



**ROGERS**  
SOCIETY



**ROGERS** CHILD CARE CENTRE  
growing together

# **PARENT HANDBOOK**

**2019/2020**



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## **CONSTITUTION and PRINCIPLES**

Rogers Elementary Out-of-School Care Society was established in July 1991 to provide out of school child care to the families and greater community of Rogers Elementary School in SD 61.

### ***Our Constitution***

- To provide care for the students of Rogers Elementary School (hereafter referred to as “the school”) and its community, during the “out of school” hours, and to provide such in cooperation with the children’s parents, teachers, school and community.
- To confer and cooperate with the organizations other than school which concern themselves with the care and safety of children and youth in the home, the school and the community.
- To provide the students of the school with equipment or amenities not ordinarily provided (or not provided in a timely manner) by the school board or with such things that the society deems advisable.
- To provide the pupils of the school with the widest possible benefits from the fundraising of the society. Nothing in these objectives shall limit the society from doing anything thought by the society to be in the best interests of the students of the school.
- To fundraise in order to meet the other objectives of the society.

*(By-laws provided in separate document)*

### ***Our Principles***

We are committed to the following:

**BE SAFE**

**BE KIND**

**HAVE FUN**

**LEARN AND GROW**

## GOVERNANCE

### *Board of Directors*

Rogers Elementary Out-of-School Care Society is governed by a Board of Directors, voted into leadership by our society membership.

### *Current 2018/19 Board Members*

<b>Chair:</b>	Tracey Schmitz
<b>Vice Chair:</b>	<i>(vacant)</i>
<b>Past Chair:</b>	Regan Pemberton
<b>Treasurer:</b>	Lorena Milkert
<b>Secretary:</b>	Jane Rizhanovsky
<b>Member at Large:</b>	Nisha Bathe
<b>Member at Large:</b>	Greg Perrins

Email: [board@rogerssociety.org](mailto:board@rogerssociety.org)

Mail: Rogers 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 – **\$100.00 fee** (September 1st- August 31st)  
*Includes voting membership for 1 enrolling parent/guardian and paid annually at registration*

Drop-in Membership– **\$10.00 fee** (Per registration or rental)  
*Added to applicable registration/rental fees (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 are encouraged to attend. This is an excellent opportunity to meet board members and Centre staff and be presented with highlights from our child care and community programs. In addition to learning more about the Centre, members have the opportunity to hear the Board of Directors report on the society's financials from the last fiscal year and to vote on new board members chosen to govern the Society.

### **CONFIDENTIALITY**

All 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/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 communicated to the Centre or school.

## LICENSED PROGRAM DETAILS

### *Active Play Policy*

**Child Care Licensing regulations** require caregivers to provide children with indoor and outdoor activities that encourage healthy growth and development. We at the Centre do this in a variety of ways:

- Make being active a normal part of our programs
- Provide a variety of active toys such as hula hoops, jumping ropes, bean bags and a variety of balls in different sizes
- Encourage active sports in our daily choice of activities, ie, soccer, hockey, basketball, wide games, hikes
- Offer a mix of open-ended/free play and adult-led play experiences outside on the adjacent field and playground
- Provide a safe setting
- Make activities fun and offer choices of active play ideas

### *Screen(s) Policy*

**Child Care Licensing Regulations** allow no more than 30 minutes per day of screen time in a child care environment. As such, we, at the Centre, do **NOT** allow children in care to bring or use their own screen devices and we do **NOT** offer screen time as a general daily practice.

Screen activities, including computers, movies or active video games are reserved for inclement weather activities or special occasions with no more than 150 minutes of screen time accumulated per week.

## ***Snack/Nutrition Policy***

**Child Care Licensing regulations** require the following consideration when providing snack to children in care:

- A licensee must ensure that each child has healthy food and drink according to Canada's Food Guide, and promote healthy eating and nutritional habits.
- If a child's record includes, or the child has a care plan that includes, instructions respecting food and drink for the child, the requirements of this subsection do not apply to the extent that they are inconsistent with those instructions, and the licensee must comply with those instructions.
- A licensee must ensure that the food and drink given to a child is sufficient in quantity and quality to meet the developmental needs of the child, having regard to the child's age, the number of hours the child is under the care of the licensee, and the child's food preferences and cultural background.
- A licensee must ensure that children are not fed by means of a propped bottle, forced to consume any food or drink, or left unsupervised while consuming food or drink.
- A licensee must ensure that safe drinking water is available to children.
- A licensee must make available to parents information on the food and drink given to children.
- A licensee must ensure that food and drink are not used as a form of reward or punishment for children.

