given a copy of this policy to sign and be placed in their file. Annually, Le Club management will be responsible for ensuring Supervisors Annual Review of the Program Statement and Program Statement Implementation Tool is completed. A copy will be kept for staff, students, and volunteers to refer to in the Policy Manual in the Le Club Program. Staff meetings or staff/volunteer/student orientations will occur annually for the review and signing of the Program Statement and all other Le Club Policies and Procedures.

Le Club is enrolled in the Canada-Wide Early Learning and Child Care (CWELCC) System. CWELCC Rates are eligible for all toddler, preschool and kindergarten children in school-age programs up to age 6. If a child turns 6 on or after July 1, they will only qualify for reduced fees until the end of their birthday month. All Kindergarten children who turn 6 prior to June 30 will qualify for the remainder of the school year (2023).

Toddler and Preschool (Full Year Sept -Aug)	Base Rate	*CWELCC Rates
Toddler Fee:	\$1305.00/Month	\$478.50/Month
Part-time Toddler (week must total 3 or 4 days only):	\$65.00/Daily	\$22.00/Daily
Preschool:	\$1196.25/Month	\$478.50/Month
Part-time Preschooler (week must total 3 or 4 days only):	\$59.00/Daily	\$22.00/Daily
Kindergarten (10-month Program Sept – June)	Base Rate	*CWELCC Under 6 yrs of Age
Before & After Monthly Tuition:	\$388.00/Month	\$261.00/Month
Daily PM Fee (Part-time week must total 3 or 4 days only):	\$20.00/Day (Consistent days)	\$12.00/Day (Consistent days)
Part-time Am & Pm (Part-time week must total 3 or 4 days only):	\$34.00/Day (Consistent days)	\$16.10/Day (Consistent days)
*PA Days, School-Closure Days:	\$32.00/Day (Scheduled Am & Pm)	\$10.00/Day (Scheduled Am & Pm)
*PA Days, School-Closure Days:	\$46.00/Day (Scheduled Pm)	\$10.00/Day (Scheduled Pm)
*PA Days, School-Closure Days:	\$66.00/Day (Non-scheduled)	\$22.00/ Day (Non-scheduled)
York Region Early Release Day:	\$24.00/Day	\$7.80/Day
School-age Children Over 6 Years of Age (10-month Program Sept – June)		
Before & After Monthly Tuition:	\$388.00/Month	
**Before & After Monthly Tuition Sibling Discount:	\$377.00/Month	
Daily Morning Fee (Part-time week must total 3 or 4 days only):	\$14.00/Day (Consistent days)	
Daily Afternoon Fee (Part-time week must total 3 or 4 days only):	\$20.00/Day (Consistent days)	
Part-time Am & Pm (Part-time week must total 3 or 4 days only):	\$34.00/Day (Consistent days)	
*PA Days, School-Closure Days:	\$32.00/Day (Scheduled Am & Pm)	
*PA Days, School-Closure Days:	\$52.00/Day (Scheduled Am)	
*PA Days, School-Closure Days:	\$46.00/Day (Scheduled Pm)	
*PA Days, School-Closure Days:	\$66.00/Day (Non-scheduled)	
York Region Early Release Day:	\$24.00/Day	

Base rates include: play materials; equipment and furnishings: cot, crib, bedding, play materials; Supervision by adult during operational hours; Development and implementation of individualized plans (Medical, special needs, anaphylaxis); Registration fee; deposits; Field Trips; Food; administration fees and any fees that are mandatory for a parent to pay in order to receive child care.

Non-Base rates would incur extra charges such as: Late pick up fees for child care provided beyond operational hours outlined in the parent handbook. (See Parent Contract for further information)

NSF fines (See Parent Contract for further information)

Parents are required to supply their own diapers, wipes, sunscreen, etc.

Staff Ratios/Qualifications

All our Le Club programs strive to offer an enriched, age-appropriate curriculum. We have at least one qualified, registered Early Childhood Educator (or otherwise director approved) within each of our rooms, as well as other staff who have a range of training and experience with young children.

Ratios for: Toddler Children do not exceed 1:5

Preschoolers Children do not exceed 1:8

Kindergarten Children do not exceed 1:13

Children ages 6 -12, do not exceed 1:15.

Early Childhood Educators and Educational Assistants represent diverse academic and cultural backgrounds. All Le Club teachers have committed themselves to intensive professional development initiatives within their community and at locations around the world. All Staff at Le Club Child Care Program complete a Vulnerable Sector Screening through the Regional Police and hold a valid Standard First Aid and CPR certification. Staff at each of the programs are trained in Safe Food Handling, De-escalation techniques, and WHMIS.



All staff require a note from a physician stating that they are in good health and free of communicable disease before commencing employment. In addition, proof of a recent chest x-ray or 2-step TB test is also required.

Le Club believes in offering your child opportunities to expand his/her social skills, physical and cognitive development. Therefore, many of our child care programs have specialists in art, drama, dance and sports who take part in our curriculum on a weekly basis.

Vulnerable Sector Screening

All employees, supply staff, students, volunteers, and others in direct contact with children will be required to provide a Vulnerable Sector Screening prior to employment and an Offence Declaration after each anniversary of the Vulnerable Sector Screening. A new Vulnerable Sector Screening will be required of each staff every 5 years.

Safe Drinking Water (Safe Drinking Water; Act 2002; O.Reg. 243/07)

Le Club Child Care Program will ensure that guidelines of the Safe Drinking Water Act 2002 are followed.

Safe Arrival and Dismissal Policy and Procedures

Le Club Child Care Program will ensure that any child receiving child care at the program is only released to the child's parent/guardian or an individual that the parent/guardian has provided written authorization the child care program may release the child to. 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.

PROCEDURES

Accepting a child into full day care

1. When accepting a child into care at the time of drop-off, program staff in the room must:
 - greet the parent/guardian and child.
 - 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 the registration form authorized pick up or where the individual is not listed, ask the parent/guardian to provide authorization for pick-up in writing (e.g., note or email).
 - document the change in pick-up procedure in the daily written record and log book.
 - sign the child in on the classroom attendance record.

