



PARENT HANDBOOK

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*Helping children Grow and Learn in Windsor and Essex
County since 1989*



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Welcome to Latchkey Child Care & Learning Centre

Latchkey Child Care & Learning Centre is pleased to welcome your family to our Child Care program. In choosing Latchkey Child Care & Learning Centre for your child, you have chosen one of the most trusted providers of quality child care services in Windsor and Essex County, established in 1989.

This handbook will provide you with program information and policies regarding Latchkey Child Care & Learning Centre services. If you require further information, please feel free to contact your Centre Supervisor.

Program Statement

The Latchkey Child Care & Learning Centre Programs are caring, professional, supportive, and responsive. Each child is recognized to be unique, competent, capable, curious, and rich in potential and each family's individuality is valued. By accepting the total child, setting clear and defined goals and limits, while allowing for self-expression, each child's needs are met.

Our compassionate, safe, and caring environment creates a place for children to gain confidence, develop positive self-esteem, mature emotionally, and feel belonging and well-being.

For Parents, Latchkey Child Care & Learning Centre is child care which supports family's personal choices. We are proud to be a not-for-profit and charitable organization. As a community-based organization, our programs offer a support system for raising a child. All Latchkey Child Care & Learning Centre Programs are fully licensed and meet all regulations outlined in the Child Care and Early Years Act, 2014 (CCEYA).

1. Latchkey Child Care & Learning Centre Programs adhere to all of the CCEYA.
2. It is a requirement of the CCEYA, and therefore of Latchkey Child Care & Learning Centre Programs that every child will be supervised at all times.
3. It is a requirement of the CCEYA, and therefore of Latchkey Child Care & Learning Centre Programs that staff members must count the number of children in their care before and after the movement of children from within the centre, when outside in the playground and when moving children to and from the playground, and at any time that the centre takes the children off the premises.
4. All employees, students and volunteers will review and sign indicating their understanding of the program statement implementation prior to employment starting and annually.
5. All staff who have any interaction with children will have regular Professional Development.

We believe that parents are the most important people in a child's life, and we work closely with parents to achieve the best care for their child. Latchkey Child Care & Learning Centre Programs accepts *How Does Learning Happen?* (HDL) to guide program development and implementation as well as the Minister's policy statement on programming and pedagogy.

GOAL: Positive Interactions

We believe that every child should have a sense of belonging and feel connected to their environment. Children should engage in relations that support self-regulation and are able to build strong and positive relationships through these connections.

Approaches for achieving this goal:

Engage in conversations that are positive, welcoming, respectful and that balance sharing with listening. Promote and facilitate inquiry and open-ended communications. Build relationships that offer care and support for the emotional and physical needs of the children.

Have spaces accessible to children that can accommodate quite activities, small and larger groups, individual inquiry while promoting choices. Have spaces that allow for indoor and outdoor activities.

Create spaces which allow for stimulation and areas of calm. Show respect by displaying their work which represents their family, friends, cultures, and community. Children are given the opportunity to explore elements of nature and natural materials.

Opportunities are available which incorporate music that is diverse and both exciting and calming.

GOAL: Goals for Well Being

Our programs will provide a space and opportunity for children to develop a sense of self, health, and well-being. Each child's individual needs are valued and accommodated when possible.

Approaches for achieving this goal:

Provide, encourage, and model all aspects of healthy and active living including nutritious food and eating habits. Allergy protocols to ensure healthy and safe environments for all children.

Promoting and modelling hygiene practices are followed to ensure the health and safety of all children, staff, and families.

Provide opportunities for self-help skills and choices throughout the day. Allow for flexibility in the schedule when appropriate.

Provide opportunities for indoor and outdoor activities, active play, rest and quiet times.

Network with community resources for things such as speech and language, Early Intervention, children's mental health, and other resources for healthy development.

Ensure open communication with members of the schools we partner with to ensure the health and safety of each child. Ensuring that all communication with the schools is professional and confidential.

Daily health assessment of children is done when children enter the program. Ensure communication with parents about the health and well-being of children is done daily or when needed. Ensure all documentation and administration of medication is accurate, followed correctly and meets all regulations.

GOAL: Fostering Exploration, Play and Inquiry (Program for Children)

We believe that every child is an active and engaged learner who explores the world with body, mind and senses.

Approaches for achieving this goal:

Create environments and experiences that support learning, individual development, and engagement by providing child initiated and adult supported activities. Show representation of the children and their families and communities within their environment.

Observations and inquiries from the children are facilitated and supported by the teacher. The activities are child driven.

Provide for activities such as homework and all school age activities that continue to inspire learning through play, inquiry and positive social interactions respecting and encouraging choices.

In all programs, provide opportunity for open ended materials that inspire creativity and support science, math, and language development. Ensure program documentation reflects the 4 foundations of HDLH through child directed opportunities indoors and outdoors. Engage in small groups and large group opportunities also provide a flexible schedule, when possible, to allow for deeper engagement.

Special Needs Programing

Latchkey Child Care & Learning Centre will accommodate the current and updated individualized support plan for each child with special needs that will be developed by staff, parents, and outside support agencies. The plan will include instructions of the child's use of support or aids or if necessary, the child's use of or interaction with the adapted or modified environment.

The plan includes a description of support, aid, adaptations, or other modifications to the physical, social, and learning environment. The plan includes a description of how the centre will support the child to function and participate in a meaningful and purposeful manner.

GOAL: Connections with family and community

We believe families are competent and capable and curious and rich in experience.

Approaches for achieving this goal:

Regular communications with families may include verbal updates (face-to-face, email, phone calls), access to documentation, and when appropriate, meetings as required.

Our Parent Handbook and all other communications will be clear, reader friendly, accessible, and meet all necessary regulations. Verbal communication with parents will be ongoing, positive, respectful, and professional. Regular information such as program posting regarding services will be current and informative.

Latchkey Child Care & Learning Centre Programs will have Parent Engagement event at least once per year. Forum for engagement may include holiday party, open house, or meet the teacher event.

As a non-Profit and Charitable Organization, the Parent Volunteer Board of Directors meets regularly and fulfills all of the obligations and governance of Latchkey Child Care and Learning Centre. The Annual General Meeting is held each year.

The annual Parent Membership Survey will be distributed, reviewed, and acted on each year.

