

# WELCOME TO HUCKLEBUG PRESCHOOL INC.!!!

Hucklebug Preschool Inc. (Hucklebug Child Care Centre in Norwood, Hucklebug Rural Roots in Norwood, Hucklebug Stepping Stone Child Care in Havelock, Norwood District Public School – School Age Program, St. Paul Catholic Elementary School – School Age Program and Havelock Belmont Public School - School Age Program in Havelock) is a non-profit corporation with charity status administered by a Board of Directors.

The Centre and its facilities are owned by the families that patronize it. All our licensed programs are inspected annually by the Ministry of Education, the Peterborough County Health Unit, and the local Fire Departments.

We are financed by parent's fees, proceeds from fundraising activities and provincial funding through Children's Services, Peterborough. The programs are overseen by a Director and managed by a Supervisor on-site who is trained in Early Childhood Education. The programs are designed to enrich the learning experiences of children from 6 weeks to 12 years of age in Norwood and 1.5 to 12 years of age in Havelock.

## Wait List Policy

Hucklebug maintains an active record of families/guardians waiting for child care for their child/children online at: [onehsn.com/peterborough](https://onehsn.com/peterborough)

### Procedure:

Applications may be taken at any time during the year for the current or subsequent year, by registering online at [onehsn.com/peterborough](https://onehsn.com/peterborough)

Care will be taken to inform the applicant as to their standing on the waiting list.

Applications will be reviewed by the Supervisor.

Children of staff and board members and children needing full time care take precedence over part-time applications.

Orientation by the supervisor with parent and child will be held prior to the first day of attendance.

### Our process:

1. Parent who make contact with Hucklebug via phone, email or website asking about a space for their child, will be directed to the online waitlist application. [onehsn.com/peterborough](https://onehsn.com/peterborough)
2. Parent handbooks are available online for all our sites. [www.hucklebug.ca](http://www.hucklebug.ca). The handbook could be emailed or given in print.
3. The supervisor or designate will review information regarding the family, on the online waitlist site.
4. There is no cost to be on our waiting list.
5. Parents are invited to call and check in on availability as their requested date draws closer.
6. Children of staff members, Board members and previous families cared for are given space before a new family to the centre.

7. Families are encouraged to update/refresh information as needed.
8. An OFFER is made to family once space is confirmed to be available. As children in care are preparing to move from group to group, the next child to enter starts orientation. Relationship building starts with family:staff and child:staff. There is No Charge for visits if parent is in building.
9. When the child's file is reviewed by the Supervisor and complete, the child may attend without parent. First month's bill is prepared and given/sent and paid for promptly.
10. SORRY: If the groups are full and no space is available, the family will be given this information as soon as possible. We will give approximate time when space may become available.
11. If Hucklebug is not able to offer space as many days as are requested, the family will be offered what days are available (if applicable). If the family is not interested, the offer will be made to the next family on the waiting list. If the family starts with fewer days, we will add days as they become available.
12. If Hucklebug is not able to reach a family from the waitlist, or if messages are not returned promptly, a detailed note will be left on the child's online profile. Hucklebug will then move onto the next child on the waitlist.

## **Agency Policies for Sign-off**

It is Hucklebug's policy to provide orientation for staff, Board Members, students and volunteers. All are required to submit a clear Criminal Reference Check with Vulnerable Sector Search and to sign off on many of our policies including confidentiality policy, program statement implementation, sleep supervision, serious occurrences including child abuse, playground safety policy, anaphylaxis policy, supervision of students and volunteer's policy, medication policy, fire evacuation and safety, emergency management policy and parent issues and concerns policy. Hucklebug's policy regarding "Supervision of Students and Volunteers" states that no child in our program is supervised by a person under the age of 18 years and students and volunteers will not be counted in our ratios of staff to children.

## **Board of Directors**

Hucklebug operates with a volunteer Board of Directors. The Board meets quarterly, and becoming a member is an annual position commencing with our Annual General Meeting in May or June. The purpose of the Board of Directors is to maintain strong, viable, non-profit child care programs in the Norwood and Havelock area. They set policy for the operation of the non-profit programs. All parent clients, staff, and elected Board Members are considered approved members of this corporation and have voting privileges at all General Meetings. The five elected Board Members will have voting privileges at all Director and General Meetings. The elected positions are: President, Vice President, Treasurer, Secretary, and Director(s).

