



ROGERS CHILD CARE CENTRE
growing together

PARENT HANDBOOK

2017/18

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PHILOSOPHY, MISSION AND VALUES

Rogers Elementary Out-of-School Care Society (a.k.a. Rogers Child Care Centre) was established in July 1991 to provide child care to the families and community of Rogers Elementary School SD 61

Our Philosophy

We believe in providing a safe and caring environment; essential for the optimal development of children. We promote and encourage positive social skills such as responsibility, respect, co-operation, communication and optimism as we partner with our membership, to guide and nurture children through their years in our care.

Our Mission and Values

- To provide community based programs, for Early Years children and Rogers Elementary School children that enhance their well-being and create opportunities for learning and growth
- To provide community child care services to membership in the Rogers Elementary community
- To be committed to following these 4 principals:

BE SAFE

BE KIND TO ONE ANOTHER

HAVE FUN

LEARN AND GROW

GOVERNANCE

Board of Directors

Rogers Elementary Out-of-School Care Society is governed by a Board of Directors formed from our society membership and composed of parents of children who attend Rogers Child Care Centre programs.

Current 2016/17 Board Members

Chair:	Sadie Greco
Vice Chair:	Regan Pemberton
Treasurer:	Abigail Pittman
Secretary:	Jane Rizhanovsky
Member at Large:	Amie Foster

Email: board@rogerschildcare.com

Mail: Rogers OSC Society, 765 Rogers Avenue, Victoria, B.C., V8X 5K6

MEMBERSHIP

Membership is required for all families enrolled in our programs. We offer two types of membership:

Full Membership – \$75.00 fee (September 1st- August 31st)

Includes voting membership for 1 enrolling parent/guardian

Drop-in Membership- \$10.00 fee (Camps/Pro-D/Early Dismissal)

Added to applicable registration fees for occasional care (non-voting)

Please note: All of our membership fees are non-refundable.

Annual General Meeting

The Society's Annual General Meeting (AGM) is held once per year and all members and their families are encouraged to attend. This is an excellent opportunity to meet board members and Centre staff and be presented with highlights from our programs. In addition to learning more about the Centre, the Board of Directors report on the society's financials from the last fiscal year and membership has the opportunity to vote on business matters relevant to the Society.

CONFIDENTIALITY

All Centre Staff and Board members are committed to the protection and privacy of personal information received from members, parents/guardians and children. We only collect information that is necessary for the delivery of our licensed services, and this information is treated as confidential. No information is released without permission from the member or parent/guardian, unless required by law (reporting abuse, legal investigations, licensing requirements, etc.), during medical emergencies, when necessary to collect debt, to consult with Rogers Elementary School when a child's whereabouts need to be determined, or when incidents involving the children need to be made aware of by either the centre or school.

PROGRAM DETAILS AND FEES

Out Trips

Out trips are an essential part of our regular programs and are made possible with the use of the Centre's very own school bus and/or public transportation.

- Out of School Care children participate in out trips on a regular monthly basis, immediately after school, returning to the Centre by 4:30 p.m. each day. We ask parents for permission allowing their children to participate in daily out-trips with the earliest pick-up beginning at 4:30 p.m..
- Early Years children participate in out trips on a regular monthly basis, scheduled primarily in the mornings

Lessons

Lessons are offered as a convenience to parents of Out of School Care children who may not necessarily have the opportunity to participate in extracurricular activities without the support of the Centre.

Lessons are offered in the Fall, Winter and Spring and, while we make efforts to include the cost of these lessons in our monthly fees, most include an additional fee, set by the lesson providers.

Fees

The following is an overview of the programs we offer and their fees for 2017/18:

Program	Age	Time	Fee
Early Years	3 – 5 years	7:30 am – 5:30 pm Monday – Friday (excluding holidays)	\$800/month
Before School	K-Grade 4*	7:30 am – 8:40 am Monday-Friday (excluding holidays)	\$120/month
After School	K-Grade 4*	2:40 p.m. – 5:45 pm Monday – Friday (excluding holidays)	\$270/month
Winter/Spring Camps	K-Grade 5	7:30 am – 5:30 pm Monday – Friday (excluding holidays)	\$190/week
Summer Camp	K-Grade 5	7:30 am – 5:30 pm Monday – Friday (excluding holidays)	\$190/week
Pro-D Days	K-Grade 5	7:30 am – 5:30 pm (see annual school calendar)	\$40/day
Early Dismissal Days	K-Grade 5	11:30 am – 2:40 pm (see annual school calendar)	\$25/day
Kindergarten Gradual Entry Days	K	8:40 am – 2:40 pm (see annual school calendar)	\$35/day

* Due to our long waitlists, although we are licensed for these programs up to Grade 5, priority will be given to younger children in most need of care (Grade 5's on a case by case basis)

Payments

Fees can be paid by pre-authorized debit, cheque or cash. Pre-authorized debits can be paid bi-weekly, on the first and the fifteenth of the month. All fees are due promptly as receipt of fees ensure a child's on-going enrolment.