Where a child has not arrived in care as expected for full day Child Care

1. 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 or advised the closing staff at pick-up), the staff in the classroom must:
 - inform the program supervisor and other staff and they must commence contacting the child's parent/guardian no later than 10 am. Staff shall contact child's parent/guardian through a phone call, text message or via email. If no response is received staff will continue to contact parent/guardian or contact emergency contacts until an adult to confirm absence is received.
2. Once the child's absence has been confirmed, program staff shall document the child's absence on the attendance record and any additional information about the child's absence in the daily written record.

For Before and After school Programs

- a) The children's attendance is completed as they enter the Le Club operating space.
- b) Kindergarten or School Age children that have not arrived for their regularly scheduled Before session, will be limited in documentation of the child's absence on the classroom attendance record, due to the following:
 - the inconsistent nature of Before School Care use for many families
 - the requirement for parents and caregivers to directly accompany their child to Before School
 - existing safe arrival protocols in all school boards

However, efforts will be made for all staff to have a verbal, text message or email form of communication, from parents of children not attending the program, in order to have all children accounted for in the morning, prior to the school bell. Staff will survey parents at enrollment and keep this survey in their file.



Families will be asked to communicate if any changes in attendance will occur. Families that do not communicate confirmation will be called or messaged.

- c) All children must be accounted for within 15 minutes of the dismissal bell in the After-school program. Any child/ren who have not arrived in the program should be noted, and staff should check school office and call children's parents/guardians. Failure to locate the child/ren; the school office will be contacted to see if they attended school that day or the bus company if the child is transported to the program by bus.
- d) If the child/ren did attend school however, and cannot be located, the parents/guardians will be called to see if alternative arrangements have been organized. If the parents/guardians cannot be reached or the parents/guardians inform you that no other arrangement had been made, the police and Head Office should be contacted immediately and all school and nearby property should be checked.
- e) If children are staying in their classrooms (i.e. homework, extra help, or helping their teacher) it is necessary that they know to come to Le Club first and aware the staff first and that it be verified. If they do not show up it is necessary for the staff to verify that they are there, either by asking the teacher or the child coming to inform you themselves. Communication with the school teacher is a must to ensure a child's safety.
- f) All children arriving on a bus must be met by a staff and escorted to the program. Bus arrangement must be communicated by the parents/guardians. If children do not arrive on the bus, please follow through with step (d).

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 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.

If a parent/guardian has not given authorization for anyone else to pick up their child, the staff should do the following:

1. Contact the parent/guardian to confirm the person's identity and to confirm authorization for pick up (**Staff should phone the parent/guardian themselves from the program phone, and not accept to speak to the parent/guardians from the person's personal cell phone of who is picking up the child**). Under no circumstance are staff to release the child without authorization from the parent/guardians.
2. If a staff cannot get a hold of the parent/guardian, they should try the emergency contact phone numbers. Staff should also contact the centre Supervisor and the Executive Director or Program Co-ordinator.
3. If they are still unable to get a hold of any family members or emergency contact, they are to call the police and CAS after 7:00 p.m. (7:30 p.m. for the programs that end at 6:30 p.m.)

Where a child has not been picked up as expected (before centre closes)

Where a parent/guardian has previously 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, the staff shall contact the parent/guardian and advise that the child is still in care and has not been picked up.

- Where the staff is unable to reach the parent/guardian, staff must try calling again and leave a message. 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.

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 the program and has not arrived 15 mins after closing, staff shall ensure that the child is given a snack and activity, while they await their pick-up.



2. One staff shall stay with the child and proceed with calling the parent/guardian to advise that the child is still in care and inquire their pick-up time.
3. If the staff is unable to reach the parent/guardian or authorized individual who was responsible for picking up the child, the staff can call other authorized pick-up persons on file or emergency contacts.
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 7:00 p.m. (7:30 p.m. for the programs that end at 6:30 p.m.), the staff shall proceed with contacting the local Children's Aid Society (CAS) and the Police. Staff shall follow the CAS's direction with respect to next steps.
5. 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.

A staff member, who has reason to believe that the person arriving to pick up a child is impaired should:

- a. Request that a cab be called if the adult is driving.
- b. In extreme cases, where the staff doubts the safety of the child in the care of the adult, we have been advised that if the adult is authorized to pick up the child, **the child must be released**. However, staff should immediately call the police and indicate their concern.
- c. Staff taking either of the above steps, should notify the Executive Director of Program Coordinator.
- d. The Executive Director or Program Coordinator will communicate with parent/guardian the seriousness of the incident and indicate that the re-occurrence of this problem will result in a request to withdraw their child from the program.

Before leaving the centre, staff should review the attendance records to ensure that everyone has been signed out and do a thorough check of the centre to make sure that all children have indeed gone home and that there is no one left other than the closing staff.

Ill Children

When a child is ill and cannot attend the program, the program staff must be informed by phone. It is also suggested that the family prepare and arrange for emergency backup child care in anticipation of these situations.

Program staff are responsible for observing each child upon their arrival at the center for symptoms of ill health. Should a child demonstrate symptoms of illness, the parent delivering the child will be requested to remove the child from the centre by the Supervisor or designate.

Should a child develop any signs of illness during the program, the families will be contacted by the Supervisor or designate and requested to come and pick up the child immediately. The child will be isolated from other children in the centre until such times as the parent/guardian arrives. A record of this call and pick up must be recorded in the "Child Record of Ill Health" form.

Should a child require medication when he/she returns to the centre, parents must fill in a "Medication Treatment Consent" form. Children in the Kindergarten and School Age programs who are ill during the school day cannot be accepted into the program.

Children can return into the program when symptoms are improving for at least 24 hours. Children must be fever-free for 24 hours and nausea, vomiting, and/or diarrhea-free for 48 hours).

Immunization & Health Records Policy

The purpose of this policy is to ensure that Le Club collects information in accordance with Public Health requirements and/or Ministry of Education requirements regarding children and staff's immunization and/or health records.