## Program Statement

Hucklebug Preschool Inc. idealizes Ontario's pedagogy, How Does Learning Happen. This document and others (Ontario Early Years Framework, Ontario Early Learning Framework, Think Feel Act: Lessons from Research About Young Children, Early Learning for Every Child Today) guide us in our work with children and families. Hucklebug's program statement is consistent with the Minister of Educations' policy statement on programming and pedagogy issued under subsection 55 (3) of the OEYCC Act and we shall review the program statement at least annually for this purpose. Hucklebug views children as being competent, capable, curious and rich in potential. Our program statement describes the goals that guide our programs for children and the approaches that we use to:

- Promote the **health, safety, nutrition and well-being** of the children:
  1. Following Canada's food guide for healthy meals and snacks, the children are involved in our "family" style meals by setting, clearing dishes, sitting and having conversations around the table. Self-served snacks are offered morning and afternoon. Educators model table manners and encourage healthy choices.
  2. Indoor and outdoor play environments are safe spaces for children and educators to explore and learn together
- Support **positive and responsive interactions** among the children, parents and educators;
  1. Interactions between and among child/educator, child/child, child/parent, and educator/parent are valuable and build important relationships where the quality of child care is improved.
  2. Parent communication boards are located in each program for families to see what is happening. Email, telephone, text messaging are important ways parents can communicate with their child's program.
  3. Siblings that are registered in our programs have the opportunity to visit each other.
  4. Parents and families are invited to be involved in their children's program by: fundraising activities, bringing items/resources from home, sharing learning opportunities.
  5. Family involvement opportunities (tea party, BBQ, party) happen two times per year, spring and late fall where parents, educators and children celebrate together.
- Encourage the children to **interact and communicate** in a positive way and **support their ability to self-regulate**:
  1. Environments are created to be child-friendly with appropriately sized tools. We encourage children to help with many tasks, tidying, self-help, sweeping.
  2. Daily routines create a balance to our day so the children have ample time to play and learn.
  3. Communication skills for children begin early, our infants are using signs to communicate and support their language development. Educators use positive words to guide children. ("walking feet" not "don't run")
  4. Educators observe children and encourage the child to use problem-solving skills. We wait and watch.

5. Self-regulation is your child's ability to handle stress. When each child's physiological needs are met (rested, fed, comfortable), they are ready to practice regulation. Educators use calm breathing techniques.
- Foster the **children's exploration, play and inquiry**;
    1. Active and engaged exploring the world with body, mind and senses.
    2. Purposeful curious approaches to learning. The children are engaged in planning with educators.
    3. Risk-taking where appropriate is being explored and supervised in all our programs. Allowing the children some freedom within limits to explore their world.
  - Provide **child-initiated and adult-supported experiences**;
    1. Programming is based on observations of children and building on the interests of the child. Educators are playing and interacting with the children, and play can be spontaneous.
    2. Opportunities for different types of activities, active and quiet play, small groups, large group and quiet alone time. Educators guide experiences throughout a free-flowing day.
    3. Projects may last days and there is space to store creations for another time.
  - Plan for and create **positive learning environments and experiences** in which each child's learning and development will be supported;
    1. Learning environments within classrooms change based on children's interests.
    2. We look at the whole child to support learning. Cognitive, speech and language, physical, large and small muscles and senses.
    3. Children, families and educators are connected and all belong in our programs.
  - Incorporate **indoor and outdoor play, as well as active play, rest and quiet time**, into the day, and give consideration to the **individual needs of the children** receiving child care;
    1. This is essential
    2. Outdoor play for two hours each day in a full day program. Often outdoor items are brought in and our indoor activities are outdoors as well.
    3. Rest time
  - Foster the **engagement of and ongoing communication with parents** about the program and their children;
    1. Relationship building with families is important for the quality of child care we provide children.
    2. Connecting with educators at drop off and pick up times is a great way to communicate daily. Parent information boards, email, telephone and text messaging are tools we use.
    3. Parents and guardians are invited to participate in our programs and share their resources.
  - Involve **local community partners** and allow those partners to support the children, their families and educators;