GOAL: Pedagogical documentation

Pedagogical Documentation is a means to learn how children think and learn. It offers a process to explore our questions about children, to make learning visible to others, to allow for interpretation, encourages educators to be co-learners alongside both children and families.

Approaches for achieving this goal:

Documentation is supported by communicating with parents, planning, and creating environments and experiences. Allowing time for review, reflection, and evaluation about the learning. Reviewing the impact of strategies and supporting and monitoring the ongoing process.

Photos and other written documentation are available electronically and hard copy at all classrooms. Documentation is available for children, staff, and families.

A representation of the child's regular learning experience and the opportunities to help expand their learning. Opportunity to view and explore document, enhance recall, expand learning, and facilitate opportunities for children to feel a sense of self and belonging as they see their own learning in visible representation.

Qualified Program Staff

Our staff have appropriate educational background and experience to ensure quality care and understanding of child development. They have personal qualities of friendliness, warmth, and the ability to relate openly to children and adults. Our staff are dedicated to meeting the needs of the children, the concerns of the parents and the expectations of Latchkey Child Care & Learning Centre.

All Latchkey Child Care & Learning Centre complete a Criminal Reference Check with a Vulnerable Sector Search through Police services and hold current certification in First Aid and CPR.

Our staff who hold Early Childhood Education diplomas are Registered Members of the College of Early Childhood Educators.

Latchkey Child Care & Learning Centre staff participate in ongoing professional development opportunities to meet the needs of the program and to remain current and informed on the changes relevant to the field of Early Childhood Education.

We continue to strive for excellence in all our programs, and regular evaluation of staff and programming ensures ongoing high-quality care for your children.

Student and Volunteer Supervision

The Latchkey Child Care & Learning Centre promotes opportunities for personal growth, community involvement and volunteerism. Students and volunteers are welcome in our licensed child care centres, and they participate in an orientation and review of relevant policies and procedures. All adult volunteers complete a Criminal Reference Check with Vulnerable Sector.

Students and volunteers do not have unsupervised access to the children in the centres; that is, they are not alone with a child. They are paired with and mentored by a Latchkey Child Care & Learning Centre staff member.

Ages of Children

Our programs provide services to children aged 30 months to 13 years old. Ask your program Supervisor for specific age groupings as they vary per location.

Hours of Operation

Latchkey Child Care & Learning Centre programs that offer full day are open Monday to Friday, 7:00 am to 6:00 pm except statutory holidays. For earlier hours speak to your program Supervisor.

Latchkey Child Care & Learning Centre before and after school programs are open every school day from 7:00 am until school begins and after school until 6:00 pm except statutory holidays and school holidays. Talk to your program Supervisor for the specific hours at your location.

The hours of operation may be altered during non-instructional days, for example, Winter Break, Spring Break or Summer Camps. Talk to your program Supervisor if accommodation is required.

Prohibited Practices

The Latchkey Child Care & Learning Centre prohibits the following:

- (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.

Permitted Methods of Positive Practices

Methods of positive practices used at Latchkey Child Care & Learning Centre are as follows with the best interest of the child and their individuality always in focus:

1. Resolve/Reason in a controlled voice, explain in simple language the inappropriateness of the behaviour displayed.
2. Redirect if the behaviour continues, the staff shall redirect the child to an alternate activity.
3. Natural Consequences follow through with natural consequences, e.g. if he/she continually throws sand, he/she will not play in the sandbox.
4. Remove from the situation for a limited period. Staff should always consider the exact purpose for using this method and what is intended to accomplish.

Staff attempt to anticipate and resolve situations that could become difficult. As children also learn from conflicts, staff use their judgment in deciding when to permit the children to solve their own problems.

Staff never use threats, humiliation, or labeling. Children must always be safe and healthy. The rights of all must be protected. Sometimes children will feel angry in response to restrictions or interference. A child has a right to that anger. A child needs to feel that they can assert themselves safely, just as they need to know that they can live with restrictions and limitations.

The consequences of an undesirable action should be made understandable to the child by the staff. A clear warning will be given so the child can choose to stop inappropriate behaviour. If further assistance is needed, the child may be removed from the activity.

Behaviour Expectations and Resolution

We want all children to be safe, have fun, and enjoy our program. For this reason, we have expectations and rules that respect the rights of all members in the program. Violence, swearing, and any behaviour that puts others or self at risk for injury are not permitted.

It is the intent of Latchkey Child Care & Learning Centre to include all children in our programs. However, should a situation be identified where concerns have been raised that a child's needs are not being met and/or other children are at risk, the Supervisor, Program Coordinator, or Executive Director, and the child and the parents/guardians will work together to resolve the situation.

A step toward a resolution may include developing a plan and/or consultation with external community resources. Parents may be asked to sign consent to share information with an outside agency to access these services. This consent will allow Latchkey staff to collaborate with behavioural experts to develop strategies, acquire additional skills, and gain knowledge to support the health, safety and emotional well-being of the child, classroom, and staff. This assistance may only be temporary, and all the information provided will be shared with parents for feedback.

Latchkey Child Care & Learning Centre uses community resources such as Children First and The City of Windsor Children's Services Program Support to assist educators in the development of classroom strategies, and if deemed necessary, to request financial resources which support the

addition of staff in the classroom as a provision to reduce the classroom ratio. Parents are encouraged to contact the agencies or visit agency websites prior to providing consent to ask questions and gain full understanding of the services that are offered to child care providers.

Repeated behavioral difficulties and lack of Parental/Custodial support may deem it necessary to discontinue a child's enrollment in the program.

If in the opinion of the program Supervisor that group care at the Centre proves to be too stimulating for a child and they cannot cope, you may be requested to seek alternate care for your child.

Parent Code of Conduct

We all have the right to be safe and feel safe in our school community. Latchkey Child Care & Learning Centre Programs sets clear standards of behaviour that apply to all individuals involved in our organization and community including parents or guardians, volunteers, teachers, and/or Board members.

These standards apply whether they are on the Centre's property or at organized events and activities.

All members of the organization's community are to be treated with respect and dignity regardless of race, creed, sexual orientation, disability, or any other ground protected by Ontario's Human Rights Code. Therefore, inappropriate behaviour or harassment of any kind towards a student, parent or teacher will result in immediate intervention up to and including the family's expulsion from the centre and/or police intervention.

Adult members have a responsibility to act as models of good behaviour. The use of foul language, disrespectful tones, name calling, discrimination, or intimidation by written note, email, social media, spoken words, gestures and/or body language is not appropriate. Individuals engaging in such behaviour will be asked to leave the premises immediately and may be asked not to return.