Co-paying Parents

In the event of co-paying parents/guardians, BOTH must submit a fee agreement form, along with payment arrangements to cover program fees. *(The parent/guardian named member of the Society will ultimately be responsible for paying outstanding fees.)*

Child Care Subsidy

If you apply and are granted a child care subsidy, the Centre will receive funding directly from the Ministry of Children and Family Development. The balance of the fees owing will be calculated by our bookkeeper and billed monthly.

Averaging of Fees

Program fees are based on an average number of days of care per month over the entire school year. Our OSC p.m. fees include out-trip, pro-d day and lesson fees, in most cases.

Fee Arrears

- A \$25.00 penalty is charged for each N.S.F. payment
- If fees and/or penalties are still outstanding by the 15th of the month, attendance in program will be suspended until full payment is made
- If fees have not been paid by the end of the month, the Centre reserves the right to offer placement to the next child on the wait list
- With three or more late and/or N.S.F. payments, the Centre reserves the right to offer placement to the next child on the wait list

Fee Credits (for all programs except Summer Camp)

Refunds are not given except under extreme circumstances and only at the discretion of the Centre Director, in conjunction with the Board of Directors.

In the event of more than two consecutive days of emergency closure, fee credits will be calculated beginning on the third day of closure (*credits for the entire closure time cannot be given due to ongoing operating costs*).

Account Statements

In February of each year, a statement of fees paid the previous calendar year will be provided in the Child's name with reference to the parent/guardian payee. Any pre-established co-paying arrangements will also be referenced.

The Annual Fee statement is the total amount of child care fees paid to Rogers Elementary Out of School Care Society, including monthly fees and extra care days (e.g. Pro D days, winter camp).

ENROLLMENT POLICY

While every effort will be made to accommodate children and their needs, the Centre reserves the right to assess and make recommendations to parents/guardians about the appropriate placement of their child within our programs.

In some cases, when behaviours and/or temperaments cannot be properly accommodated, parents will be given two weeks' notice prior to the ending of care. Only in extreme circumstances, does the Centre need to enforce immediate termination.

REGISTRATION GUIDELINES

Registration priority is given to:

- Families and children enrolled in Rogers Elementary SD 61;
- Children currently enrolled in our programs;
- Families who are current members of our society;
- Families who meet the above criteria and who are on our waitlist

WITHDRAWALS AND REFUNDS

Generally, in all of our programs, we require four weeks' notice for withdrawals. This notice is required in writing, via letter or email, delivered to the office and/or Centre Director.

Refunds are not offered for our regular programs, with special exceptions made for Summer camp registrations. (see separate Summer Camp fee policies) (The Centre Director and the Board reserve the right to make special arrangements under extreme circumstances, taking into consideration the needs of the Centre and its membership.)

Before and After School and EY Programs

In addition to requiring a minimum of four weeks' notice in our OSC and EY programs, if you are withdrawing, this requirement also applies to any change in care. As all EY and OSC fees are pro-rated to monthly fees, no refunds are given for mid-month withdrawals.

Camps and Extra Care Days

Generally, refunds will not be given for camps and other care days once registration has closed. *(In the event of an emergency, and in the event of more than two consecutive days of emergency closure, fee credits will be calculated beginning on the third day of closure.)*

Lessons

Refunds will not be given for lessons fees, if applicable.

DAYS OF OPERATION

The Centre operates Monday – Fridays, throughout the calendar year, excluding holidays.

Regularly Scheduled Centre Closures

All programs are closed on the following holidays: New Year's Day, Family Day, Good Friday, Easter Monday, Victoria Day, Canada Day, B. C. Day, Labour Day, Thanksgiving Day, Remembrance Day, Christmas Day and Boxing Day.

Additionally, the Centre is closed for one week between Christmas and the New Year holidays *(see annual calendar)*.

Emergency Centre Closure

As our facility and grounds are maintained by School District 61's personnel, we are often obligated to close based on unusual weather, health concerns, facility damage or other factors that put the health and safety of children or staff at risk.