1. Children and educators explore our communities in a variety of ways, Grandfriends, walks, visits, library, guests coming to Programs.
  2. We are supported by other agencies that support children and families; Five Counties Children's Centre, PFRC, Public Health.
  3. We often have student trainees from NDHS Co-op, Fleming and Loyalist Colleges, when students are practicing their skills and learning for their future. These adults are not counted in our ratios and are not responsible for the children.
- Support educators, or others who interact with the children at a Child Care Centre in relation to continuous professional learning;
    1. CECE, Ontario's College for ECEs encourages educators to be continually learning. Hucklebug's policy for staff training requires all educators to be involved in training, workshops or meetings. All staff are trained in Standard First Aid and Infant/Child CPR.
    2. Peterborough City County Quality Initiative has brought "Quality Initiatives Engagement Guide" to our programs. Many opportunities for professional development and network meetings are included.
    3. Parenting opportunities are offered with the partnership of PFRC's Norwood Hub at NDHS.
  - **Document and review the impact** of the strategies set out above on the children and their families;
    1. Photo documentation, making learning visible
    2. Observations and planning
    3. Parent survey, bi-annual
    4. Educator survey, bi-annual
    5. Annual review at staff meetings

Hucklebug ensures that all new educators, students and volunteers review the program statement prior to interacting with children and at any time when the program statement is modified. Hucklebug shall ensure that the approaches set out in its program statement are implemented in the operation of its program at each Child Care Centre it operates and each premises where it oversees the provision of child care.

### **Goals of Hucklebug:**

- a) To manage, support, and maintain licensed early learning and child care sites.
- b) To provide licensed child care in the County of Peterborough.
- c) To involve parents, families and educators in the activities of the children and in all aspects of the services of Hucklebug.
- d) To provide through the effort of educators; an opportunity for each child to participate in a play-based program aimed at promoting developmentally appropriate social, emotional, physical, and cognitive growth.

- e) Educators will plan for and create positive learning environments and experiences in which each child's learning and development will be supported and which is inclusive of all children, including children with individualized plans.

## **General Information**

### **Payment**

A bill will be emailed, or personally given to you at our after-school programs; the first of each month for that month's fees. Prompt payment is requested within five days. A service charge of 2% will be added after 30 days of an unpaid account. Continuous nonpayment of fees or NSF cheques, leave us no other choice but to request withdrawal from the Centre. Any concerns should be directed toward the Supervisor or Director. Unpaid accounts past 61 days will go to Collections. Receipts will be issued in February for income tax purposes.

### **Subsidy**

For working families (including parents attending schools, etc) to whom the fees would present a financial hardship, child care subsidies are available. For further information please contact Children's Services in Peterborough 705-748-8830 ext. 4.

### **Canada-Wide Early Learning and Child Care System (CWELCC)**

The Canada-Wide Early Learning and Child Care System (CWELCC) will provide funding to participating licensed child care programs to help reduce fees for parents of children under the age of six, support inclusive child care and give families access to more affordable and high-quality child care options.

Hucklebug's Board of Directors made the decision to opt into the CWELCC system. The application process occurred in August 2022 to verify we were eligible. Hucklebug was notified of their approval status after the application process was complete and we entered into a CWELCC system service agreement with our service system manager. This agreement outlines the amount of funding the program will receive and the guidelines that must be followed. Parents/guardians and staff were notified of this decision and the outcome through email September 2022.

As a parent or guardian of a child under the age of six, you do not need to apply to get a fee reduction. A fee reduction took place as of October 1, 2022 to reduce child care fees by an average of 25%. Retroactive payments/credits were issued to eligible families/children that attended the agency. A second fee reduction took place January 1, 2023 to reduce fees further by approximately 37%. The goal is to lower licensed child care fees to an average of \$10 per day by September 2025.

## **Hours of Operation**

The program hours are Monday-Friday 7:15AM to 5:30PM throughout the year. The Centre will open at 7:00 with the prior approval from the Supervisor. Fees will be charged for statutory holidays. Hucklebug Child Care Centre will be closed for the following Statutory Holidays: New Year's Day, Family Day, Good Friday, Victoria Day, Canada Day, Civic Holiday, Labour Day, Thanksgiving Day, Christmas Day, Boxing Day. The Programs are closed from Christmas Eve Day to New Year's Day inclusive. Being closed allows for building maintenance. Talk with the Supervisor if you must work and have no child care during the closed days.