The privacy and confidentiality of our parents, guardians, teachers, volunteers, and students is important to us. All concerns and comments should be addressed directly with the teachers or program Supervisors. Gossip and criticism in hallways, court yards, the parking lot or via social media sites such as Facebook, Twitter, personal blogs, and other online information exchange platforms will not be tolerated. Failing resolution with the Supervisor, matters will be referred to the Program Coordinator, Executive Director and as required the Board of Directors to provide next steps.

To further protect student and family privacy; pictures or videos taken in programs, during events or released for families by Latchkey Child Care & Learning Centres are for the private use of the family only. These pictures or videos cannot be shared or posted to on-line photo albums (Facebook, Instagram, etc.)

Parent Issue and Concerns Policy and Procedure

Our family partnership allows Latchkey Child Care & Learning Centre to be proactive and responsive to parent and family needs before conflict arises.

Our commitment to provide quality child care involves remaining knowledgeable with current research in child development and working in partnership with our families.

We encourage our families and our educators to exchange information regularly. We have an open-door policy and encourage our families to spend time in the program with their child when possible.

We use many strategies to ensure open communication with our families, and they include:

- informal information sharing during drop-off and pick-up times
- phone calls and emails
- meetings (coordinated at the request of Latchkey Child Care & Learning Centre and/or the family)
- photographs of children at play
- posting that include observations of children's interests and activities
- website updates and or newsletters
- annual parent satisfaction survey

Our parent satisfaction survey is administered to our infant, toddler, preschool, and before and after-school families on an annual basis. We encourage our families to complete the short online survey and we utilize the feedback to continuously improve the quality of our programs. When filing the survey, please remember that we are tenants in the schools and operate separately from the school board and cannot influence how the school operates.

All issues and concerns raised by parents/family members will be taken seriously by the Latchkey Child Care & Learning Centre and will receive follow-up. Every effort will be made to address and resolve any 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/family will respect and maintain the confidentiality of all parties involved.

An initial response to a concern will be provided to parents/guardians within 1-2 business day(s). The person who raised the issue/concern will be kept informed throughout the resolution process.

All inquiries of concerns will be fair, impartial, and respectful to all parties involved.

Confidentiality

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

Conduct

Latchkey Child Care & Learning Centre maintains high standards for positive interactions, communication, and role-modeling for children. Harassment and discrimination will not be tolerated by any party.

If at any point a parent/family member, or Latchkey Child Care & Learning Centre staff member feels uncomfortable, threatened, abused, or belittled, they may immediately end the conversation and report the situation to the Supervisor, Program Coordinator and/or Executive Director.

Concerns about the Suspected Abuse or Neglect of a child

Everyone, including members of the public and professionals who work closely with children, are required by law to report suspected cases of child abuse or neglect.

If a parent/family member express concern that a child is, or is at risk of being abused or neglected, the parent will be advised to contact Children’s Aid Society directly at (519) 252-1171 (Windsor) or (519) 322-0555 (Leamington)

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/childrensaids/reportingabuse/index.aspx>

Procedure

Nature of Issue or Concern	Steps for Parent and/or Family member to Report Issue/Concern:	Steps for Staff and/or Supervisor responding to issue/concern:
<p>Program Room-Related (schedule, sleep arrangements, toilet training, indoor/outdoor program activities, feeding arrangements, etc.)</p>	<p>Share/Discuss your concern with</p> <ul style="list-style-type: none"> - the classroom Staff directly or - the Supervisor 	<ul style="list-style-type: none"> - Professionally respond to the concern at the time it is brought forward, or - arrange for a meeting with the parent/guardian within 1 – 2 days business days. <p>Document the issues/concerns in detail. Documentation should include:</p> <ul style="list-style-type: none"> - the date and time the issue/concern was received; - the name of the person who received the issue/concern; - the name of the person reporting the issue/concern; - the details of the issue/concern; and - any steps taken to resolve the issue/concern and/or information
<p>General, Centre- or Operations-Related (child care fees, hours of operation, staffing, waiting lists, menus, etc.)</p>	<p>Raise the issue or concern to</p> <ul style="list-style-type: none"> - the Supervisor or designate 	

Nature of Issue or Concern	Steps for Parent and/or Family member to Report Issue/Concern:	Steps for Staff and/or Supervisor responding to issue/concern:
Educator, Supervisor, and/or Support Staff related	<p>Share/ discuss concern with</p> <ul style="list-style-type: none"> - the individual directly <p>or</p> <ul style="list-style-type: none"> - the Supervisor <p>or</p> <ul style="list-style-type: none"> - Program Coordinator or Executive Director at (519) 979-4309 <p>All issues or concerns about the conduct of staff that puts a child’s health, safety and well-being at risk should be reported to the supervisor as soon as parents/family member become aware of the situation.</p>	<p>given to the parent/guardian regarding next steps or referral.</p> <p>If you are unable to effectively respond to the concern or it is needed to be escalated further, provide the contact information of the person the parent/family member can call.</p> <p>Ensure the investigation of the issue/concern is initiated by the appropriate party within 1 - 2 business days or as soon as reasonably possible thereafter. Document reasons for delays in writing.</p> <p>Provide a resolution or outcome to the parent/family member who raised the issue/concern.</p>
Student- / Volunteer-Related	<p>Share/discuss the issue or concern with</p> <ul style="list-style-type: none"> - the staff responsible for supervising the volunteer or student <p>or</p> <ul style="list-style-type: none"> - the Supervisor <p>or</p> <ul style="list-style-type: none"> - Program Coordinator or Executive Director at (519) 979-4309 <p>All issues or concerns about the conduct of students and/or volunteers that puts a child’s health, safety and well-being at risk should be reported to the supervisor as soon as parents/family member become aware of the situation.</p>	<p>Provide a resolution or outcome to the parent/family member who raised the issue/concern.</p>

Escalation of Concerns

Where parent/family members 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 latchkey@mnsi.net.

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.

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) where appropriate.

Contacts:

Child Care Supervisor – please refer to the family handbook for direct phone numbers

Program Coordinator or Executive Director (519) 979 -4309

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

Emergency Management Policy and Procedure

Latchkey Child Care & Learning Centre is committed to providing a safe and healthy environment for children, families, staff, students, and volunteers. In the event of an emergency situation arises the Emergency Management policy and procedures will be followed. All directions given by emergency services personnel will be followed under all circumstances, including directions to evacuate to locations.