Le Club staff will collect, keep and regularly update the immunization records for each child who attends the child care in the Preschool and Toddler program. These records will be kept confidential and are stored in a safe, locked location. Le Club will also ensure that employees hired to work will have all required immunizations and a record of health prior to their start date.



Children's Records for our Toddler and Preschool program

Upon enrollment in our Preschool and Toddler programs, Le Club will request families to provide an up to date record of immunizations and vaccines. These immunizations are required to be kept up to date based on age. In the event that an immunization has been delayed, parents will provide a written note indicating why the immunization has been delayed. Le Club is required to copy the immunization record and forward it to York Region Public Health upon request. Any incomplete immunizations will be followed up by a member of York Region Public Health.

Children's Records for our Before and Afterschool programs

Immunizations are not required to be collected from the program for children who are attending an elementary school that is hosting a Le Club before and after school program and Summer Camp. School Age children must have up to date vaccines or they may be suspended from the public school they are attending. This is maintained and monitored by the hosting school and suspended children due to immunization, cannot attend any Le Club programs.

Exemptions

Parents who choose not to vaccinate their children due to medical, conscientious or religious reasons must provide a written exemption. Medical exemptions must be obtained from a health care provider. In the event of an outbreak, children who are not immunized, may be excluded from attending the child care or school until the outbreak has been determined over by the local officer of health.

Employee Records

Prior to commencing employment, Le Club will ensure that all employees meet immunization requirements and a health assessment as recommended by the local medical officer of health is on file for review. Employees may choose not to be immunized and must provide an affidavit of exemption whether their choice is personal or medical. Employees with immunization exemptions may be excluded from work, in the event of an outbreak, until York Region Public Health determines that the risk of infection has passed. Any changes to immunization records, health records or exemption letters must be provided to the Centre as soon as possible.

Medication

A Le Club Supervisor or designate shall administer medications for children only when prescribed by a physician. Each container must be child proof, carry the name of the medication, the date prescribed, the name of the child for whom it was prescribed, the name of the prescribing physician, and the physician's instructions.

When sample medication is given by the physician or when the physician requests that you give your child an over-the-counter medication or dietary supplement, the medication must be accompanied by the same information as a prescription, written on the doctor's prescription stationery with a current date. Medication that is non-prescribed will not be administered to children.

Parents must completely fill out and sign a Medication Treatment Consent Form each week. If your child continues to need medication the following week, a new form must be filled out on Monday or medication will not be given.

If your child needs medication on a continual basis because of a chronic condition, please speak to your supervisor.

Allergy, Anaphylactic and other Medical Conditions

All children's records must be kept up to date, especially in regards to their medical needs such as allergies, anaphylaxis, asthma, seizure activity, diabetes, etc. Families will be expected to inform the Centre if their child is diagnosed with any medical conditions. Parents/guardians will also be required to provide the proper documentation for their child stating their specific medical needs. Parents/guardians are responsible for filling out these forms prior to their child's attendance and any medications described in the form must be brought in daily or stored permanently on site. Medications are stored out of the children's reach but are easily accessible to the employees. We will not accept or administer expired medication.



Any child with an Acute (a condition that is severe and sudden in onset that, if left untreated, could lead to a chronic syndrome) or Chronic (a long-developing syndrome that can develop or worsen over an extended period of time) condition or diagnosed with an anaphylactic allergy must have their own individualized plan. If significant changes and updates are required to this individualized plan, a new individualized plan must be completed. This plan includes information regarding your child's symptoms, medications, additional irritants, and specific symptoms of your child's medical condition. A medication form must be filled out to reflect the information described in the individualized plan. These forms must be updated annually.

Children with an individualized plan with child's picture are to be posted in all classrooms. These forms include information regarding allergens, specific reactions, precautions to be taken as well as emergency contact numbers. This form must be updated annually with both parent/guardian and directive of the physician. If the plan is outdated, your child will be unable to attend until it has been completed. Children

with anaphylactic allergies must have their Anaphylactic medication on site at all times; children who do not have their anaphylactic medication in the Centre will be unable to attend the program. Le Club staff, volunteers, students and others are trained annually in anaphylactic and anaphylactic medication training procedures, as well as the review of all children's plans with staff prior to start date and annually thereafter. Only children with written permission from their physician are allowed to carry their own anaphylactic medication.

Please be advised Le Club is a peanut and nut free safe environment. Please ensure your child's hands have been washed before entering the program if they have eaten during your transition from home to the center.

An additional individualized plan is not required for a child with an anaphylactic allergy, if the child does not otherwise have a medical need, as these children must already have an individualized plan under the anaphylactic protocol policy.

In order to reduce the risk of exposure to any causative agent that can cause an anaphylactic reaction a Causative Agent Notice Form will be communicated the parents upon registration and updated whenever new agents or allergies arise. This process is to inform and educate parents on what foods are not allowed in the program.

Nutrition

A well-balanced and nutritious diet is essential for healthy growth and development. Our lunch and snack menus are developed in accordance with Ministry of Education requirements and Canada's Food Guide. Menus are changed with the interest of the children in mind and are posted in each program.

We provide alternative menu options for children with food allergies and dietary restrictions. In rare cases, children with food allergy restrictions that the centre cannot accommodate are required to bring their snacks/meals from home. All written instructions for diet provided by a parent/guardian are followed.

We maintain a nut-safe environment, and as a result we prohibit food from home in the centre. On occasion the Before and After school program children are required to bring a nutritious nut-safe lunch to the program when attending for full days (e.g. PA Days or Spring Break). An updated Causative Agents Notice Form will also be communicated to parents and posted at each program and agents on this form are prohibited to be brought into the program. If any of these agents are found in the child's bagged lunch, the item will be packed away in their lunch bag and returned home. Le Club will provide provisions for any food packed away and the parents will be notified.

All foods provided from home must:

- be labelled with the child's name;
- come with readable ingredient labels (for pre-packaged and/or commercially prepared foods); and
- not contain or have a "may contain" warning for peanuts or tree nuts.

Please refer to the Bag Lunches section found in the Nutrition policies and procedures. We promote healthy eating habits by encouraging children to identify their own needs, to make informed choices with food, and to take an active role in serving themselves.