## **Attendance Policy**

Parents will be charged either a full day (six or more hours) or part day (AM or PM) fee. Fees are payable every day your child is registered at Hucklebug. If absent due to illness or vacation, fees will be charged as of course we cannot give your child's space to someone else during this time. If the child care centre is closed for reasons beyond our control (e.g. inclement weather, power outages, etc.) fees will still be charged. Notice of closures will be posted on our Hucklebug Facebook page and sent out by email.

## **Effective Communication**

The smooth operation of a child care centre depends upon the cooperation and good will of people who start out as strangers with different ideas about how things should be done. Please feel free to discuss any problems, suggestions or questions you may have with your child's RECE educator or the Supervisor.

## **Parent Involvement**

Hucklebug encourages parent involvement in the centre in many ways.

- Prior to children enrolling in the program, visits are requested. Once a child attends, we have an open-door policy, and parents are invited to drop in at any time. Keep in mind what your child's response will be, i.e. "when Dad comes, it's time to go home".
- Open House evenings and parent meetings are planned occasionally. Becoming a member of the Board of Directors is a concrete way to become involved. Recruiting is done prior to our June Annual General Meeting.
- The programs produce a newsletter, specific to their program. Information bulletins are shared from the Board, and the Director Supervisor periodically.
- The Board hold fundraising ventures throughout the year, such as frozen dough sales, and silent auctions. Your participation keeps our fees as low as possible.
- Bi-annual family involvement opportunities is a special social time as well as sometimes being a fundraiser.

## Forms

All required admission forms must be filled out and submitted to the Supervisor before the child can attend the child care centre. It is the responsibility of the parent to immediately inform the Supervisor, in writing, of changes in important information. This would include new addresses, new job location, new telephone numbers, new child custody agreements, or changes in persons authorized to pick up your child from the child care centre. Updating the Centre, and Public Health on immunization dates is also required.

## Parental Separation/Access

In the event of a parental separation, divorce, or foster children, the staff of Hucklebug cannot accept instructions from the parents regarding each other's access to and information about their child without a legal document which clearly sets out the arrangements.

## Withdrawal

Hucklebug requires two weeks' notice in writing if a child is being withdrawn. If a child is withdrawn without notice, two weeks' full fees will be required in lieu of notice.

## Parking Lot Information

Please use caution when entering the parking lot. The parking spots closest to the building, are for parents with children. **Turn your vehicle off while you are in the building.**

**NO SMOKING ON HUCKLEBUG PROPERTY. THIS INCLUDES THE PARKING LOT.**

## Security System

Our Centre has an "authorized persons only" access system. When your child starts receiving care at Hucklebug, you will be given the 'code'. It can be shared with the regular drop off person and the pick-up person only. There is a buzzer for anyone who does not have the code. This helps further ensure the safety of our children.

## Arrival

Your child's arrival **must be acknowledged by a staff member** before you leave the playroom. If for any reason, your child is upset or not feeling at his/her best on a particular day, it is helpful to let the teacher know about the situation. This allows staff to understand and help the child regulate his/her feelings. Parents should bring their child in by 9:30 AM. Children brought in late may miss parts of the program and feel isolated. Also, please phone before 9:00 AM if your child will be absent for any reason. This is important for safety, staffing, and food preparation reasons.



## Departure

It is a parent's responsibility to **alert a staff member to the departure** of their child from the centre or playground. The centre has a fee for "late pickup", that is picking up your child after 5:30 PM. While we understand emergency circumstances may prevent you from arriving before 5:30, we cannot allow for frequent late pickups. The penalty is \$10.00 for every 15 minutes or part thereof AND it is also requested that a phone call be made by 5:15 if you will be late in picking up your child. It is extremely unfair to our staff. The late fee is meant as a penalty and not a provided service. These late fees are, of course, not covered by your subsidy agreement with Children's Services. **If we are unable to reach you by 7:00 PM, the Police and Children's Aid Society will be contacted.** Children will not be released to any unauthorized person. Only the people listed on the child's registration form are allowed to pick up the child. If someone else is scheduled to pick up the child, the parents must send a signed note of consent. In case of emergency, a phone call to the Supervisor will be permitted. Identification will be requested if the pickup person is unfamiliar to the staff. These people will use the buzzer in our entrance to gain access to your child. Children will not be released to anyone under the age of 12 years or unknown to the child. Infants and toddlers will not be released to anyone under the age of 16 years.