Communication with parents/guardians if an evacuation takes place will be handled as follows:

Procedures to Follow When “All-Clear” Notification is Given

- 1) As soon as possible, the Supervisor must notify parents/guardians of the emergency situation and that the all-clear has been given.
- 2) Where disasters have occurred that did not require evacuation of the child care centre, Supervisor must provide a notice of the incident to parents/guardians by posting a letter outlining the situation.
- 3) If normal operations do not resume the same day that an emergency situation has taken place, the Supervisor must provide parents/guardians with information as to when and how normal operations will resume as soon as this is determined.

Procedures to Follow When “Unsafe to Return” Notification is Given

- 1) Upon arrival at the emergency evacuation site, Supervisor or designate will notify parents/guardians of the emergency situation, evacuation, and the location to pick up their children.
- 2) Where possible, Supervisor will update the child care Centre’s voicemail box as soon as possible to inform parents/guardians that the child care centre has been evacuated and include the details of the evacuation site location and contact information in the message.

Our Approach to Inclusion

Latchkey Child Care & Learning Centre is committed to the inclusion of all children regardless of their diverse strengths and needs. Inclusion considers that all children will learn together in environments that provide services, support, and supplements for all children as needed. The principle of inclusion goes beyond physical integration and fully incorporates values that promote equity, participation, and a celebration of diversity.

The Latchkey Child Care & Learning Centre is experienced in providing inclusive programming for children with special needs, working closely with parents, staff, school network and linking with other community partners who support children with special needs to ensure the child's individual needs are met.

It is essential that all pertinent information specific to the child's unique needs be made available to staff at the time of registration. Once the registration takes place, the parent will meet with the program Supervisor to ensure that upon entry into the program, the appropriate support and resources are in place to ensure optimum success for the child.

Latchkey Child Care & Learning Centre will accommodate the current and updated individualized support plan for each child with special needs that will be developed by staff, parents, and outside support agencies.

The plan will include instructions of the child's use of support or aids or if necessary, the child's use of or interaction with the adapted or modified environment.

The plan includes a description of supports or aids or adaptations, or other modifications to the physical, social, and learning environment. The plan includes a description of how the centre will support the child to function and participate in a meaningful and purposeful manner.

The Individual plan for a child will be reviewed by all the employees, students, and volunteers at least annually.

If it is determined that the Latchkey Child Care & Learning Centre program cannot reasonably accommodate the unique needs of a child, we will arrive at a final decision in consultation with the family and link them with local agencies that can support the required needs of the child.

Serious Occurrences

Latchkey Child Care & Learning Centres comply with all legislation regarding the reporting of serious occurrences, which supports the safety and well-being of all children in our care.

In alignment with the Ministry of Education's intent to provide greater transparency for parents, all Latchkey Child Care & Learning Centres post Serious Occurrence Notification Forms to keep parents informed of reported serious occurrences in their child's centre.

Accident/Incident Reports

Communication about their child's well-being is important to parents. Parents will be informed regarding any incidents affecting their child's health, safety, or well-being. If a child is injured, parents will be provided with a copy of the Accident/ Incident Report.

Health and Wellness

As a child develops their immunity, it is expected that they will experience some illness while in child care. Latchkey has established cleaning and sanitizing practices which are guided by the Windsor Essex County Health Unit to minimize the spread of illness. Additionally, in order to maintain a good standard of health, we conduct a daily health check. Parents can support a healthy classroom and minimize the number of children and staff who are affected with illness by keeping their child home when they are exhibiting signs and symptoms of communicable diseases. It is necessary to have suitable arrangements in the event your child is ill. If a child's ill health prevents them from participating or being comfortable in normal program activities, the child will be considered too ill to attend. Should your child become ill during the day, you will be contacted immediately to pick up your child (see symptoms below). Children should not return to the centre until they are ready to participate in all aspects of the program, including outdoor play.

Parents are to keep their children at home if they display any of the following symptoms:

- Temperature above 38 degrees Celsius (100 degrees Fahrenheit)
 - Child may return to program 24 hours after fever resolves if well enough to do so.
- Diarrhea
 - Child may return to program 48 hours after diarrhea resolves if well enough to do so.
- Vomiting
 - Child may return to program 48 hours after vomiting resolves if well enough to do so.
- Undiagnosed rash/skin condition
- Persistent scratching of body or head
- Communicable diseases
 - Examples gastro-intestinal and respiratory illness
- Obviously infected discharge
- Lethargy, irritability and not being able to participate in programs.
- Expressions of aches and pains
- Shortness of breath, wheezing or chest pain
- Cough

A receiving staff member who notices any of these symptoms when a child arrives will ask that the child be taken home or to a doctor for a note confirming that the child is not infectious.

We understand the difficulties related to this however, the alternative may be extended closure of a classroom due to illness and refunds will not be issued for any reason.

All the children play outside each day. If your child is not well enough to play outside, please keep them at home.

Note, no refunds for days absent due to illness or being sent home due to illness. A list of reportable communicable diseases can be found at reportable-disease-contact.pdf (publichealthontario.ca)

Immunization Records

The Child Care and Early Years Act, 2014 stipulates that prior to admission if the child is not registered in school, each child must be immunized according to the local medical officer of health. Therefore, we require that a copy of the child's immunization record, or a letter of exemption, and a medical information sheet be completed and signed by the parent. These must be submitted at the time of admission with updates provided annually while enrolled in the program.

In alignment with the implementation of the Windsor Essex County Health Unit (WECHU) immunization record submission program, parents are asked to submit records on the WECHU website using the dedicated page for families.

To update your child's immunization records with WECHU please visit:

<https://www.wechu.org/your-health/immunization/immunization-requirements-child-care> to update your child's immunization information.

For information regarding Ontario's routine immunization schedule visit:

<https://www.ontario.ca/page/ontarios-routine-immunization-schedule>

Medication

Parents will be strongly advised to administer medications and/or drugs prior to their child's daily attendance if they can be administered without affecting their daily treatment schedule.

A drug or medication is administered to a child from its original container as supplied by the pharmacist, and the container or package is clearly labeled with the child's name, the name of the drug or medication, the dosage of the drug or medication, the date of purchase and expiration, and instruction for storage and administration. Medication Forms must be completed by the parent. If the above-mentioned are not completed, the medication cannot be administered.