Emergency Management Evacuation

In the event of a public emergency, such as an ice storm, families are requested to listen to the local radio station for announcements and/or call the Center for information regarding closure or delay of opening. Le Club will remain open until no longer deemed safe by the Ministry of Education, York Region District School Board, Public Health and/or York Region. Parents/guardians may be contacted and advised to pick up their child early if possible due to worsening road conditions.

If Le Club experiences a power outage the following procedure will take place:

- In the event of a scheduled outage, Le Club will notify Public Health and the Ministry of Education. Details will be given, and the agencies will provide management with notification as to whether or not Le Club will continue to be open. Parents/guardians will be notified as soon as possible of the planned outage and our plans.
- In the event of an unscheduled outage, Le Club will notify Public Health and the Ministry of Education with all available details. If deemed unfit to remain open parents/guardians will be notified and will be responsible for picking their child up as soon as possible. Please ensure for the safety of our staff and children that all children are picked up in a timely manner.

In case of an emergency requiring evacuation of the centre, the staff will transport the children to our alternate place of shelter. At this time, parents/guardians will be called and informed of the evacuation and be asked to retrieve their child as soon as possible.

If permissible, any change of location will be posted at the entrance to each school.

The Le Club emergency evacuation site and address is:

Emergency Management Policy and Procedure

An Emergency Management Policy and procedure has been put into place to provide clear direction for staff and licensees to follow to deal with emergency situations. The procedures set out steps for staff to follow to support the safety and well-being of everyone involved.

Clear policies and procedures will support all individuals to manage responses and responsibilities during an emergency, resulting in the safest outcomes possible.

Staff will follow the emergency response procedures outlined by following these three phases:

1. Immediate Emergency Response; notify parents/guardians as soon as possible.
2. Next Steps during an Emergency; and
3. Recovery.

Staff will ensure that children are kept safe, are accounted for and are supervised at all times during an emergency situation.

Waitlist

Le Club Child Program is aware of the shortage of child care spaces in the communities it serves and of the frequent long wait periods to gain access to service. Le Club Child Care program aims to develop a waitlist policy and practices that are transparent, fair, and consistent.

Le Club Child Care Program develops and maintains waitlists for all its fourteen locations. There is no fee to gain access to the waitlist. Families must call the site Supervisor or Head office and complete the registration form. Registration forms are available on our website at www.le-club.ca but must be handed in to a supervisor.

Le Club recognizes the following priorities when space becomes available:

- 1) Currently enrolled families and staff
- 2) Previous Le Club families
- 3) Families not currently enrolled
- 4) Families waiting for a transfer to another site.



To ensure that families gain access to care in the shortest time possible, the following practices are put in place:

1. The date of registration on the waitlist will reflect the date the registration form was received by the Supervisor or Head office;
2. A family who refuses a space the first time it is offered or fails to return a first call within one week will retain its priority on the wait list;
3. A family who refuses a space when offered a second time or fails to return a second call within one week will be placed at the end of the waitlist;
4. A family who refuses a third offer for a space or fails to return a third call within one week will be withdrawn from the waitlist. Once withdrawn from the waitlist, a family must fill out a new registration form.
5. It is the parents' responsibility to call or e-mail the supervisor or Head office, advising changes to their contact information.

When a space becomes available, the family at the top of the waitlist will be contacted, whether the space is full-time or part-time. Waitlists are confidential, and positions of children on the waitlist are only discussed with the individual child's parent/guardian. Parents/guardians who wish to inquire, may contact the child care program supervisor to determine their position on the wait list and approximate wait times.

Sleep Supervision Policy

Children's sleep and rest play an integral part in a child's well-being and development. Our sleep supervision policy and procedures describe and provides staff, students, volunteers and others with rules and procedures to follow to safeguard children from harm, injury or death while sleeping. Procedures for monitoring sleeping children reduce the risk of harm or injury so that caregivers can look for and identify signs of distress and implement immediate responses to protect the health and safety of children. A full copy of the Policy is provided and intended to fulfill the obligations set out under Ontario Regulation 137/15 for sleep policies for child care centres.

- All children will be provided with the opportunity to sleep or engage in quiet activities based on their needs.
- Only light, breathable blankets should be used.
- Toddlers and preschoolers only will be provided time to sleep for up to a period of no more than two hours each day and will be assigned to a cot that will be labelled with their name.
- Staff must make sure they can always see the child's face while sleeping; blankets and sleep toys must never cover a child's face.

Outdoor Play

In accordance with the Child Care Early Years Act 2014, Le Club recognizes the importance of outdoor play and natural environments to children's healthy development, well-being, and learning. Outdoor play opportunities will be available daily for 30 mins, weather permitting for the Before and After Programs. When offering full day care on non-school days, for example P.A. Days / breaks or for our Toddler Preschool Full day program, children will spend at least two hours outdoors (1 hour in the morning and 1 hour in the afternoon). This is weather permitting, unless there is written instruction from a physician or a written request from a parent on file.

Weather permitting conditions and guidelines are used to protect children from adverse effects associated with exposure to solar ultraviolet radiation, (UV) exposure to air pollutants, extreme heat and exposure to extreme cold.

HOT WEATHER GUIDELINES

- During hot summer weather, Program Staff will access the website www.weather.gc.ca for the UV index, air quality and heat alerts.
- When the UV index is high, time outdoors will be limited between the hours of 10 am and 4 pm.
- Children will be provided with water to drink during their outdoor time.
- Parents will be encouraged to send children to the program with sunscreen, sunglasses, hats, and protective clothing.
- While outdoors, Program Staff will utilize shaded areas, if available.



EXTREME COLD WEATHER ALERTS

- Consideration will be given to keeping children indoors when the wind chill equivalent temperature is -20 degrees Celsius or lower due to wind conditions.
- Consideration will be given to shorten outdoor time when the wind chill equivalent temperature is -16 degrees Celsius or lower due to wind conditions.
- Parents will be encouraged to send children to the program with proper winter coats, hats, scarves, mittens, snow pants and boots.
- While outdoors, Program Staff will check for icy spots and avoid these areas.