## ***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.

- After School Care children participate in out trips on an approximate 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.



## **Lessons**

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

## **Programs**

The following is an overview of the Licensed programs we offer:

<b>Program</b>	<b>Age</b>	<b>Time</b>
<b>Before School</b>	K-Grade 5	7:30 am – 8:40 am Monday-Friday (excluding holidays)
<b>After School</b>	K-Grade 5	2:40 p.m. – 5:45 pm Monday – Friday (excluding holidays)
<b>Winter/Spring Camps</b>	K-Grade 5	7:30 am – 5:30 pm Monday – Friday (excluding holidays)
<b>Summer Camp</b>	K-Grade 5	7:30 am – 5:30 pm Monday – Friday (excluding holidays)
<b>Extra Care Days (Pro-D)</b>	K-Grade 5	7:30 am – 5:30 pm (see annual school calendar)
<b>Early Dismissal Days</b>	K-Grade 5	11:30 am – 2:40 pm (see annual school calendar)
<b>Kindergarten Gradual Entry Days</b>	K	8:40 am – 2:40 pm (see annual school calendar)

## **PAYMENT POLICIES**

Before and After School Care Fees must be paid by pre-authorized debit. Debits can be paid monthly on the first or semi-monthly on the first and fifteenth of the month. All fees are due promptly upon registration as receipt of payment ensures a child's ongoing enrolment. All other Program fees (e.g. Camps and Extra Care Days) can be paid by credit card, debit, cash or cheque.

### ***Co-paying Parents***

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

### ***Affordable Child Care Benefit***

The Affordable Child Care Benefit (ACCB) is funding provided by the Government of British Columbia to assist families with the cost of child care, and is based on factors such as family size, type of care and household income.

Families apply for ACCB directly with the BC Ministry of Children and Family Development. The Child Care Arrangement Form should be submitted to the Rogers Child Care Centre office, where an authorized staff member will complete the Child Care Provider information and return the form to the applicant. The applicant is responsible for the final completion and submission of all necessary forms to the Ministry.

Upon approval, the Ministry will forward a copy of the applicant's Benefit Plan to Rogers Child Care Centre. Once this has been received, the appropriate amount will be credited to the family's account and regular fee payments will be adjusted accordingly.

PLEASE NOTE that ACCB is only paid for child care that is provided. Benefit amounts are calculated based on the type of care and a **maximum** number of care days provided each month. If there are fewer days of the stipulated type of care provided in a certain month, this will decrease the ACCB Benefit amount for that month. Adjustments to the family's account will be made the following month, once Benefit claims have been processed.

Applicants are responsible for reading and understanding all information provided by the Ministry regarding how the ACCB is calculated and paid, and for paying Rogers Child Care Centre the balance of all child care fees not paid by the Ministry.

### ***Averaging of Fees***

Program fees are based on an average number of days of care per month over the entire school year.

### ***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 waitlist
- 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 waitlist

### ***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 three consecutive days of emergency closure, fee credits will be ***considered*** by the Board of Directors. (Due to ongoing operational costs, credits cannot be guaranteed even under emergency circumstances.)

## ***Camp Fee Policy***

Registration **MUST** be completed online and payment **MUST** be made within 3 days to confirm enrollment. (All unpaid registrations will expire after 3 days)

Camp registration will close 7 days prior to camp week start date. Subject to availability, registration requests received after the 7 day deadline will be processed with a \$45.00 fee.