Non-Prescription Drugs, creams, ointments, and lotion

Latchkey Child Care & Learning Centre will not administer non-prescription drugs, creams, ointments, or lotion without parental consent. Non-prescription drugs should not be administered prior to a child's attendance to reduce a fever or mask other symptoms to keep a child at the centre when they should potentially be at home or visiting a doctor.

An exception may be made for fever/allergy medication to be kept on file and administered for an already diagnosed ailment i.e., febrile seizures. If a child has fever medication on file it may be administered with parental consent by an assigned staff for emergency use, i.e., in order to reduce the risk of a febrile seizure until parents arrive (parents must be on their way).

Parents are not to leave any medication in their child's cubby/backpack.

Puffers and epinephrine with written consent from the parent can be carried by the child. No other medication may be carried by a child.

Nutrition and Allergies

Our Child Care Centres follow the Latchkey Child Care & Learning Centres Anaphylaxis Protocol to ensure the safety of all children with allergies in our programs. Upon registration, parents of children with a risk of an anaphylactic response will complete an Anaphylaxis Action Plan.

Our centres are peanut/tree nut-free environments, and due to severe allergies, any outside food brought into the children's centre must comply with your Centre's allergy restrictions, and special treats to be shared must include the manufacturer's list of ingredients.

We strive to ensure the nutritional needs of the children are met while in our care. Adequate and appropriate nutrition is vital to children's health, growth, development, and well-being. Canada's Food Guide is used to make informed decisions when creating the menus provided by Latchkey Child Care & Learning Centre.

Children attending full day infant, toddler, preschool care will be provided with a morning and afternoon snack as well as a midday meal prepared by Latchkey Child Care & Learning Centre.

Children in our after-school program will be provided with a snack from at least 2 of the 4 food groups.

Special dietary needs and allergies will be posted in the areas of food preparation and consumption to ensure that children receive the correct food.

Any child requiring special dietary arrangements must be provided as written instructions from the parent.

Our full day program for children Kindergarten and older operates with Director Approval to use a Bagged Lunch Policy. Lunches are NOT provided for this age group.

Parent and Guardian's Responsibilities

- The bagged snack/lunch adheres to "Eating Well with Canada's Food Guide".
- Snack/Lunch is provided in a labelled snack/lunch bag with an ice pack if required.
- All snacks/lunches must be Peanut/Tree Nut free.
- Foods that may come in contact with Peanuts/Tree Nuts are not allowed in your child's lunch.
- To notify staff in writing with regards to any Allergies or Food Intolerances.

***All containers, bottles and food items brought in MUST be labelled with your child's name**

Guidelines for the Content of Bagged Snacks/Lunches

Lunches and snacks should include a variety of foods from the 4 food groups. Referencing “Eating Well with Canada’s Food Guide”. Snacks should have 2 food groups and 4 lunch groups.

Sample Snack/Lunch Ideas

	Monday	Tuesday	Wednesday	Thursday	Friday
Morning Snack	Cheerios Cereal and Milk	Whole grain Toast and Cheddar Cheese	Banana slices Whole Grain Bagel with Wow Butter	Berries and Yogurt	Cinnamon Toast and Milk
Lunch	Milk Quesadillas - whole-grain tortillas, veggies and cheese	Milk Broccoli Soup Cheese stick and whole grain roll	Milk Veggie and Ham Skewers Fresh Fruit and Naan Bread	Milk Pasta Salad - whole-grain pasta chicken, cheese and vegetables Fresh Fruit	Milk Pinwheels – Turkey, cream cheese, sweet peppers Unsweetened Apple Sauce
Afternoon Snack	Homemade Fruit Salad and Crackers	Mandarin oranges and Naan	Raw vegetables and Hummus	Cottage Cheese and Whole grain toast	Fruit Salsa and Triscuit Crackers

Looking For More Recipe Ideas?

Try These Recommended Cookbooks:

- Dietitians of Canada. Simply Great Food. Robert Rose Inc., Toronto. 2007.
- Mendelson, S., & Mendelson, R. Food to Grow On. Harper Collins Publishers Ltd., Toronto. 2005.
- Waisman, M.S., & Dietitians of Canada. Cook! Robert Rose Inc., Toronto. 2011.

Try These Recommended Websites:

- EatRight Ontario. Recipes. <http://www.eatrightontario.ca/en/Recipes.aspx>
- Foodland Ontario. Recipes. <http://www.foodland.gov.on.ca/english/recipes.htm>

Additional Resources

- 1) EatRight Ontario: www.eatrightontario.ca
Call a dietitian for free at 1-877-510-5102
(Monday to Friday 9 am-5 pm, with evening hours Tuesday/Thursday to 9 pm)
 - Email a dietitian for free.
 - The website includes nutrition information on a variety of topics, meal planning tips and healthy recipes.
- 2) Dietitians of Canada: www.dietitians.ca
Website includes tools and resources on menu planning, and information on a variety of nutrition and health topics.
 - Recipe Analyzer available through an online tool, (www.eatracker.ca)
 - Search nutrient content information for various food items at www.eatwise.ca (also available as an App for your smartphone or tablet)
- 3) Health Canada – Food and Nutrition: <http://www.hc-sc.gc.ca/fn-an/index-eng.php>
 - Order copies of Canada’s Food Guide or view it online: www.canadasfoodguide.org
 - View serving sizes of different food groups online. See lists of dark green and orange vegetables: <http://www.hc-sc.gc.ca/fn-an/food-guide-aliment/choose-choix/fruit/servingportion-eng.php>
- 4) Allergy Information:
 - Health Canada – Food Allergies: <http://www.hc-sc.gc.ca/fn-an/securit/allerg/fa-aa/indexeng.php>
 - Allergy Safe Communities: <http://www.allergysafecommunities.ca>
 - Anaphylaxis Canada: <http://www.anaphylaxis.ca/>
 - Allergy/Asthma Information Association: <http://aaia.ca/>
- 5) Guide to Understanding Halal Foods: http://www.toronto.ca/health/nm_index.htm

Sun Safety

All children go outside every day, weather permitting, and our staff promote sun safety. All children should have hats to wear outdoors, as well as sunscreen in warmer weather. Please provide your child with sunscreen and label the bottle with your child's name.