Field Trip Policy

Local walks in the community are regular occurrences during the program and enhance children's learning and inquiries. Parents will be required to complete a local field trip form at the registration of their child(ren).

On occasion or some P.A days and summer camp days, teachers take the children on field trips via chartered bus. In order to manage these trips in a safe and successful manner, the following steps will continue to be used by our centre:

1. Field trips are posted outside the classroom at least the day before the trip.
2. No child will attend any trip without a signed permission form allowing the child to attend the specific trip and thus acknowledging the timeframes away from the centre that were established when the form was signed.
3. Children are to be dropped off and picked up at the centre.
4. Children who arrive late for a trip and are not present for the departure will be unable to attend.
5. If a parent/guardian is to join the group during the trip they will be responsible for supplying the centre with a clear Vulnerable Sector Screening and completing the policies in the Le Club Volunteer Package.

Accident Procedures

In the event of an accident the following steps will be taken:

1. Child will receive comfort and first aid
2. An accident report will be completed by a staff member who will determine if the parent/guardian needs to be called
3. Parents/guardians will be asked to review and sign off on the accident report at pick up and will receive either a hard copy or e-copy
4. If a child requires immediate medical attention, staff will call 911 and notify the parent of the child. The staff will accompany the child to the hospital until the parent arrives.
5. If the child receives life-threatening medical attention after Le Club hours due to an accident occurring during the program, then parents must notify Le Club staff so that a Serious Occurrence Report be completed.

Prohibited Practices

Le Club ensures that all children, staff, students, volunteers, other professionals, community members, stakeholders and families are treated with respect. Challenging behaviours can occur however, staff, volunteers and students are forbidden to use any prohibited practice techniques.

Prohibited Practices include:

- a) **corporal punishment of the child;**
- b) **physical restraint of the child, such as confining the child to a high chair, 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;**
- c) **locking the exits of the child care centre or home child care premises 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;**
- d) **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;**



- e) **depriving the child of basic needs including food, drink, shelter, sleep, toilet use, clothing or bedding; or**
- f) **inflicting any bodily harm on children including making children eat or drink against their will.**

Any suspected or confirmed incidents of prohibited practices **MUST BE REPORTED IMMEDIATELY** to a supervisor and management. The supervisor or management will complete a written description of the incident. If the Prohibited Practice is not deemed a serious occurrence, then an investigation will take place by the supervisor and/or management.

In some cases, it may be necessary to suspend the employee/student/volunteer/other during the investigation. Investigations may require observation and/or private discussion with staff/student/volunteer/other involved.

When suspected or deemed a serious occurrence, a report to Children's Aid Society and Serious Occurrence Report must be made immediately upon communication of the suspected incident. Please refer to the Le Club Child Abuse and Serious Occurrence Policy for reporting procedures. Persons failing to report the suspicion immediately or delay in reporting suspected abuses are subject to legal action, a fine if convicted, and can lead to possible termination of their employment, volunteer work, student placement or 3rd party services being revoked. Le Club will co-operate in all investigations of abuse or neglect regarding children currently enrolled in the program or previously enrolled in the program. Failure for Le Club staff/student/volunteer/other to co-operate may be grounds for suspension.

Suspected Child Abuse

The four areas covered under the term child abuse are: physical abuse, sexual abuse, emotional abuse and child neglect. In an individual case there could be only one form of abuse or a combination of types of abuse. Child abuse is a serious occurrence by definition of the Child Care and Early Years Act, 2014 (CCEYA). It is the legal responsibility of every person including parents/guardians, volunteers, students, support staff or other that has had contact with a child in Le Club to report suspicion of child abuse to the Children's Aid Society. Personnel failing to report the suspicion of child abuse are subject to legal action and a fine, if convicted. (Child and Family Services Act. 1984, section 72)

Serious Occurrences

The safety and well-being of our children is the highest priority. We work diligently to provide a safe, creative, and nurturing environment for each child. In spite of all the best precautions, serious occurrences can sometimes take place. An incident that acquires attention and falls under the Serious Occurrence definition and CCLS categories are deemed a Serious Occurrence.

Definition of a Serious Occurrence and CCLS Categories:

1. **Death of a child** who receives care, whether it occurs on or off the premises.
2. **Abuse/Neglect or an Allegation of Abuse/Neglect** of a child in care. All allegations and accusations of abuse or mistreatment of children including all allegations of prohibited practices to a child by a staff member, volunteer, student or other must be reported to **CAS**.
3. **A Life-Threatening injury or a life-threatening illness** of a child in care.
4. **A Missing or Temporarily Unsupervised** child in our care. Any situation where a child's whereabouts are known but not supervised or whereabouts are unknown. Reporting of a missing child to police must be immediate.
5. **Any unplanned Disruption of the Normal Operation of care** that poses a risk to the health, safety or well-being of children receiving care.

Le Club will report any serious occurrence to the Ministry of Education, who are responsible for licensing. Le Club is required to post information about all serious occurrences. The posting will provide parents with information about the incident and outline follow-up actions taken and the outcomes. Please note the privacy of all individuals involved will be protected. Long-term actions taken by the operator will also be included to prevent similar incidents in the future. The posting of the "Serious Occurrence Notification Form" provides greater transparency for parents and supports the safety and well-being of children.



Safety and Security

It is Le Club's strict policy that no child is ever left alone. Children shall always be supervised by a Le Club employed staff. Before moving to and from different areas within the centre, a headcount will be taken to account for all children with that group. During the transition from area to area, a teacher will always leave the classroom first, as a leader, with the other teacher being the last out of the room to assure all children have safely left the room. All transitions follow the same procedure. Teachers will carry attendance sheets with them wherever their program goes.

Smoke Free and Cannabis Policy

In accordance with the Smoke Free Ontario Act, 2017, Le Club has adopted the following smoke free and cannabis policy.

