



FAIRFIELD GONZALES
COMMUNITY ASSOCIATION
the place to connect

Fairfield Gonzales Community Association Out-of-School Care

Parent/Guardian Handbook

September 2015- June 2016

Fairfield OSC
Margaret Jenkins OSC

Revised January 2015

Welcome

Welcome to the Fairfield Gonzales Community Association (FGCA) Out-of-School Care (OSC) program. The FGCA is a charitable society that is governed by a board of directors. Our mission is to enhance the quality of life in Fairfield Gonzales by involving community members in identifying and acting on the needs of the area residents. Our vision is to foster an active, innovative, inclusive and connected community.

Fairfield Gonzales Community Association Out-of-School Care Philosophy

Our OSC programs are play-based and child-focused in nature. Our staff view children as capable individuals with their own ideas, cultural beliefs, abilities and interests, and strive to provide a safe environment physically, intellectually, mentally and emotionally. The FGCA believes that children grow, play and learn, as well as explore and construct knowledge about the world around them through peer and play based experiences. While recognizing family diversity and structure, our program encourages the development of positive relationships as well as respectful communication between children, staff and families.

Fairfield Gonzales Community Association Code of Conduct

As an association dedicated to enhancing the quality of life in the Fairfield and Gonzales area, we have developed a code of conduct by which we hope to foster positive relations among all. It is understood that all board members, staff, volunteers, participants, and users adhere to the following to guide all behaviour and activities related to the FGCA:

- We will interact with respect, courtesy, objectivity, and inclusiveness
- We will work towards the good of all community members, and not for personal benefit
- We will promote collaboration, cooperation and partnership with each other and with other groups
- We will promote health, wellness, and safety for the entire community

Our Staff

FGCA OSC employees possess a range of skills, and educational backgrounds and must meet specific FGCA and VIHA licensing standards including but not limited to: 20 hours of accredited child care training, a doctor's note indicating mental and physical wellness, standard first aid/CPR C, criminal record check and 3 child care specific references

Program Operation Information

The FGCA operates three OSC programs from September to June and summer programs through July and August:

- **Fairfield OSC (*Sir James Douglas Elementary*)** –operates out of the Fairfield Community Place
- **Margaret Jenkins OSC** -operates on site at Ecole Margaret Jenkins Elementary School
- **Pro D Day Care**- operates out of the Fairfield Community Place
- **Winter Camp/Spring Camp (December/January and March)**- operates out of the Fairfield Community Place
- **Summer Camp (July-August)**- operates out of the Fairfield Community Place

Program Expectations

- Electronics from home are not permitted in program
- Your child must be able to toilet independently
- We embrace outdoor learning, during rain and shine, and expect that children are sent with weather appropriate clothing. Rain pants, boots and warm clothes in the fall and sunscreen in the spring/summer.

Communication

- You will be communicating, primarily, with your onsite manager (see contact list below). Managers are responsible for programming and registration for their respective programs.
 - For seasonal camps (winter and spring) and Pro-D days your onsite manager will be the Camps Manager.
- Program financials are managed by the Child Care Coordinator. We use e-mail communication and will contact you with the e-mail you have provided on the registration form. Important information is sent out via e-mail so please ensure the e-mail you have provided is accessible at all times, even during holiday breaks. If this is not possible, please provide your preferred method of communication.
- We assume that you have read and received our e-mail unless it bounces back as undeliverable. If this occurs we will notify you by phone
- E-mails include: monthly newsletters, calendars, billing notifications and relevant program information
- It is the parent's responsibility to: provide accurate contact information, pick-up monthly newsletters, invoices, fees, tax receipts, inform themselves of out-trips, registration and Pro-D/ED days as well as to notify the FGCA if your personal contact information changes during the year

Program Location and Contact Numbers

Fairfield OSC

1330 Fairfield Rd
Victoria BC, V8S 5J1

Manager: Brandy Palmer
Office Phone: 250-382-2065
E-mail: ffosc@fairfieldcommunity.ca