Rest Period

It is a requirement that all children attending a licensed infant, toddler, preschool program have a rest period each day. It is not necessary for your child to sleep, but he/she will be encouraged to rest quietly on his/her cot during this time or engage in a quiet activity. A child-sized blanket from home, labeled with your child's name, is required. Children may also bring a soft comfort item from home for rest time only.

Children's Clothing

Children should be dressed in comfortable clothing that allows them to explore and play without fear of getting dirty: indoors and outdoors. Clothing should be appropriate for the weather and the season. We recommend snow pants, mitts, and boots in winter; sunscreen and a hat in the summer; an extra sweater or jacket for spring and fall, etc. It is necessary that your child has indoor shoes at the centre. It is required only when boots are worn, for the before and after school program only.

Accidents can happen, so please provide an extra set of clothing at the Child Care Centre. To minimize losses, please label extra clothing with your child's name. If a child has an accident and we do not have an extra set of clothes, you will be called to bring clothing to ensure the child is comfortable and able to participate in the program. Latchkey Child Care & Learning Centre is not responsible for lost or damaged clothing.

Your Child's Toys

Our centres have a variety of age-appropriate toys and activities for your child to enjoy, and children are encouraged to share as part of their learning experience. Bringing toys from home is discouraged. Latchkey Child Care & Learning Centre is not responsible for lost or damaged toys.

Please talk to the Supervisor for more information.

Part Time Care

Part-time care, considered care less than five full days or five days of before & after care weekly, is available on a limited basis and is vulnerable as the centre reaches capacity. Latchkey Child Care & Learning Centre depends on fees for financial viability; therefore, Supervisors will register each component of care to the full operating capacity with priority based on full-time needs.

Parents who are accepted for occasional care or care with a varied schedule must receive approval for requested days from their Supervisor. Occasional or varied care is not guaranteed.

Wait List

The Latchkey Child Care & Learning Centre tries to provide services for all families in need of our care. In the event that there is a wait list for a service required the Supervisor will take the following information from the potential family.

- Parents first and last names
- Best contact telephone number(s) and or email addresses
- Expected start of the month
- Child's name and birthdate
- Type of care required (Pre-School, before/after or camp)
- Schedule request (Mon-Fri, Mon, Wed, and Fri)

We do have some priorities that we consider when inviting new families to join us.

Considerations:

- Children currently enrolled and needing to graduate to the next age group;
- Siblings of children currently enrolled
- Type of care required

A child is put on the waitlist when contact is made with the Supervisor by phone or email and through www.WindsorEssexOneHSN.ca . All information, including the child's name, is confidential.

Confirmation of placement on the waitlist should be received within 5 business days of request by the Supervisor.

Parents/Guardians are not guaranteed a childcare spot regardless of the placement on the waitlist if registration has not been completed along with payment of the registration fee. There is no charge or deposit required to be placed on the waitlist.

When a spot becomes available, parents are called in order of placement on the waitlist. If a parent denies the spot, then the next parent on the list is called until a parent accepts the spot and at that point the spot is considered filled. There is no charge or fee at any point to be on the waitlist.

At least twice per year, Latchkey Child Care & Learning Centre will contact everyone on the Waiting List via e-mail. Parents/Guardians will be advised of their placement on the Waiting List. They will also be advised of their potential for enrollment into the upcoming School Year. Parents are able to call at any point to get an update on their placement on the list by speaking to the Supervisor directly. Those that do not reply to the e-mail by the deadline will be removed from the Waiting List.

Parents/Guardians that decline enrollment will be removed from the Waiting List unless otherwise directed.

The Waiting List will be made available in a manner that maintains the privacy and confidentiality of the children listed on it, but that allows the position of the child on the list to be ascertained by the affected families.

****There is no fee attached to being on a waitlist***

Arrival, Departure, Custody and Release

To ensure the safety and security of your child while attending Latchkey Child Care & Learning Centre, we require that:

- Parents escort their child to a staff member and sign him/her in and out. This is when our responsibility begins or ends.
- Parents must notify the Child Care Centre if someone other than those listed on consent to pick up form, will be picking up the child. Children will only be released to those appointed by the parent/guardian. The alternate pick-up person will be asked for photo identification if staff are unsure of who the person is.
- For the safety of the child and staff member, if a staff member is unable to identify the person picking up, they will request identification. We have several new staff members and staff moving from alternative school locations therefore it may be necessary for staff to confirm the identification of parents and guardians.
- Where there are child custody arrangements in place, the Latchkey Child Care & Learning Centre shall not deny a parent access to their child unless the centre has a copy of the legal document outlining the specific custody arrangements including days and timeframes.
- Parents must make alternate arrangements for picking up if they cannot pick their child up by 6:00 pm as late fees apply.

Safe Arrival & Dismissal Policy

The Latchkey Child Care & Learning Centre will ensure that any child receiving child care is only released to the child's parent/guardian or an individual that the parent/guardian has provided written authorization for.

The Latchkey Child Care & Learning Centre will only dismiss children into the care of their parent/guardian or another authorized individual. Latchkey 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:

Procedures

Accepting a child into care

When accepting a child into Latchkey or Learning Centre, 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 (different time, someone else picking up) Where the parent/guardian has indicated that someone other than themselves will be picking up, the staff must confirm that the person is listed on the Pick-Up Authorization List. If they are 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 (log book).

Where a child has not arrived in care as expected

1. Where a child does not arrive at the centre and the parent/guardian has not communicated a change in drop-off (voicemail, text, or advised the closing staff at pick-up) the staff in the room must:
 - Inform the Supervisor/designate, who will commence contacting the child's parent/guardian no later than 9:30am (for full day Learning Centre) or within the first 20 minutes after morning dismissal (before and after school program) either by phone call, text and/or email. The supervisor/designate will continue to contact parent/guardian to confirm absence.
2. Once the child's absence has been confirmed it must be documented in the daily written record (log book) along with any additional information and absence marked on the attendance sheet.

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

Releasing a child from care

1. The staff who supervises 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 Latchkey may release the child too. Where the staff does not know the individual picking up the child (either parent/guardian or authorized individual):
 - Confirm with another staff member that the individual picking up is the child's parent/guardian or an 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 name listed on the child's file or Pick-Up Authorization List.

Where a child has not been picked up as expected (before Latchkey 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 Latchkey and the child has not been picked up within 45 minutes after specified time the Supervisor/designate will contact the parent/guardian by phone call, text and/or email and advise that the child is still in care and has not been picked up.