1. Smoking and ingesting of any kind including but not limited to tobacco, cannabis (including medicinal, recreational, oils and edibles) and electronic cigarettes or vapors is strictly prohibited at any time on school/child care grounds (even if children are not present).
2. "No Smoking" signs must be posted at all entrances, exits and washrooms.
3. All staff, volunteer, student or other must be advised that smoking or handling of a cigarette, cannabis (including medicinal, recreational, oils and edibles) and electronic cigarettes or vapors is strictly prohibited.
4. Our Smoke Free and Cannabis policy is stated in our parent manual and is reviewed with all staff, students, volunteers and other.
5. Any staff, volunteer, student, other or parent who fail to meet compliance of this policy will be asked to leave the child care premises immediately.

Placement Students, Volunteer or 3rd Party Service Supervision

As part of our professional role in the community and further staff development, Le Club is committed to the mentoring and training of students. We further recognize that students, volunteers and other professionals can enrich the learning environment and experiences for everyone. For these reasons each year Le Club may choose to host a number of students, volunteers or other 3rd party services from our local secondary school and post-secondary school placement programs. This is done at our discretion based on the needs of the children, the staff, and the center in general. All students, volunteers and others are monitored by the program staff and supervisors and must obtain a current Vulnerable Sector Check. The policy for the supervision of volunteers, placement

students and 3rd party services are in place to help support the safety and well-being of children attending the centre and to clearly define roles and responsibilities.

Students, volunteers, or others will not be left alone with the children or be responsible solely for the children's wellbeing. At no point will volunteers, students or others be counted in our staffing ratios. This is a great learning opportunity for the children, students, and staff. This is one of the many ways that the students acquire new ideas and skills.

At times the student may observe a child and record his/her actions and reactions. The names of the children do not appear anywhere on these records. The purpose of the observation exercises is to help the student learn various techniques they will need when in the workforce.

Parent Issues and Concerns Policy

The Parent and Issue Policy provides a clear process for parents/guardians and staff, student, volunteers, or others to use when parents/guardians bring forward issues and or concerns relating to their children's health or well being at Le Club Child Care Program.

Parents/guardians are encouraged to engage in our programs and take an active role in regularly discuss what their child(ren) are experiencing with our program. As reflected in our program statement, we support positive and responsive interactions among the children, parents/guardians, staff, volunteers, students, support staff, and others to enhance engagement and ongoing communication with parents/guardians about the program and their children. Our staff are readily available to ensure support for a positive experience during every interaction and for parents/guardians to communicate any issues, comments, and concerns.



All issues and concerns that are raised by parents/guardians may be verbal or in writing are taken seriously by Le Club Child Care Program 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. 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 two (2) business days. 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.

Every issue and concern will be treated confidentially, and every effort will be made to protect the privacy of parents/guardians, children, staff, students, volunteers and others, 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).

Nature of Issue or Concern

- Program Room related: (e.g. schedule, menu, indoor/outdoor programming, feeding arrangements, child attendance etc.)
- General, Centre or operations related: (e.g. fees, hours, waiting lists, menus, etc.)
- Staff or Supervisor related:
- Student / Volunteer related:

Steps for Parent and/or Guardian to Report Issue/Concern:

- a) Raise the issue or concern to direct Staff or Program Supervisor
- b) If unresolved, contact Head Office Management.

All issues or concerns about the conduct of staff, volunteer, student or other, etc. that places a child's health, safety and well-being at risk should be reported to the Executive Director as soon as parents/guardians become aware of the situation.

Steps for Staff and/or Supervisor and/or Head Office Management in responding to issue/concern:

- a) Address the issue/concern at the time it is raised or arrange for communication and/or meeting with the parent/guardian within two (2) business days.
- b) Document the issues/concerns in detail. Documentation should include:
 - date and time the issue/concern was received;
 - name of the person who received the issue/concern;
 - name of the person reporting the issue/concern;
 - details of the issue/concern; and
 - any steps taken to resolve the issue/concern and/or information given to the parent/guardian regarding next steps or referral.
- c) Provide contact information for the appropriate person if the person being notified is unable to address the matter.
- d) Provide a resolution, outcome or action plan to the parent(s)/guardian(s) who raised the issue/concern within two (2) business days or as discussed and agreed upon by all parties.

Parents Need to Report to the Program Supervisor when:

- Child(ren) will be absent
- Alternate pick-up arrangement is made
- Providing information about your child(ren)
- Need Assistance with Registration or information about the program

Parents Can Report to Head Office Management anytime particularly when:

- Program staff or Supervisor can not be reached
- Need Assistance with Registration or Program
- Need Information about program
- Payment or subsidy arrangements
- Statement of accounts
- Need clarification about policies or procedures
- Program operations



Contact Information

Please obtain business card, contact info and direct number of supervisors at each location

Head Office Management (905) 881-8585

info@le-club.ca

www.le-club.ca

Escalation of Issues or Concerns:

When parents/guardians are not satisfied with the response or outcome of an issue or concern, they may escalate the issue or concern verbally or in writing to the Executive Director.

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.

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.

Management of Le Club Child Care Program will ensure all new staff, volunteers, students, and others review and sign this policy prior to them having any interactions with children and annually thereafter. The supervisor will ensure each staff member, volunteer, student, and others will be given a copy of this policy to sign and be placed in their file.

Withdrawal Policy

The safety of all children is Le Club's primary concern. Families are required to provide one month written notice to the centre supervisor prior to withdrawal. If appropriate notice is not provided, fees will continue to be charged to the account for the one month notice period. Families receiving fee assistance should comply with the terms and conditions stated in their regional subsidy agreements. Since Le Club operates on a monthly basis, notice must be given on the first business date of the month. If a parent withdraws their child mid-month, they are still responsible for the following full month's payment. Withdrawal notification must be conveyed in writing. No withdrawals can occur for the months of December through March. Special circumstances will be looked at on an individual basis. Refunds and/or credits may occur for special circumstances and on an individual basis that must include proper documentation (i.e. medical emergency, loss of employment or relocation of schools.) If a refund or credit is approved, it will occur either no earlier than the next month or no later than the end of the school year.