(Refunds for emergency closures are not provided. In the event of more than two consecutive days of emergency closure, fee credits will be calculated beginning on the third day of closure.)

Should the Centre be required to close during program hours, Coordinators will:

- Contact parents/guardians of children in care, via phone
- Stay at the Centre, or at a safe and secure location nearby, until all the children have been picked up
- Post a notice on the Centre door with full closure details

Should the Centre be required to close during non-program hours, the Centre Director and/or Program Coordinators will do one or more of the following:

- Leave a message on the Centre's answering machine letting parents know that our Centre is closed
- Report the closure to CFX
- Ask parents to go to the Centre and SD61 websites for updates

CHILDREN WITH SUPPORT NEEDS

Children with support needs are welcome in our programs.

If your child has support needs, the following is required to properly enroll:

- Full disclosure of the child's needs at the time of registration
- Face-to-face meeting with Centre staff
- A care plan developed and signed by parent/s and Centre staff

Care plans are carefully developed with consultation from parents and are put in place before the child attends or continues to attend the program.

ATTENDANCE

Attendance is expected unless parents notify the Centre, in advance. To ensure proper notification, the Centre has an absent voicemail/text line available 24 hours a day and 7 days a week:

250.900.6320

Without proper notice, all registered children that are absent will be considered missing and the Centre's missing child protocol will be enacted. Due to the severity of these protocols, a \$25.00 penalty per absence will be charged for failure to notify.

With three or more failure to notify penalties, the Centre reserves the right to terminate registration.

ARRIVAL AND DEPARTURE

Parents are responsible for their children up to *and* until they have appropriately signed them in *or* out of our programs. Without sign in and sign out, the Centre will not be held responsible for care.

As licensing and insurance requires sign in and sign out, only those people indicated on a child's registration form will be allowed to pick them up, unless prior written consent is received. No child will be released to anyone under the age of 16, including siblings or relatives.

Before and After School Care Programs

Parents are responsible to sign in their children upon arrival to the Centre in the morning. In time for the start of school, Kindergarten children are walked to class by staff and children Grades 1 – 5 are released from the Centre to attend class, on their own.

At school dismissal, Kindergarten children are retrieved by Centre staff and children Grades 1-5 are expected to make their way to the Centre on their own, where staffs sign them in.

All children registered in our Before and/or After School Care programs must be accounted for. Parents and guardians are expected to inform the Centre of all absences, planned or otherwise. (see Missing Child/No Notice policy)

EY

Parents are responsible to deliver their children to the Early Years room, notify staff they are present and sign them in. At the end of the day, parents are responsible to pick up their children, notify staff they are leaving and sign them out. All children registered in our EY program must be accounted for. Parents and guardians are expected to inform the Centre of all absences, planned or otherwise. (see Missing Child/No Notice policy)

Custody Agreements

The Centre will not deny a parent access to their children unless in receipt of a court order denying or limiting access. All custody arrangements are the responsibility of the parents and the Centre assumes no liability for drop off or pick up. All arrangements must be made with the Centre Director and Program Coordinators prior to being executed. Verbal commitments will *not* be honored or recognized as legally binding.

Impaired Pick Up

The Centre reserves the right to refuse release of a child to any authorized person if they appear impaired or unable to adequately care for the child. In such cases, if a more appropriate and authorized person cannot pick up the child; the Centre will notify Child Protection Services and the local police.

Late Pick Up

Parents are required to pick up their children within the Centre's hours of operation. If staffs are kept beyond those hours, a \$25.00 penalty will be charged for each quarter hour delay. With three or more late penalties, the Centre reserves the right to terminate registration.

In the event of an unexpected delay (flat tire, accident), the Centre will contact the child's emergency contact. In such cases, if a more appropriate and authorized person cannot pick up the child; the Centre will notify Child Protection Services and the local police.

WELLNESS POLICY

Our Centre Director and staff are committed to wellness in our programs. Although every precaution is taken to ensure the safety of children in care, accidents do happen.

Should a child be injured or require medical attention while in care, the Centre will contact parent(s) immediately. In extreme cases, emergency medical care will be contacted first, with parent(s) being contacted immediately after.

Children will *not* be allowed to attend our programs if they exhibit the following symptoms:

Fever, vomiting, diarrhea, flu-like symptoms, sore throat, rash, lice or nits (un-treated), eye infection

Parents will be notified if their child becomes ill while attending our programs and will be required to arrange for immediate pick up.