- Where the Supervisor/designate is unable to reach the parent/guardian on the first attempt they must try contacting a second time after 15 minutes. If an authorized individual is picking up the child and their contact information is available, the Supervisor will proceed to contact the individual to confirm pick-up as per the parent/guardian's instructions or leave a message to contact Latchkey.
- Where the Supervisor/designate has not heard back for the parent/guardian or authorized individual who was to pick up the child, the staff will wait until the program closes and refer to the procedures under "Where a child has not been picked up and program is closed."

Where the 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 Latchkey and has not arrived by 6:00pm, staff shall ensure that the child is given a snack and activity while they await their pick up.
2. Staff shall stay with the child and proceed by calling the parent/guardian to advise that the child is still in care and inquire about 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 proceed to contact the authorized individual responsible for picking up the child, if contact information is available.
3. If the staff is unable to reach the parent/guardian or authorized individual picking up the child, the staff will start contacting those listed on the Emergency Contact List.
4. Where the staff is unable to reach the parent/guardian or any other authorized individual listed on the child's file or Emergency Contact list, by **6:30pm**, the staff shall proceed by contacting the local Children's Aid Society (CAS), at 519-252-1171 and follow the CAS's direction with respect to the next steps.

Field Trips

During the year we may take trips to special places of interest. Your program will put up a notice in advance of the excursion informing you of the destination, time, and date. A minimal charge may be required to cover transportation and entrance fees. A signed consent form signed by parent/guardian for each child must be received in order to participate.

Unexpected Closures

Centres located in schools will not operate if schools are closed due to any unforeseen safety concerns such as inclement weather. Parents in both Learning Centres and School Age Centres are responsible for determining if the child care centre/school is closed because of inclement weather or unusual circumstances. If buses are cancelled, but the school is operating, programs will operate as

usual. For information on school closures or busses please tune in to your local radio station AM 800 or relevant media outlets. If an emergency occurs during program hours that will not allow operations to continue, for example, a power outage, you will be contacted immediately.

Latchkey Child Care & Learning Centre operates locations within the Greater Essex County District School Board as well as Windsor Essex Catholic District School Board. If the school is closed due to a labour relations dispute, Latchkey Child Care & Learning Centre's Infant, Toddler and Preschool programs will continue to operate unless program closure is mandated at any time by the Windsor Essex County Health Unit, the Ministry of Education, or the Latchkey Board of Directors. Although we operate independently of the Boards to support the extension of a child's day, before and after school services are interrupted by any school closure. Latchkey Child Care & Learning Centre may be approved to operate full day services for school age programs during unexpected extended closure times. If this occurs, parents will be notified immediately. Spaces will be limited and only offered to children currently enrolled at Latchkey Child Care & Learning Centre.

Canada Wide Early Learning Child Care (CWELCC) System Structure

Latchkey Child Care & Learning Centre is participating in the Canada Wide Early Learning Child Care system. As a community partner participating in this incentive our obligation is to provide a rebate of 52.75% or maximum of \$22.00/day for eligible children that are paying on average more than \$12.00/day in child care.

What is the Canada Wide Early Learning Child Care (CWELCC) system?

The Canada-Wide Early Learning and Child Care System (CWELCC) will support quality, accessibility, affordability, and inclusivity in early learning licensed child care serving eligible children. Key objectives include lowering child care fees for eligible children, improving wages and increasing access to quality child care programs. CWELCC is a five-year plan that is based on equity and inclusion. All families, including those with a fee subsidy, will have access to CWELCC System by 2025.

Eligibility Criteria

Eligible children are those under the age of six or turning six in the current year. Those turning six from January to June of the current year are eligible for rebates until June 30 of that year. Those turning six after June 30 of the current year are eligible until the end of their birth month that year.

Base Fees/Non-Base Fees

Base fees are eligible for reduction. Base fees are fees charged in respect of a child for child care including anything a licensee is required to provide under the CCEYA or anything a parent is required to purchase to attend the program, examples include but are not limited to tuition and annual registration fees. Non-base fees are not eligible for rebate, these optional services and fees which include but are not limited to late fees, and transportation costs.

Billing Structure Rebates for CWELCC Eligible Children

Daily rate billing supports the rebate structure. The following is the contracted structure for CWELCC rebates for eligible children.

Rebates are subject to changes as deemed necessary.

School Breaks and Holidays

The program will operate during Winter Break, Spring Break, PD days and Summer, if there is sufficient demand for child care during these times. Please speak to the Latchkey Child Care Supervisor to plan for these days and times in advance.

All Latchkey Child Care & Learning Centre programs will be closed on the following statutory holidays:

- * New Year's Day * Family Day * Good Friday
- * Easter Monday * Victoria Day * Canada Day
- * August Civic Holiday * Labour Day * Thanksgiving Day
- * Christmas Day * Boxing Day

Registration /Tuition

There is a **\$50.00** non-refundable annual registration fee per family due every **September**.

Tuition – Infant, Toddler and Preschool Programs

Item	Latchkey Daily Rate	CWELCC Fee Reduction
Infant Tuition		
Eligible Infant Family of 1- Half Day	\$33.00	\$17.41
Eligible Infant Family of 1- Full Day	\$44.00	\$23.21
Eligible Infant Family of 2- Half Day	\$31.00	\$16.35
Eligible Infant Family of 2- Full Day	\$42.00	\$22.16
Toddler Tuition		
Eligible Toddler Family of 1- Half Day	\$28.00	\$14.77
Eligible Toddler Family of 1- Full Day	\$39.00	\$20.57
Eligible Toddler Family of 2- Half Day	\$26.00	\$13.72
Eligible Toddler Family of 2- Full Day	\$37.00	\$19.52
Pre-School Tuition		
Eligible Pre-School Family of 1- Half Day	\$23.00	\$11.00
Eligible Pre-School Family of 1- Full Day	\$35.00	\$18.46
Eligible Pre-School Family of 2 plus- Half Day	\$22.00	\$10.00
Eligible Pre-School Family of 2 plus- Full Day	\$34.00	\$17.94

Payment for all scheduled days for each month is required in advance by postdated cheque dated for the 1st of the month or e-Transfer only.

All fees for the full day or half day program are required in advance and are nonrefundable for any reason unless you provide notification in writing, at least four weeks in advance of changes in your schedule.

