



**Tigger's Playschool
Daycare & Preschool
1161 Princess Ave.**

Tigger's Playschool is a childcare center with Christian values to help promote a loving and nurturing environment.

Hours:

7:15am to 5:30pm: MONDAY to FRIDAY
CLOSED ON ALL STATUTORY HOLIDAYS

CHILDCARE POLICY - PARENTAL AGREEMENT

1. PRESENT FEE: DEPOSIT		\$200.00
	<i>\$100 to be credited to last attending month's fees (with proper notice)</i>	
	REGISTRATION FEE	\$80.00 (non-refundable)
a) <u>Full-time care</u>	30 mos. to 35 mos. Parent Reduction Fee: up to	\$1125.00 per month (-900.00) per month
	36 mos. to school age Parent Reduction Fee: up to	\$970.00 per month (-545.00) per month
b) <u>Part-time care</u>	3 full days or less (3-5 yrs old) (21/2yrs)	\$55.00 per day \$65.00 per day
c) <u>Hourly rate</u>	4 hours or less per day	\$18.00 per hour

PRESCHOOL PROGRAM: Monday - Thursday
9-12 \$425.00 per month
Preschool Activity Fee: Once a year to paid in September \$25.00 once a year

d) Parents receiving government SUBSIDY are responsible for renewals. If subsidy form is not renewed and received at the Center by the first day of the month, the full fee must still be paid in full.

e) Proof of daycare subsidy must be shown before a child may start at the center, or half of fee is due at time of start date. This will be reimbursed (not including deposit) when subsidy is received.

2. FEES & SUBSIDY STRUCTURE:

a) FEES:

*ALL PARENTS MAKE PAYMENTS BY E-TRANSFER USING CHILDCARE EMAIL. YOUR PAYMENT IS DUE ON THE 1ST. FOR ANY E-TRANSFER RECEIVED AFTER THE 1ST, THERE WILL BE A LATE CHARGE. THIS WILL BE ENFORCED UNLESS SPECIAL ARRANGEMENTS ARE MADE WITH THE MANAGER.

**PAYMENTS ARE TO BE MADE ONE MONTH IN ADVANCE, ON THE FIRST DAY OF THE MONTH.

b) SUBSIDY:

PARENTS ARE RESPONSIBLE FOR RENEWING THEIR APPLICATIONS BEFORE THE EXPIRED DATE. IF CONFIRMATION IS NOT MADE BEFORE THE EXPIRED DATE, THE PARENT WILL PAY THE FULL FEE UNTIL RENEWAL IS APPROVED.

c) NSF CHARGES:

THERE WILL BE A CHARGE OF \$25.00, FOR ANY N.S.F. CHEQUES, **PLUS** A \$50.00 LATE FEE.

IF YOUR FEES BECOME MORE THAN TWO (2) WEEKS IN ARREARS IN YOUR ACCOUNT, YOUR CHILD/REN WILL NOT BE ACCEPTED TO TIGGER'S UNTIL ALL FEES ARE PAID.

d) DEPOSIT: \$200.00

MUST BE PAID BEFORE THE CHILD STARTS.

\$100 of this will be credited to monthly fees for the last month the child attends the Center (if proper notice is given). The remaining amount of \$100.00 will be returned 30days after your child leaves the center.

e) REGISTRATION FEE: \$80.00

TO BE PAID AT TIME OF REGISTRATION.

This holds your space. *Parents get \$10.00 off for each additional child.*

f) PROOF OF SUBSIDY:

AUTHORIZATION NUMBERS MUST BE RECEIVED BEFORE A CHILD STARTS AT THE CENTRE OR HALF OF FEE IS DUE AT START DATE. This will be reimbursed (not including deposit) when subsidy is received.

g) LATE FEE: \$50.00

TO BE APPLIED FOR ANY FEES NOT RECEIVED BY THE 2nd OF THE MONTH. IF FEES HAVE NOT BEEN RECEIVED BY THE 15th OF THE MONTH, YOUR CHILD WILL NOT BE ACCEPTED AT THE CENTRE UNTIL ALL FEES ARE PAID IN FULL.