The provision of our service is conditional upon the compliance of parents, children and all individuals with our Parent Conflict Resolution Policy. If it is determined that we can no longer provide care, a signed, written notice of permanent withdrawal will be provided to a family one month in advance. However, behaviour that poses a safety hazard, inappropriate or abusive behavior and/or verbal abuse or threats by parents, relatives, guardians or other parties as outlined in the Parent Conflict Resolution Policy, will not be tolerated and may result in immediate termination of service.

NOTE: a child suspended from school may not attend a child care centre located on the same site during the suspension.

Withdrawal from the Centre may happen because:

- a) The Parent of the child is voluntarily withdrawing them from the program;
- b) A child has reached the maximum age he or she can be at the Centre;
- c) Child's inability to adapt or adjust to Program. Sometimes children have difficulty adapting to the program or to the Centre's environment. If there is ongoing challenging behaviour we will work together to solve the situation. At times we will refer to or involve other agencies for advice and assistance. If, however, the parents of a child exhibiting challenging behaviour are not willing to work with the Centre to resolve the situation, or the child is putting himself/herself or others at risk, Le Club will have no alternative but to give a notice of "withdrawal of services";
- d) There is an accommodation shortage. Each age group at the Centre is licensed by the Ministry of Education. Based on the availability of space at the time a child is moving into the next age group, there is no guarantee that the Centre will be able to accommodate him/her. In such instances, Le Club will request that children be withdrawn from the program. The Centre will make every effort to ensure all children are accommodated and move from one age group to the next;
- e) Required childcare fees have not been paid. Fees are due at the first day of the month. If fees have not been paid a notification will be sent to clear account or make arrangements to set up a payment plan. Any account in arrears will result in immediate withdrawal;



- f) Parents falsify information on enrollment forms or otherwise knowingly falsify information;
- g) Parents do not agree or do not follow and comply with the Policies set forth in Parent Contract and Family Handbook of Le Club;
- h) Lack of parental cooperation with the Centre's efforts to resolve difference and/or to meet the child's needs through parent/staff meetings or conferences;
- i) Inappropriate or abusive behavior and/or verbal abuse or threats by parents, relatives, guardians or other parties toward the Centre staff, other parents or children (as per the Parent Conflict Resolution Policy);

Should Le Club determine that a child cannot adjust to the program, or if the parent has not upheld the terms of the Parent Contract, termination of services may occur. The process of termination for all children will include any or all of the following steps:

- Documentation of incidents
- Meeting with appropriate parties
- Consultation with outside agencies
- Referral to an outside agency
- Suspension and/or Removal from the program
- Notification to appropriate government agencies (e.g. Children's Services Consultants/Ministry of Education)

Tax Receipts

A financial statement will be available to all families at the end of February for income tax purposes. If you have moved, please inform staff immediately so we can update our records accordingly.

Attached Additional Documents

- Parent Contract
- Typical Day and P.A. Day
- Menu

Links

Child Care and Early Years Act, 2014 (CCEYA)

<http://www.earlyyears.edu.gov.on.ca/EYPortal/en/ChildCareLicensing/>

How does Learning Happen?

<http://www.edu.gov.on.ca/childcare/pedagogy.html>

Think, Feel, Act: Lessons from Research About Young Children

<http://www.edu.gov.on.ca/childcare/researchbriefs.pdf>

Think, Feel, Act: Empowering Children in the Middle Years

<http://www.edu.gov.on.ca/childcare/empower.html>

Licensed Child Care Website

<http://www.iaccess.gov.on.ca/LCCWeb/childcare/search.xhtml>



Typical Day Schedule for Before and After School Programs

Before School Program

7:00 AM Program Opens

7:15 AM Morning Snack - Open Ended Materials

7:55 AM Clean Up

8:00 AM Dismissal

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After School Program

2:30 PM Afternoon Program Begins
Attendance and Outdoor Play (30 Mins)

3:15 PM Afternoon Snack

3:45 PM Homework and Open Ended Material

4:15 PM Exploration Play and Open Ended Materials
Dance/Art Specialist available weekly

5:30 PM Clean Up and Physical Activities in Gym/Outdoor

6:00 PM Program Close

SAMPLE- PLEASE CHANGE TO REFLECT YOUR SCHOOL



Typical Day Schedule for Toddler Preschool Full Day Programs

Before School Program

7:00 AM	Program Opens – Quiet Activities.
8:00 AM	Morning Snack
9:00 AM	1 Hour Outdoor Play
10:00 AM	AM Programming Begins
12:00 PM	Lunch
1:00 PM	Nap Time
3:00 PM	Wake up -
3:15 PM	1 Hour Outdoor Play
4:15 PM	Afternoon Snack
4:45 PM	Afternoon Program Begins
6:30 PM	Program Closes

SAMPLE- PLEASE CHANGE TO REFLECT YOUR SCHOOL



Le Club Child Care Program

*** SAMPLE- PLEASE CHANGE TO REFLECT YOUR SCHOOL ***

PARENT CONTRACT: EJ Sand Tuition Schedule (January 2025- June 2025 For Kindergarten/School-Age)