Tuition – Before and After School Programs

Item	Hourly Charge/Child	Hours Used	Daily Bill Rate by Hours Used	CWELCC Fee Reduction for Eligible Children
One Child Family Rate				
Child Family of 1	5.00	2.50	\$12.50	\$0.50
Child Family of 1	5.00	3.00	\$15.00	\$3.00
Child Family of 1	5.00	3.50	\$17.50	\$5.50
Child Family of 1	5.00	4.00	\$20.00	\$8.00
Child Family of 1	5.00	4.50	\$22.50	\$10.50
Two Child Family Rate				
Child Family of 2	4.00	3.50	\$14.00	\$2.00
Child Family of 2	4.00	4.00	\$16.00	\$4.00
Child Family of 2	4.00	4.50	\$18.00	\$6.00
Three Child Family Rate				
Child Family of 3	3.33	4.00	\$13.32	\$1.32
Child Family of 3	3.33	4.50	\$14.99	\$2.99
Four Child Family Rate				
Child Family of 4	3.00	4.50	\$13.50	\$1.50

There is a minimum charge, according to the above rates, that will be applied for the first hour of attendance. If a child is in a program for less than an hour, a minimum charge of one hour will apply.

You are charged 15 minutes prior to dismissal. Failure to sign your child out on the sign in/sign out sheet will result in a minimum charge of 3 hours per occurrence.

Payment for all scheduled days for each month is required in advance for the 15th of the month.

All fees for the Before & After program are required in advance and are nonrefundable for any reason unless you provide notification in writing, at least two weeks in advance of changes in your schedule. Absent days are non-refundable for any reason.

Tuition – Non-Instructional Days: PD Days, Winter, Spring Break and Summer Camp

Item	Latchkey Daily Rate	CWELCC Fee Reduction for Eligible Children
Full Day Non-Instructional Days(5 days/week)		
Eligible Child Family of 1-Full Day	\$27.50	\$14.51
Eligible Child Family of 2-Full Day	\$25.00	\$13.00
Eligible Child Family of 3-Full Day	\$23.33	\$11.33
Eligible Child Family of 4-Full Day	\$24.00	\$12.00

Full Day Non-Instructional Days(less than 5 days/week)		
Eligible Child Family of 1-OCC Full Day	\$29.50	\$15.56
Eligible Child Family of 2-OCC Full Day	\$26.50	\$13.98
Eligible Child Family of 3-OCC Full Day	\$25.00	\$13.00
Eligible Child Family of 4-OCC Full Day	\$26.00	\$13.72
Half Day(less than 5 hours AM or PM)		
Eligible Child Family of 1-Half Full Day	\$20.50	\$8.50
Eligible Child Family of 2-Half Full Day	\$18.00	\$6.00
Eligible Child Family of 3-Half Full Day	\$15.50	\$3.50
Eligible Child Family of 4-Half Full Day	\$14.75	\$2.75

All fees for the full day or half day program are required in advance and are **non-refundable** for any reason once confirmation of schedule is provided.

Non-Instructional Days: PD Days, Winter Break, Spring Break and Summer tuition amounts are **non-refundable** once confirmation of schedule is provided. All requested days will be billed as indicated on the sign-up sheet.

Absent days are **non-refundable** for any reason.

Late Fees

There will be a severe late penalty for any child who is not picked up by 6:00 p.m. Between 6:00 p.m. and 6:15 p.m., there will be a **\$10.00** late fee per child and **\$1.00**/child for every minute after this. If you are late on three occasions, you will be asked to find alternative child care arrangements.

Operating hours may vary by location or during summer care, winter break or spring break programming. Late fees apply during these non-instructional days and will follow the same principle, for example for the close time of 5:30 pm \$10.00/child late fees will apply between 5:31 pm – 5:45 pm and 1.00/child for every minute after this.

Failure to Notify of Absence Fee

There is an additional fee of **\$10.00** per child if you do not notify Latchkey Child Care & Learning Centre of an absence. If the staff is unaware that your child is absent, a search for the child is conducted and buses are held until we receive confirmation of a pick-up after school or we can confirm the child was absent from school that day. Latchkey Child Care & Learning Centre operates as a separate entity, and the centre must receive a call reporting a child's absence prior to our expected start time as we are responsible for the safe arrival of your child to our program. If a child will join our program following an after-school event(example sporting event), Latchkey must be notified prior to expected start allowing us to ensure the safe arrival of the child after the event.

Financial Assistance

If you require a fee subsidy, please contact the Children's Services department at (519) 255-5312. An online application may be requested by visiting www.WindsorEssexOneHSN.ca

Tax Receipts

Child Care fees are tax deductible. A tax receipt will be available to each family by the end of February for income tax purposes. Reprints or email requests for tax receipts will be **\$10.00**.

Returning in September

In the spring we ask all families to complete a return form and include the registration fee so that parents can confirm their children's registration for September. This holds your child's space for September and is the basis for billing your child care fees for September.

Annual General Membership Meeting and Board Members

Parents are required to attend or be represented by proxy, at the Annual General Membership Meeting held each April.

Fundraising

During the year a number of fundraising events are held in order to purchase games, toys, books, and recreational equipment. Please let us know if you have an idea for an event. This will help to keep parent fees down. In lieu of participation in the fundraiser events a donation can be accepted, and an income tax receipt will be given.

Parent Participation and Communication

At Latchkey Child Care & Learning Centre we believe strongly that Child Care is a shared responsibility between parents and Child Care staff. We know it is important for your peace of mind to have regular information about your child's experiences. Also, your participation and input are valuable to your child and the centre. This is not always possible in the rush of the morning drop-offs and evening pick-ups. Your centre provides the following opportunities to ensure communication and information between parents and staff.

Open Communication

Latchkey Child Care & Learning Centre staff have a commitment to provide an environment that fosters your child's growth and learning, and staff are pleased to share information with you daily, either verbally or in writing. If you feel that your child's needs are not being met, we encourage you to express your concerns to your Child Care Supervisor.

Community Resources

Parents may be asked for consent to have a qualified staff from one of our community partners assess the development, behaviour or mental health of an individual child or group of children. This allows Latchkey staff to consult with professionals outside our organization for education, coaching, and the development of strategies to support the classroom. Program Support Funding is provided if it is determined that additional staff to support decreased child to teacher ratios is required.

Family Events

You are encouraged to visit and participate in our programs and special events, such as Open Houses. Please read the notes, postings and Latchkey Child Care and Learning Centre website for information.