3. POLICIES AND AGREEMENTS:

a) BEHAVIOUR AND CONDUCT:

- i) If a child's behaviour becomes abusive and uncontrollable and is deemed too dangerous to have at the center, notice will be given, and parents will have up to two weeks to find alternative care.
- ii) If a parent's behaviour becomes abusive and/or inappropriate language is used towards the staff, children, or other parents, a verbal warning will be given. If the parent chooses not to adhere to the warning; the police will be contacted.
- iii) If this behaviour continues, the parent will be given notice immediately; not to return to the center and to find alternative care. Your deposit will not be refunded, and any unused daycare days will not be returned.

b) LATE PICK-UP:

A late fee of \$20.00 will be applied for each child picked up after 5:30 pm. This late fee will be applied to your following month's fee.

- i) If a child remains after 5:30 pm we will begin calling emergency contacts obtained from your registration form.
- ii) If a child remains after 6:00 pm. the appropriate authorities will be notified.

c) OBSERVATION PERIOD:

A two-week observation period is in place. A parent or staff member may choose to terminate the care agreement not later than two weeks after the child starts. The registration fee will be returned should the staff choose to cancel the agreement. The deposit pays the two-weeks of care in this case.

Should the parent(s) choose to cancel care, there will not be a refund unless special arrangements are made with the manager and/or the owner.

d) ABSENT/ARRIVAL:

If your child is to be late or absent, a phone call must be made to the daycare no later than **9:30 am**. Your child will not be accepted after 9:30 am if a call is not received.

e) WITHDRAWAL:

This must be a written notice and be received by a staff member before the first (1ST) day of the month to be valid. Notices received after the first (1ST) will not be considered valid and you will be charged that month's fee.

f) PART-TIME PARENTS:

Days reserved for your child cannot be changed to other days unless a holiday falls on that day. Special permission must be given before any prearranged days may be changed.

g) CHILDREN'S BIRTHDAYS:

Parents are welcome to bring a cake or cupcakes for an afternoon celebration.

h) NEWSLETTER/CALENDARS:

Monthly newsletters and calendars will be issued to families to inform you of your child's upcoming trips, special activities, and various themes.

i) TOYS FROM HOME:

We discourage any toys brought from home. We will have special days outlined on our calendar for your child to bring a small, special toy. These days, have the item clearly labeled with your child's name as toys are easily lost or broken.

j) CHILDREN INJURES AND /OR ILLNESS

Tigger's holds no liability to any injuries or illness that may occur at the centre. It is the responsibility of the parent to cover any costs that may occur due to injury or illness.

4. LUNCHESES & SNACKS:

Parents are requested to provide a healthy, nutritious lunch and snack every day. Please do not send foods with a high sugar content or "junk food". All containers must be clearly labeled. Tigger's is not liability for any lost containers

In an event that your child behaves in an unsafe manner during lunch or snack time, they will be redirected and then given the opportunity to rejoin the group. At this time, they have the opportunity to try again to eat in a safe manner. Food is never withheld or treated as punishment or as a reward.

WE ARE A NUT FREE CENTRE!!

Please do not send any kind of nuts and seeds, peanut butter sandwiches, or any foods that may contain any form of nuts or seeds. Also, please be aware of any use of peanut oil, sesame oil, nuts or seeds in food items.

5. FIELD TRIPS:

I authorize my child _____, to attend outings away from Tigger's Playschool. I hold no liability to the owner and/or staff for accidental injury or illness that might occur on the premises, outside the premises, on field trips, and/or in the daycare vehicle.

6. HEALTH AND SAFETY:

a) The staff has the right to refuse admission to a child who appears too ill to be at the center.

b) If a child becomes ill during the day, the staff will contact the parent(s).

- If the parent(s) cannot be located:

I authorize the staff to:

* Make arrangements to put the child in the care of an alternate person named on the registration.

c) In the case of an emergency, the staff will contact the parent(s).