Toddler and Preschool (Full Year Sept -Aug)	Base Rate	*CWELCC Rates
Toddler Fee:	\$1305.00/Month	\$478.50/Month
Part-time Toddler (week must total 3 or 4 days only):	\$65.00/Daily	\$22.00/Daily
Preschool:	\$1196.25/Month	\$478.50/Month
Part-time Preschooler (week must total 3 or 4 days only):	\$59.00/Daily	\$22.00/Daily
Kindergarten (10-month Program Sept – June)	Base Rate	*CWELCC Under 6 yrs of Age
Before & After Monthly Tuition:	\$388.00/Month	\$261.00/Month
Daily AM Fee (Part-time week must total 3 or 4 days only):	\$14.00/Day (Consistent days)	\$12.00/Day (Consistent days)
Daily PM Fee (Part-time week must total 3 or 4 days only):	\$20.00/Day (Consistent days)	\$12.00/Day (Consistent days)
Part-time Am & Pm (Part-time week must total 3 or 4 days only):	\$34.00/Day (Consistent days)	\$16.10/Day (Consistent days)
*PA Days, School-Closure Days:	\$32.00/Day (Scheduled Am & Pm)	\$10.00/Day (Scheduled Am & Pm)
*PA Days, School-Closure Days:	\$52.00/Day (Scheduled Am)	\$10.00/Day (Scheduled Am)
*PA Days, School-Closure Days:	\$46.00/Day (Scheduled Pm)	\$10.00/Day (Scheduled Pm)
*PA Days, School-Closure Days:	\$66.00/Day (Non-scheduled)	\$22.00/ Day (Non-scheduled)
School-age Children Over 6 Years of Age (10-month Program Sept – June)		
Before & After Monthly Tuition:	\$388.00/Month	
**Before & After Monthly Tuition Sibling Discount:	\$377.00/Month	
Daily Morning Fee (Part-time week must total 3 or 4 days only):	\$14.00/Day (Consistent days)	
Daily Afternoon Fee (Part-time week must total 3 or 4 days only):	\$20.00/Day (Consistent days)	
Part-time Am & Pm (Part-time week must total 3 or 4 days only):	\$34.00/Day (Consistent days)	
*PA Days, School-Closure Days:	\$32.00/Day (Scheduled Am & Pm)	
*PA Days, School-Closure Days:	\$52.00/Day (Scheduled Am)	
*PA Days, School-Closure Days:	\$46.00/Day (Scheduled Pm)	
*PA Days, School-Closure Days:	\$66.00/Day (Non-scheduled)	

Discount is only applied to the 2nd & consecutive siblings over 6 years of age and only on Monthly Tuition.

PA Days, School-Closure Days is on a sign-up commitment basis, for chosen days, regardless of school-closure days and applies to both Part-time and Full-Time enrollment (March Break and Winter Break included).

Le Club is enrolled in the Canada-Wide Early Learning and Child Care (CWELCC) System. CWELCC Eligibility: All children in Kindergarten, Pre-School, Toddler and School Age children who are less than 6 years old, up to the month they turn 6.

Le Club rates include: Play materials; Equipment and furnishings; Supervision by adult during operational hours; Development and implementation of individualized plans; Registration fee; Deposits; Field Trips; Food; Administration fees and any fees that are mandatory for a parent to pay in order to receive child care.

Late Base rates would incur extra charges such as: Late pick up fees for child care provided beyond operational hours (See below); NSF fees (See below); Parents are required to supply their own diapers, wipes, sunscreen, etc.

Payments: Monthly tuition fees are paid via EFT (Electronic Funds Transfer) within the first week of each month. PA and School-Closure Day fees must be paid by cheque or money order.

Late Pick-Up Fees: Program closure is 6:30 p.m. Parent picking up their children late after this time will be charged a fee of \$1.00/minute. First time late pick-up/annum will not be penalized up to 15 minutes. Funds are due at the time of pick-up and payable to staff on duty, not Le Club. This is payment for the employees' services (personal time). If a child has not been picked up by 6:45 p.m., emergency contacts will be notified. If a child has not been picked up by 7:30 p.m., the Program Supervisor will contact the Executive Director and Children's Aid. Late pick-up may be waived in the event of an emergency/weather conditions if the circumstances are reasonable (i.e. heavy traffic does not constitute an emergency).

Check Fees: Parents will be charged a \$50.00 fee for each and every instance an EFT debit or a cheque is rejected, resulting in non-payment. Should this occur more than three times, all subsequent payments must be made in the method of certified cheque, or money order.

Withdrawal: Le Club requires a full month's notice should you decide to withdraw your child from the program. Since Le Club operates on a monthly basis, notice must be given on the first business date of the month. If a parent withdraws their child mid-month, they are still responsible for the following full month's payment. Withdrawal notification must be conveyed in writing. No withdrawals can occur for the months of December through March. Special circumstances will be looked at on an individual basis. Refunds may occur for special circumstances and on an individual basis and with proper documentation (i.e. medical emergency, loss of employment or relocation of schools.)

Registration: Le Club will consider the best financial effect for families enrolling child(ren) after the beginning of the month. Parents will pay EITHER the daily rate or the monthly tuition rate (whichever is less). Enrollment occurring mid-month will require a certified cheque, money order or cash payment.

Part-Time Care: Part-time care is available only if enrollment is not at full capacity. If the program were to have full capacity, part time parents will be given priority to take a full-time spot or will need to withdraw from the program. Parents are required to pay for all statutory holidays. Part-time care must consist of 3 or 4 days per week.

I have read the above Parent Contract and hereby agree to abide by these policies.

Child's Name _____ Parent's Name _____

Parent's Signature _____ Date _____



SAMPLE - PLEASE CHANGE TO REFLECT YOUR SCHOOL

L e C l u b S n a c k M e n u

<i>Week 1</i>	Monday	Tuesday	Wednesday	Thursday	Friday
Am	Pancakes with Maple Syrup 100% Apple Juice	Cereal Banana Milk	Toast with Strawberry Jam 100% Orange Juice	Cereal Apple Milk	Muffins Pears Milk
Pm	Salad Corn Chips, Salsa and cheese	Cheese with Crackers apples	Bagels with Cream Cheese Cucumbers	Yogurt Pears	Rice Cakes Grapes
<i>Week 2</i>					
AM	Bagels with Cinnamon Spread 100% Orange Juice	Oatmeal and Peaches Milk	Yogurt Apple	Cereal Bananas Milk	Waffles With Maple Syrup 100% Orange Juice
PM	Yogurt Pears	Pita and Hummus 100% Apple Juice	Cheese Sandwiches with lettuce	Vegetable Platter (Peppers, carrots, celery and Broccoli) with Dip, Cheese	Cheese with Crackers apples

***100% Fruit Jams and Dips** are low in sugar

***Cheese** may be: variety of cubes, pre-sliced, pre-shredded or cheese strings

***Breads, Bagels, Toast and Crackers** may be substituted for: wraps, pita or buns.

*All Breads include a variety of whole grain or whole wheat.

***Cereals and Muffins** will be high in fibre, low in sugar and include a variety of whole grain or whole wheat

***WATER AVAILABLE AT ALL TIMES**