## Emergency Management Policy

This policy and procedure give staff and Supervisors a plan of action in the case of emergency situations. Should an emergency occur where the children must be evacuated from the program such as in case of a fire, they will be taken to the Norwood Public School, Asphodel-Norwood Community Centre or Havelock Community Centre. Parents would be contacted immediately in case of an evacuation, and be asked to come and pick up their child.

## Child Illness Policy

**Hucklebug Preschool Inc.** is striving to ensure a healthy environment for all.

Universal precautions are used on an ongoing basis by all. Staff members set a good example for children and others by diligent hand washing, disinfecting surfaces, and practicing good hygiene.

The health policy for the children is strictly enforced to prevent the spread of infection. Public Health provides our procedure if and when children become ill with a communicable disease.

Immunization records must be submitted by the first day the child attends the centre.

Parents should advise the teacher of any allergies, special health problems, or any communicable disease affecting their child.

On arrival each day the educators will visually assess each child for signs of illness (Health Check).

If a child becomes ill at the centre every effort will be made to reach the parents or specified emergency delegate so that the child may be withdrawn for the length of the illness. With severe symptoms, child will be removed from the area of other children until they can be picked up.

**Your child should not be sent to the centre if he or she has any of the following symptoms:**

Constant sneezing	Diarrhea
Coloured nasal or eye discharge	Vomiting
A persistent or bad cough	A communicable disease
A fever	A rash of unknown origin

The child should **remain out of the program for 24 hours after the symptoms have subsided.**

If your child is not well enough to participate fully in the program, he or she is not well enough to attend. If we go into outbreak status, we will be given direction by the Peterborough Public Health.

Adequate clothing will be worn for the prevailing weather. It is required that children keep a pair of 'indoor' shoes/slippers at the centre.

All diaper changing must be done in the changing areas provided. Please follow posted directions carefully.

**Hucklebug programs are all 'nut-safe' areas.** If your child has eaten a 'nut' product prior to coming in, please ensure washed hands and face. If children are bringing food into the centre, remember "NO NUTS".

Children with a snuffle need not be kept home if they feel well. Mild viral attacks are very common with this age group since this is often the first exposure to large groups of children. Be consoled that this will help to build your child's resistance to infections in later years.

**Please ensure you have a "back-up caregiver" for when your child is ill and you are not able to take time off from work.**

### **Responding to Accidents and Injuries**

The staff is trained with standard first aid and infant/child CPR. In case of an accident or injury the staff will perform first aid, call 911 (if needed), contact a parent to share information and actions taken around the injury, and a written injury report will be given to the family.

### **Anaphylaxis Policy**

Hucklebug has a policy in place to address concerns around severe allergies. When parents share information regarding confirmed or potential allergies, the Supervisor or Designate will follow up on all the components of this policy which includes data, postings, emergency medical plan, and epi-pen staff training.

### **Rules for Parents Who Provide Food From Home**

When a child has severe or multiple food allergies or a special diet that cannot be accommodated by the daycare, the parent will provide the child's meals and snacks. These items will be identified with the child's name and date. Program staff will ensure that the child is provided with his/her meal in a safe environment free of cross contamination. The parent will provide a note for the child's registration file confirming that they are providing alternate food items that are nut-safe and follow our nutrition policy

## **Medication Policy**

It is the responsibility of the Supervisor or Designated RECE staff member to ensure that medication is given. It is our policy that only prescription medication can be administered to a child. The medication must be in its original container, clearly labeled with the child's name, name of the drug, the dosage, date of purchase, and instructions for storage and administration. All medications must be given directly to a staff member and the medication permission form completed and **signed**.

**NO MEDICATION WILL BE LEFT IN A CHILD'S BAG. THIS INCLUDES OINTMENTS, ASTHMA PUFFERS, TYLENOL, SUNSCREEN, ETC.....**

## **Prohibited Practices**

The staff and volunteers at Hucklebug Preschool Inc. will serve as positive role models for the children, parents and their co-workers. They will encourage children to treat others with similar respect. Our goal is to provide a positive education experience, to encourage and enhance their growth and allow children to develop while in our care. Staff verbally confirm that these practices are not allowed and do not occur in the program.