If a child is confirmed to have a communicable disease, parents are required to inform the Centre and present a doctor's note before the child can return to their program.

Medications

Children requiring medications while in our care must have a completed Care plan in place, before staff can administer prescriptions. All medications must be in their original containers, labeled and with clear directions. They must also be surrendered to staff on site, along with a completed PAM form (Permission to administer).

The Centre reserves the right to refuse responsibility for the administering of medications without prior arrangements agreed upon by the Centre Director and Program Coordinators.

FOOD AND BEVERAGES

The Centre promotes healthy eating and is committed to serving healthy and fun snacks, in accordance with licensing requirements.

EY

Due to licensing requirements, the Centre does not provide food or beverages, other than water, to Early Years children. Parents are required to provide a morning snack, a full lunch and an afternoon snack for each day of care.

After School Care

All After School Care children are served a healthy and fun snack in our afternoon program, in accordance with licensing requirements.

Allergies

Although it is not possible to guarantee a fully allergen-free environment, the Centre is committed to accommodating all children. We operate as a nut-free environment but, in the event of severe allergies, individual Care plans are required for all children in care.

CODE OF CONDUCT

We ask children, parents and staff adhere to the following 4 principals:

BE SAFE

BE KIND TO ONE ANOTHER

HAVE FUN

LEARN AND GROW

Behaviour Guidance Policy

With the goal of providing safe and enjoyable programs for all children, our staff encourages appropriate behavior through modeling, communication, education, consistent and known limits and rules and the application of appropriate consequences. Some of the approaches taken are:

- Reminders – explain expectation
- Repetition – repeat expectations and set consequences
- Follow through – provide consequence
- Redirection – provide alternative activity
- Reparation – encourage apologies and relational remedies
- Rewards – celebrate good behavior
- Removal – create alternative environment

Inappropriate Behaviour

The Centre will not tolerate foul language, verbal or physical aggression, abuse, disrespect of others or their personal belongings or general unruly behavior.

In the event of a child behaving inappropriately, the Centre will use the following guidelines:

1. Remove the child from the environment.
2. Contact parent(s) and arrange for immediate pick up of child.
3. Document the incident and report it to licensing and/or The Ministry of Children and Family Development, as required.
4. Arrange a parent meeting to discuss a way forward and/or create a mutually agreed upon Care plan.

If it is determined that the Centre is unable to provide adequate support for the child, moving forward, they will be dismissed from care. The Centre Director and Board retains the right to terminate registration immediately should the safety of the child or other children and staff be compromised.

Staff Behaviour

Centre staff may use emergency restraint if a child is at risk of harm. This restraint is acceptable *only* in the event of an emergency and within licensing regulations.

Staff cannot use any form of physical punishment, verbal or emotional abuse or denial of needs, even if suggested by parent. (Examples of these behaviours would be: shaking,

shoving, hitting, belittling, degrading, humiliating, restricting access to food, water, toilet or washing facilities.)

Staff will *not* engage in conversation with parents in regards to the misconduct or negative behaviour of their children unless a prior meeting has been arranged with the Program Coordinator and/or Centre Director and all are in attendance. Specific concerns or questions from parents should be directed towards the Coordinators and/or Centre Director.

If staff are made aware of or see evidence of abuse or neglect of a child, the incident or suspected incident will be documented and reported to the authorities immediately, as required by law.

Conflict Resolution

When parents have concerns or conflicts with staff or Centre policies, all communication should immediately be brought to the attention of the Centre Director.

With face-to face, phone and email conversation, the Centre Director will be committed to dialog and understanding, working for positive ways to arrive at cooperative agreements in the best interest of the child and the program.

TERMINATION OF SERVICES

The Centre Director and Board retain the right to terminate services under the following circumstances

- 3 or more penalties have been charged to your account (ie, NSF, late payments, missing child/ no notice or late pick up)
- Failure to pay monthly fees for 30 days
- Breach of code of conduct from either parent or child
- Programs provided do not adequately meet the needs of the child
- The safety of a child, other children or staff are compromised

SUMMARY OF FEES

Fees for September 2017

Society Membership	
Full Membership	\$75.00 annually (September – August)
Drop in Membership	\$10.00 per registration

Penalties	
NSF	\$25.00 per occurrence
Late Payments	\$5.00 per day late
Early Withdrawal	1 month fees, in lieu
Late Pick-Up	\$25.00 per occurrence (max. of 3 times)
Missing Child/No Notice	\$25.00 per occurrence (max. of 3 times)