### ***Payment Options***

- Debit
- Credit Card
- Cash
- Cheque

### ***Additional Fees***

- \$10 fee for any adjustments to registrations ie, switching weeks and/or days
- \$45 last-minute registration fee/week (within 7 days before camp start date)
- \$50 daily rate for drop-ins (subject to availability and with additional member fee required)

### ***Refunds/Cancellations***

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

\*Membership is required for all registrations

## ***Extra Care Day\* Fee Policy***

### ***Options***

With online registration completed:

- Credit/Debit payments are required by:
  - The first of the month of the Extra Care Day(s) registered for
  - OR
- Cheque post-dated on or before:
  - The first of the month of the Extra Care Day(s) registered for

*(Up-front payments are welcomed but must be received as stated above)*

### ***Additional Fees***

- \$10 fee for any adjustments to registrations ie, switching days and/or months
- \$15 last-minute registration fee (within 3 days before care day start date)

\$10 drop-in membership fee will apply per month of Extra Care Days registered for - for families choosing to remain as non-members

\* Extra Care Days, Gradual Entry Days, Early Dismissal Days

### ***Annual Fee 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 member/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 Membership fees, monthly Before and After School Care fees, Extra Care Day and Camp fees.

## **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.

Refunds are not offered for our regular programs, with special exceptions made for Camp registrations (see additional fee policies on Page 10). (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 Programs***

We require 4 weeks' notice for any change in care. As program fees are prorated to monthly fees, no refunds are given for mid-month changes.

### ***Camps and Extra Care Days***

Generally, refunds will not be given for camps and other care days (see additional fee policies on Page 10).

### ***Lessons***

Refunds will not be given for lesson fees.

## **ENROLMENT POLICY**

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

## LICENSED CHILD CARE 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.

## DAYS OF OPERATION

The Licensed Child Care programs at the Centre operate Monday – Friday, throughout the calendar year, excluding holidays.

### *Regularly Scheduled Centre Closures*

All licensed 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 approximately one week between Christmas and the New Year annually.

### ***Emergency Centre Closure***

As our facility and grounds are owned by School District 61, 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.

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

- Contact parents/guardians of children in care, via email & 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 will do one or more of the following:

- Email parents/guardians
- Update the Centre website and social media streams

### **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 support needs at the time of registration
- Face-to-face meeting with Centre staff
- A licensing-required care plan developed and signed by family and Centre staff



## **ATTENDANCE**

Attendance is expected unless parents notify the Centre, in advance. To ensure proper notification, the Centre has an absent 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 a \$25.00 penalty for failure to notify absence will be charged.

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

## ARRIVALS AND DEPARTURES

Parents are responsible for their children **up to and** until they have appropriately signed them in **or** out of our programs. The Centre will not be held responsible for care until after sign in.

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 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 their respective line ups, supervised by staff.

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

All children registered in our Before and/or After School Care programs **must** be accounted for as a licensing requirement. Member/parents/guardians are expected to inform the Centre of all absences, planned or otherwise. (see Missing Child/Failure to Notify 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/or Coordinators prior to being executed. Verbal arrangements to other staff members are **not** 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.

### ***Loitering***

Due to licensing requirements, all individuals over the age of 12 at the Centre must have a current Criminal Records Check on file. While Licensing allows for members/parents/guardians to drop off and pick up without requiring a CRC, loitering is not allowed during our licensed care hours of 7:30 a.m. - 5:45 p.m, Monday through Friday.

## 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 parents immediately. In extreme cases, emergency medical care will be contacted first, with parent(s) being contacted immediately after.

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

**Fever, vomiting, diarrhea, flu symptoms, sore throat, skin rash, lice or nits, eye infections or ringworm**

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 program.

### ***Medications***

Children requiring medications while in our care must have a completed, licensing-required 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/or Coordinators.

### ***Allergies***

The Centre is committed to accommodating children and staff allergies, when possible. We respectfully request no-nut products be brought on site but, in the event of a known severe allergy, individual licensing-required Care plans are required for children in care.