## **Section 48 of the Child Care and Early years Act 2014**

**These practices are never permitted in a Child Care Centre:**

- a. Corporal punishment (which may include but is not limited to; hitting, spanking, slapping, pinching);
- b. Physical restraint of children, including but not limited to confining to high chair, car seat, etc. for discipline or in lieu of supervision unless for the purposes described in the regulation (to prevent self-harm, harm to others and only until risk of harm/injury is no longer imminent);
- c. Locking the exits of the Child Care Centre for the purpose of confining the child, or confining the area or room without adult supervision, unless such confinement occurs during an emergency;
- d. Use of harsh, degrading, measures or threats or derogatory language directed at or used in the presence of a child that would humiliate, shame or frighten the child or undermine their self-respect, dignity or self-worth;
- e. Depriving the child of basic needs including food, drink, shelter, sleep, toilet use, clothing or
- f. bedding; or
- g. Inflicting any bodily harm on children including making children eat or drink against their will.

## **Behaviour Guidance Approach:**

At Hucklebug Preschool Inc. we focus on the needs of the individual child. Behaviours will be guided through encouragement and redirection to develop a positive self-image and foster independence.

## Sleep Supervision Policy

Each child attending Hucklebug Preschool Inc., who receives child care for six hours or more in a day, must have a rest/sleep periods not exceeding two hours in length. During each child's rest, they will be actively monitored with direct visual checks. This is not applicable for the School Age Programs. All children will have a crib (infants) or a cot for rest time.

## Child Care Programs

(Approximate Ages)

Infants 6 weeks – 18 months

Toddlers 18 months – 2.5 years

Preschool 2.5 years – 3.8 years

JK/SK Before & After School 3.8 years – 5 years

School Age Program 6 – 12 years

## Diapers and Toilet Training

Diapers/wipes are not provided. Please bring at least six diapers a day or we can store a bag of diapers and inform you when the supply is low. Toilet training is a cooperative effort between child, parent(s), and staff. When a child is ready for toilet training, please bring in plenty of extra clothes. The wet or soiled clothes will be placed in a bag to be taken home at the end of each day.

## Bed Clothes

The Centre provides a bed, blanket, and sheets for your child. You may send a child's "special" blanket and also a "special" soft toy that may be needed at sleep time. All bedding is laundered weekly or more frequently if soiled.

## Clothing

A full set of clothing (including socks) should be left at the Centre in case of accidents or spills. Children learning to use the toilet will need **AT LEAST** three sets of clothes. Every attempt is made to keep children's clothing clean and in good repair; however, spills, tears, and soils do occur. We advise you to send your child in clothes that won't prohibit them from participating fully in the program. The challenges of dressing many children to play outdoors are greatly reduced if all items of clothing are clearly **marked with your child's name or initials** and mittens are attached to your child's snowsuit. In sunny weather, hats are a must and sun screen is provided for a small fee each year.

## Accidents

Bumps, grazes and bruises will be handled by staff and reported to the parents when they pick up their child. Accidents or illnesses that require medical attention will be reported to the parents at

once. All staff have been certified in Standard First Aid and Infant/Child CPR. Serious Occurrences sometimes happen and would be reported to parents, Board members and the Ministry. The Ministry of Education requires licenced programs to post a Serious Occurrence Notification Form in the Centre if and when an occurrence has happened.

## **Meals**

Children, older than 12 months, are served a hot lunch and two snacks during the day according to the Canada Food Guide. The menus are posted in the kitchen. The children are encouraged to try new foods. We are always happy to receive suggestions and new recipes. Please let us know if your child has any food allergies/sensitivities. Parents will be requested to provide food for their allergic child.

## **Activities off Premises**

Periodically, the children and educators go for community walks in the neighbourhood. Your signature is required indicating permission for your child to participate. Our toddler/preschool groups have a partnership with Pleasant Meadow Manor called "Grandfriends". Staff plan various field trips to a specific place (i.e., the grocery store). A permission form will be given to you for signature well in advance of the trip. Generally, the children walk for field trips, whereas older school age children may have bus trips planned.

## **Staffing**

Hucklebug is staffed according to the Early Learning and Child Care Act by twenty+ caring adults. When you share your child care needs with the Supervisor, the staffing is arranged accordingly. Changes to your child's hours of care **MUST** be arranged with the Supervisor.