- If the parent(s) cannot be located:

I authorize the staff to:

* Call my family physician,

- * Call the alternate person named on the enrollment form,
- * Take the child to the hospital (which may be by ambulance).

d) No staff member will administer my child any medicine without my permission in writing. (Administer Medication forms are available)

e) I will provide adequate clothing (raincoat and/or snowsuit with boots for winter.) A change of clothes and slippers, a blanket and sheet for sleeping will be kept at the Center. All children must have play shoes for outside time that are **comfortable and safe** to walk in. Please make sure that there are no open toed shoes.

f) I will provide a written notice if someone else is picking up my child that is not on the registrations form. Picture Identification will be required.

g) I will keep the staff informed of any event or change of routine that might affect my child's behavior.

h) All **immunization** records will be submitted **before** my child's start-date at the Center.

i) An **up to date** picture of my child(ren) will be submitted before my child's start-date at the Center

j) All known allergies will be documented on both the application and emergency cards.

Registration paid: _____ **Deposit paid:** _____
(Non-Refundable 12 hours after policy is signed)

Child's Name: _____

Parent/Guardian Signature(s): _____

Signing acknowledges that the parent or guardian has read, understands and accepts the terms and conditions of this policy.

Start Date: _____

Finish Date: _____

TIGGER'S PLAYSCHOOL

Daycare & Preschool

Fee Policy

Dear Parents:

Due to monthly fees being submitted late, a new policy for fee payments is now in place. Effective immediately, six (6) months postdated cheques are required, dated for the 1st of each month. These cheques must be submitted by September. Also, subsidies must be renewed BEFORE the expiry date. If this is not done, parents are expected to pay the full fee, and then will be credited when subsidy is renewed and daycare accounts have reimbursed me. Your child cannot attend Tigger's unless post-dated cheques are given, and your subsidy is in order. Your cooperation in this matter will help us pay our staff on time, and will help many other financial commitments to be paid on time. Please sign below that you have agreed to this new policy, and submit with your cheques. E-Transfer is offered now by making arrangements with the manager. Thank you,

Raymonde Foyster
Tigger's Playschool

NEW FEE POLICY

I agree to submit at least six months of post-dated cheques to cover my monthly fees at Tigger's. Also, if I am on subsidy, it is my (the parent's) responsibility to ensure that the subsidy is renewed before the expiry date. If this is not done, I will pay the full amount owed by the 1st of that month, and then will be credited by Tigger's. There will be a \$25.00 charge for any NSF cheques. There will be a \$50.00 charge for any late fees received after the 1st. (This WILL be enforced).

Parent's Signature _____

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CHILD RELEASE FORM

Tigger's Playschool Daycare & Preschool

1161 Princess Ave., Victoria, BC

1) LATE PICK UP

If a guardian has not picked up a child or has not called by 5:30pm the caregiver will try to contact the family and then alternative person/s from the authorized pick up list. If that person is unavailable and the parent has not contacted the caregiver by 6:00pm, the caregiver is required to notify the Ministry for Children and Families. A late fee of \$20.00 will be applied for each child picked up after 6:30pm. If late pick up is an ongoing problem and reasonable effort has been made by staff to solve it, then notice of termination of service may be given.

2) UNAUTHORIZED PICK UP

The guardian is required to notify the caregiver in writing if someone else will be picking up the child. If the caregiver does not know the person picking up the child, information about the person will need to be provided (name, phone number, physical description). The person will be asked to show photo identification. If an unauthorized person arrives to pick up a child, the child will remain under the supervision of the caregiver. The caregiver will speak to the individual and explain the policy that no child will be released without written authorization from the guardian. If difficulties arise, all reasonable efforts will be made to ensure the safety of the child and other children. If necessary, the police will be called for assistance.

3) ALLEGED IMPAIRED PICK UP

It is the caregiver's responsibility, to the extent that it is possible, not to release a child to an authorized person who is unable to adequately care for a child. If the caregiver believes that a child will be at risk, the caregiver will offer to call a relative or friend to pickup the person and child or offer to call a cab to pick them up. If the person is driving a vehicle, the caregiver will explain that driving while under the influence of drugs or alcohol is against the law and that the caregiver is obligated to ensure the safety and well being of the child. If the presumed impaired person chooses to get in the car with or without the child, the caregiver will immediately notify the police and provide a description of the car and geographic vicinity. If the caregiver believes that the child needs protection, the caregiver will call the Ministry for Children and Families.