Program Fees	
EY	\$800.00 per month
Before School Care	\$120.00 per month
After School Care	\$270.00 per month
Winter/Spring Camps	\$190.00 per week/\$45 per day
Summer Camp	\$190.00 per week/\$45 per day
Non Instructional/Pro D Days	\$40.00 per day
Early Dismissal Days	\$25.00 per day
Kindergarten Gradual Entry Days	\$35.00 per day

WAITLIST POLICY & FAQ

Rogers Child Care Centre operates over 100 licensed child care spaces for children ages 3 to 12 years old. While our goal is to provide child care for as many Roger's Elementary families as possible, our wait list does not work on a "first come, first serve basis." With a few exceptions, we give priority to current member families and to families whose children are enrolled at Rogers Elementary, living in the neighbourhoods around our Centre. We do not offer Before or After School Care or Early Years spaces to families or children enrolled in any other schools in the district however, our *Extra Care Days and Camp days are open for enrollment, when space allows.*

PROCEDURE

When a space becomes available, we offer it to our priority list of current members' children first. Then, if the space is not taken, we contact those who are on the general waitlist.

Priority. Children who are currently enrolled - using the child's start date we offer spaces in the following order:

1. Children currently enrolled in the Centre
2. Siblings currently enrolled in the Centre
3. Children who had to leave the Centre because of a lack of available space.

General Waitlist. Children who are on the waitlist - using the child's waitlist date, we offer spaces in the following order:

1. Children who have a sibling enrolled at the Centre
2. Children who are registered at Roger's Elementary
3. Children of the Centre's employees

Other Considerations:

- If there are 2 or more children who have the same start or waitlist date, the youngest child will be offered the space first.
- Rogers Child Care Centre only offers child care services to children who will be enrolled for at least 1 school year at Rogers Elementary.
- To be eligible for our Before and After School Care programs, children must be enrolled in Rogers Elementary School. In our Early Years program, families must live within the Rogers Elementary catchment and fully intend to enroll their child at Rogers Elementary.

WAITLIST FAQ

Q. How does the waitlist work?

A: Rogers Child Care Centre operates over 100 licensed child care spaces for children ages 3 to 12 years old. While our goal is to provide child care for as many Roger's Elementary families as possible, our wait list does not work on a "first come, first serve basis." With a few exceptions, we give priority to current member families and to families whose children are enrolled at Rogers Elementary, living in the neighbourhoods around our Centre. We do not offer Before or After School or Early Year spaces to families or children enrolled in any other schools in the district however, our Extra Care Days and Camp days are open for enrollment, when space allows.

Q. When can I put my child's name on the waitlist?

A: You may put your child's name onto the waitlist when your child is born (a birth certificate is required for children under 14 months).

Q. Is there a waitlist application fee?

A: No, however, there is a \$75.00 annual membership fee if you accept a space.

Q. How long do I have to wait to get a child care space?

A: The length of time is different for each age group and type of care. The longest waitlist times are for children under 3 years old. Waitlist times can vary from 1 year to 3+ years. It is very difficult for us to estimate when a space might become available, as there are many factors which are used to offer spaces (i.e.: the date you came onto the waitlist, the type of program you are looking for, etc.). We always suggest that you put your child's name on other child care providers' waitlists.

Q. Why does my waitlist number change?

A: There are a number of priorities for enrollment. For example: currently enrolled children and siblings are our priorities. In some circumstances this means that children may come onto the waitlist after you, but because they have "priority" they may, in fact, move ahead of you.

Q. How much notice will I be given when a space becomes available?

A: When a space becomes available, we send a notification by email to a number of families on the waitlist to see if they are interested. From the responses received, we then offer the space to the first "eligible" child using our priorities. When we make a space offer, you will have 24 hours to respond. If we do not hear from you within 24 hours, we will move to the next child on the waitlist. It is important for you to inform us of any changes in your contact information.

Q. Do I get to see the Centre before I accept the space?

A: Yes, if you have been offered a space, you will have an opportunity to see the centre before confirming acceptance of the space.

Q. What happens if I turn down a space when it is offered?

A: If you turn down 3 space offers, which match your request on your waitlist application, your child's name will be moved to the bottom of the waitlist and you will lose your priority status. If you do not need a child care space, please contact us so we can remove your name from the list.