## **Parent Issues and Concerns Policy**

Parents/guardians are encouraged to take an active role in our Child Care Centre and regularly discuss what their child(ren) are experiencing with our program. As supported by our program statement; we support positive and responsive interactions among the children, parents/guardians, child care providers and staff, and foster the engagement of and ongoing communication with parents/guardians about the program and their children. Our staff are available to engage parent/guardians in conversations and support a positive experience during every interaction. All issues and concerns raised by parents/guardians are taken seriously by the Supervisor/Director and will be addressed. Every effort will be made to address and resolve issues and concerns to the satisfaction of all parties and as quickly as possible. 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/guardian will respect and maintain the confidentiality of all parties involved. An initial response to an issue or concern will be provided to parents/guardians within 1 business day. The person who raised the issue/concern will be kept informed throughout the resolution process. Investigations of issues and concerns will be fair, impartial and respectful to all parties involved.

## The Child Care Program

Child Care at Hucklebug is offered daily Monday – Friday, from 7:15 AM to 5:30 PM year-round. We feel that child care should be an extension of home and with this goal in mind, we strive to provide a warm loving early learning environment for the children together with age-appropriate activities.

### Base Fees:

**Hucklebug Rates** Full Day (+6hrs) / Part Day with lunch / Part Day no lunch

**Infants** \$20.91 Full days only

**Toddlers** \$18.43 / \$12.99 / \$12.00

**Preschool** \$16.42 / \$12.00 / \$12.00

These fees are reflective of the January 1, 2023 fee reduction of base fees.

**Non-Base Fees** may include costs for trips, occasional fundraising opportunities that arise, late pick up fees, late payment service charges.

### The Child Care Schedule (an example of Preschool Room)

#### Centre Opens at 7:15 AM

9:30 – 10:00 Open Snack

10:00 – 11:00 Child Initiated Activities/Washroom

11:00 – 12:00 Outdoor Play Morning Program Departures (11:45)

12:00 – 12:30 Lunch Part-Day Departures (12:30)

12:30 – 3:15 Naptime & Quiet Activity Time

3:00 – 3:45 Open Snack/Washroom

3:45 – 5:00 Outdoor Play (weather permitting)

3:00 – 5:30 Full Day Departures

**Centre Closed 5:30**

### School Age Programs

#### BEFORE and AFTER SCHOOL PROGRAM:

#### Norwood District Public School, St. Paul Catholic Elementary School and Havelock Belmont Public School

Hucklebug also offers a morning and afternoon program for children 3.8 to 12 years of age. The JK/SK and SAP groups are located in the kindergarten classroom/ designated classroom/ library/gym. The program is designed to provide child care for those who need it before and /or after school. The programs run for non-instructional days (PA days, and March and Christmas Break) during the school year. An email/survey will be sent out to currently enrolled families before the beginning of summer to inquire about the following September - June school year. Families will be asked to book their care schedule at that time. A minimum of 2 days a week will be required for the school year.

**Base Fees:**

JK/SK Full Day - \$15.95	School Age Full Day - \$33.05
JK/SK Before & After - \$12.00	School Age Before & After - \$18.25
Before School ONLY JK/SK - \$10.50	Before School ONLY School Age - \$11.00
After School ONLY JK/SK - \$12.00	After School ONLY School Age - \$14.55

These fees are reflective of the January 1, 2023 fee reduction of base fees for JK/SK through the CWELCC. School age fees are reflective of the July 1, 2023 Board of Directors approved increase.

**Non-Base Fees** may include costs for trips, occasional fundraising opportunities that arise, late pick up fees, late payment service charges.

**Schedule:**

7:15 – 8:40 AM Arrival, Snack and Free Play (before school)  
3:10 -5:30 PM Arrival, Snack and Activities (after school)  
Indoor and Outdoor.

**Summer Camp**

Summer Camp (school age) is offered during the summer months for children who have completed Junior Kindergarten ages 4 to 12 years, if space is available.

**POLICY**

Attendance at Hucklebug School Age Summer Camp will be confirmed through the program Supervisor. An email or survey will be sent to all currently enrolled families to ask for care requests for summer. **We ask that families attend summer camp on a week-by-week basis (5 days).** Families will notify the Supervisor in email/survey as to what weeks they require for the whole summer. Fees are payable every day the child is registered at Hucklebug. Hucklebug requires summer camp schedules to be confirmed with the Supervisor by June 1<sup>st</sup>. This allows us to arrange a space, staffing and supplies. The camp will be closed on statutory holidays. (Canada Day and the Civic Holiday). The summer camp will also be closed the last week of summer, unless space becomes available through Community Use of Schools with the school board.