## **CODE OF CONDUCT**

We expect children, parents and staff adhere to the following principles:

**BE SAFE**

**BE KIND TO ONE ANOTHER**

**HAVE FUN**

**LEARN AND GROW**

### ***Behaviour Guidance Policy***

With the goal of providing a safe and enjoyable environment, we expect appropriate behavior from children, members/parents/guardians and staff through clear communication, education, consistent messaging of licensing requirements and rules and the application of appropriate consequences. Some of the approaches the Centre uses are:

- Reminders – explain expectations
- Repetition – repeat expectations with reasonable consequences
- Follow through – provide accountability
- Redirection – provide alternative actions when applicable
- Reparation – encourage apologies and relational remedies
- Rewards – celebrate appropriate behavior
- Removal – when in the best interests of the greater community

### ***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, member/parent/guardian or staff behaving inappropriately, the Centre will use the following guidelines:

1. Request the individual to remove themselves from the environment
2. Contact appropriate authorities
3. Document and report incidents to licensing and/or The Ministry of Children and Family Development, as required
4. Arrange a meeting to discuss a mutually agreed upon plan for moving forward

If it is determined that the Centre is unable to provide adequate support for the child, member/parent/guardian or staff, The Centre Director and Board retain the right to terminate the relationship immediately should safety be compromised.

### ***Staff Behaviour***

As required by licensing, staff cannot use any form of physical punishment, verbal or emotional abuse or denial of needs, ***even if suggested by member/parent/guardian.*** (Examples of these behaviours would be: shaking, shoving, hitting, belittling, degrading, humiliating, restricting access to food, water, toileting, washing facilities or adequate rest.)

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 Child Care Coordinator and/or Centre Director and all are in attendance. Specific concerns or questions from members/parents/guardians 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 children, members/parents/guardians or staff have concerns or conflicts with Centre policies, all communication should immediately be brought to the attention of the Centre Director and/or Board.

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

### **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 an 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 member/parent/guardian or child*
- *Programs provided deemed to not adequately meet the needs of the child*
- *The safety of a child, member/parent/guardian or staff are compromised*

## SUMMARY OF FEES

Fees for 2019/20

<b>Society Membership</b>	
Full Membership	\$100.00 annually (September – August)
Drop in Membership	\$10.00 per registration

<b>Penalties</b>	
NSF	\$25.00 per occurrence
Late Payments	\$5.00 per day late
Early Withdrawal	1 month fees, in lieu (4 weeks)
Late Pick-Up	\$25.00 per quarter hour (max. of 3 times)
Missing Child/Failure to notify absence	\$25.00 per occurrence (max. of 3 times)
Late Registration for Extra Care Days	\$15.00 per registration
Extra Care Day registration adjustments	\$10.00 per occurrence
Camp registration adjustments	\$10.00 per occurrence
Late camp registration (within 7 days)	\$45.00 per week of registration

<b>Program Fees</b>	
Before School Care	\$155.00 per month
After School Care	\$305.00 per month
Winter/Spring Camps	\$205.00 per week/\$50 per day
Summer Camp (2019)	\$205.00 per week/\$50 per day
<b>EXTRA CARE DAYS</b>	
Non Instructional/Pro D Days	\$50.00 per day
Early Dismissal Days	\$35.00 per day
Kindergarten Gradual Entry Days	\$45.00 per day/\$100 for all 3 days



## WAITLIST POLICY

Rogers Society, operating Rogers Child Care Centre offers over 100 licensed child care spaces for children ages 5 to 12 years old. While our goal is to provide child care for as many Rogers 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. ***Our Extra Care Days and Camp days are open for enrollment to all, 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 of children 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.
- To be eligible for our Before and After School Care programs, children must be enrolled in Rogers Elementary School.

## WAITLIST FAQ

### ***Q. How does the waitlist work?***

A: Rogers Society, operating Rogers Child Care Centre offers 100 licensed child care spaces for school-aged children. 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. **Our Extra Care Days and Camp days are open for enrollment to all, when space allows.**

### ***Q. Is there a waitlist application fee?***

A: No, however, there is a \$100.00 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. 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. 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. What happens if I turn down a space when it is offered?***

A: If you turn down an offer for space, which matches 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 no longer 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 4 week notice of withdrawal policy. 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 \$100.00 membership fee), you are responsible for a 4 week fee payment unless your notice for withdrawing is more than 4 weeks 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 4 weeks 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: Although we cannot guarantee space, children already in our programs **always** have priority for the coming year.