Q. What if I accept a space and then decide I don't want it?

A: We have a 45-day withdrawal policy and withdrawals are effective on the 15th or the last day of the month. If you accept a space (submit an online registration form, including an e-signature confirming your agreement with all of the Centre's policies and agreement to pay the \$75.00 membership fee), you are responsible for a 45 day fee payment unless your notice for withdrawing is more than 45 days prior to your child's start date. Your child can then be placed back on the waitlist and he/she will have a new waitlist date. Note: if you do not provide the 45 days' notice/pay in lieu of notice, we will not put your child back onto our waitlist.

Q. Once my child is in a program, am I guaranteed a child care space in the next age group?

A: If you are offered an Early Years space, you will be guaranteed care until your child graduates into Kindergarten. We cannot guarantee space beyond Kindergarten but children already in our programs always have priority. We also provide you with information about the chances of getting into the next program at the time you are offered a space.

Summer CLUBHOUSE Fee Policy

REGISTRATION

Must be completed online for members and non-members with payment arrangements as below:

Payments Due

With online registration completed:

4. Direct Debit payment permission is required by:
 - a. May 26, 2017 (for withdrawal June 1, 2017) for ALL July 3 – Aug. 4 camp fees
 - b. June 26, 2017 (for withdrawal July 1, 2017) for ALL Aug. 8 – Sept. 1 camp fees

OR

5. Cheques post-dated on or before:
 - a. July 1, 2017 for July 3 – 14 camp fees
 - b. July 15, 2017 for July 17 – Aug. 4 camp fees
 - c. Aug. 1, 2017 for Aug. 8 – 18 camp fees
 - d. Aug. 15, 2017 for Aug. 21 – Sept. 1 camp fees

Payment Refunds

With payment already received:

1. 100% refundable with 30 days or more withdrawal notice
2. 50% refundable with less than 30 days withdrawal notice

Other Considerations:

- Up-front payments for ALL applicable camp fees are also welcomed; either through Direct Debit or by cheque but must be received as stated above
- \$10 drop-in membership fee will apply per week of camp for families choosing to remain as non-members

*Extra Care Day(s) and Lesson Fee Policy **

REGISTRATION

Must be completed online for members and non-members with payment arrangements as below:

Payments Due

With online registration completed:

1. Credit/Debit payments are required by:
 - o The first of the month of the Extra Care Day(s) registered for

OR

2. Cheque post-dated on or before:
 - o The first of the month of the Extra Care Day(s) registered for

Payment Refunds

With payment already received:

1. 100% refundable with 30 days or more withdrawal notice
2. 50% refundable with less than 30 days withdrawal notice

Other Considerations:

- Up-front payments for ALL applicable fees are also welcomed; either through Credit/Debit or by cheque but must be received as stated above
- \$10 drop-in membership fee will apply per month of Extra Care Days registered for - for families choosing to remain as non-members

* Pro-D days, Gradual Entry Days, Early Dismissal Days

ROGERS OUT OF SCHOOL CARE SOCIETY AGREEMENT FORM

I, the undersigned, give my consent and agreement to:

- Staff calling a medical practitioner or ambulance, to transport my child to clinic or hospital, or to release my child to a medical practitioner in the event of accident, injury or illness.
- My child participating in the out-trips, being transported using the program bus or public transportation
- My child's picture taken for program purposes (i.e. bulletin boards, Centre newsletters, etc.)
- The collection and use of personal information to assist the staff and Society in providing care for my child
- Receiving emails from Rogers Child Care Centre to all of the email addresses listed on my child's registration form
- To the fee payments, refunds, and penalty payments as stated in the Parent Handbook
- Making alternate care arrangements for my child if they are unable to function appropriately in the program
- Giving at least four weeks' written notice if I plan to remove my child from the program, or pay four weeks fees in lieu of notice
- Keeping staff informed of any changes of address, phone numbers, medical information, persons authorized for pick-up, etc., as well as any changes at home or school which may affect my child's behaviour
- Bringing my child if they are ill and/or unable to actively participate in the regular activities of the program
- Informing staff if my child will not be attending the program for any reason, and will do so well in advance of their expected arrival
- Notifying staff in writing if my child is to be picked-up by someone not listed on the Registration Form
- Ensuring that all current copies of any court orders regarding the custody and visitation rights concerning my child are included with my child's Registration Form and updated as necessary
- Understanding that reasonable safety precautions will be taken by the staff; however children may receive injuries even when supervised
- Completing the Registration Form, having read and understood the Parent Handbook, and reading the Permission and Agreement Form, agreeing to all policies, terms and conditions

Child's Name: _____

Parent's Name : _____

Signature: _____ Date: _____