4) CUSTODY AND RELATED COURT ORDERS

If a custody or court order exists, a copy of the order needs to be placed in the child's file. The guardian is responsible for providing accurate and up to date information concerning the legal guardianship of the child. Without a custody or court order on file, the caregiver cannot deny access to the non-enrolling parent. If the non-enrolling parents are not listed on the authorized pick up list, the policy on unauthorized persons will be implemented. The guardian will provide all consents.

Date: _____ Signed: _____

**TIGGER'S PLAYSCHOOL DAYCARE & PRESCHOOL
PARENTAL FEE CONTRACT ****Please initial each section.****

 I AGREE TO PAY THE FEE OF _____ BY THE 1ST OF THE MONTH. I WILL **SUBMIT 6(SIX) MONTHS POST-DATED CHEQUES** TO THE CENTRE or ARRANGE E-TRANSFER. I AM AWARE THIS IS REQUIRED DURING REGISTRATION.

 PARENTS ON SUBSIDY: I AGREE TO PAY THE FEE OF _____. SUBSIDY PORTION IS _____, AND MY PARENT PORTION FEE _____.

 I AM AWARE THAT FEES MAY BE SUBJECT TO CHANGE. A CHANGE IS EXPECTED WHEN THE NEW SUBSIDY IS ESTABLISHED.

 I AM AWARE OF THE LATE FEE POLICY.

 I AM AWARE THAT I AM RESPONSIBLE TO KEEP MY SUBSIDY RENEWED AND TO KEEP THE DAYCARE INFORMED IF THERE IS A PROBLEM.

 I AM AWARE OF THE **WITHDRAWAL POLICY** AND KNOW THAT IF I DO NOT GIVE NOTICE ON THE 1ST OF THE MONTH, DEPOSIT PAID WILL NOT BE RETURNED.

 I UNDERSTAND THAT IF MY FEES ARE OUTSTANDING, I WILL BE REFUSED SERVICE UNTIL ARRANGEMENTS FOR PAYMENTS ARE MADE.

 I UNDERSTAND THE **LATE PICK-UP FEE OF \$20.00** WILL BE APPLIED TO MY BILL. AFTER 5:30 p.m. OTHER ARRANGEMENTS WILL BE MADE AT THE OWNER'S DISCRETION.

 I UNDERSTAND THAT IF **MY CHILD'S BEHAVIOUR BECOMES ABUSIVE OR UNCONTROLLABLE** OR BECOMES A SAFETY ISSUE TO STAFF AND/OR OTHER CHILDREN, I WILL BE **CALLED TO REMOVE HIM/HER**. AFTER THREE INCIDENTS, A MEETING WILL BE SET WITH THE OWNER TO DISCUSS OPTIONS.

 I UNDERSTAND THAT THE CENTER IS **NOT LIABLE FOR ANY COST** THAT MAY OCCUR **DUE TO ILLNESS AND /OR INJURIES** DURING THE TIME MY CHILD IS AT THE CENTER.

 I HAVE READ AND UNDERSTAND AND DO AGREE TO THE TERMS AND CONDITIONS OF TIGGER'S PLAYSCHOOL POLICIES AND PROCEDURES AS SET OUT IN THE PARENT PACKAGE AND THE PARENT AGREEMENT CONTRACT.

 I HAVE RECEIVED A COPY OF TIGGER'S PLAYSCHOOL PARENT PACKAGE AND PARENT AGREEMENT CONTRACT.

Sign _____

Date: _____



Dear Parents,

As your children participate in various activities at our childcare centers, occasionally pictures are taken of them to capture and preserve the memories of these precious times. We will be creating a photo album on the website that is currently being developed for all of the centers and we would like to be able to use some of these pictures of your children.

Please indicate below if you give permission, or not, for us to post pictures of your child on our website.

Thank you,
Raymonde Foyster
Owner/Director

Name of childcare center: _____

Child's Name: _____ Address: _____

Parent's Name: _____ Phone: _____

Start Date: _____ Program: _____ Fee: _____

_____ Yes, I give permission for photos of my child to be posted on the center's website.

_____ No, I do not give permission for photos of my child to be posted on the center's website.

To reduce paper waste, we are doing are part by asking parents for their email to have the calendar and newsletter emailed to them.

Parents Email Address: _____

Parent Signature: _____ Date: _____