Margaret Jenkins OSC

1824 Fairfield Rd
Victoria BC, V8S 1G6

Manager: Britney Slade
Office Phone: 250-592-8800
E-mail: mjosc@fairfieldcommunity.ca

Camps Manager

1330 Fairfield Road
Victoria BC, V8S 5J1
(Pro-D Days, winter and spring Camp)

Manager: Katie Lore
Office: 250-592-8800
E-mail: camps@fairfieldcommunity.ca

Moss Rock Preschool

1330 Fairfield Road
Victoria BC, V8S 5J1

Manager: Danielle Davis/Morgan Myers
Phone: 250-686-1867
E-mail: mossrock@fairfieldcommunity.ca

Child Care Coordinator: Kristina Wilcox

Tel: 250-382-4604 ext.105
Email: osc@fairfieldcommunity.ca

Executive Director: Joan Kotarski

Tel: 250-382-4604
Email: executivedirector@fairfieldcommunity.ca

Fairfield Community Place

Tel: 1-250-382-4604
Fax: 1-250-382-4613
1330 Fairfield Road
Victoria BC, V8S 5J1

Website: www.fairfieldcommunity.ca
Email: place@fairfieldcommunity.ca

OSC Fee Structure

Care Options	Full Time 5 days	Part-time 3 Days	Part-time 2 Days
Before Care (7:30am-9:00am)	\$100/month	\$60/month	\$40/month
After Care (2:45pm-6:00pm)	\$300	\$250	\$200
Before & After Care	\$360	\$300	\$240
*Professional Development Day (8:00am-5:30pm)	\$35/day	n/a	n/a
*Early Dismissal Days	Included		
Before School Care Drop In	\$5.00/day		
After School Care Drop In	\$25.00/day		
Camp Days (8:00am-5:30pm)	Check with on-site manager		
NOTE: Although some months have fewer days, monthly fees are averaged over the school year, and discounts will not be applied. Early Dismissal Care (E.D) may be available if it is scheduled on your regularly registered day. Check with your onsite Manager as care is not guaranteed and space is based upon available human resources and VIHA expectations.			

Part Time (P.T.) Requests

Important to note that full-time registration takes priority, but part-time requests can be requested.

- P.T. requests must be submitted in writing to the on-site manager for consideration
- Options for part-time are restricted to a minimum of 2 days of care and a maximum of 3 days of care
- If a full-time application is submitted, sufficient notice will be given to P.T. families and they will have the option to move to full-time or withdraw from the program as full-time registration takes priority.

Payment Requirements

- Fees are due on the 1st of each month and are paid by direct withdrawal.
 - Withdrawals will appear on your statement as *'Fairfield Community Association or FCA'*
- Professional Development Day Camp fees are processed on the 15th day of the month in which the pro-d day falls
- Each *new* family is required to pay a onetime administration fee of \$30.00
- A non-refundable deposit of \$150.00 is due at the time of registration. This will be applied to your last month of care
 - Deposits must be paid by cheque and should be written out to *The Fairfield Gonzales Community Association.*
 - On the memo line indicate your child's name and program (MJOSC or FFOSC)
 - Unless we are able to fill your spot before the start of program and 30 days notice has been given, deposits are non-refundable.
- A completed Pre-Authorized Debit (PAD) authorization form must be provided prior to your first day of care
 - For families wishing to have more than one individual pay for program fees please complete two separate PAD forms.
 - Those unable to pay using pre-authorization debit must put a request in to the Childcare Coordinator.

- A VOID cheque must be attached to the PAD agreement. If you are unable to attach a VOID cheque and complete the financial information portion please ensure the information is correct. Failure to provide correct information will **result in a charge of \$10.00.**

Here at the FGCA we recognize that there are a number of situations that can cause financial strain, if you need to arrange alternate payment arrangements, please contact the Childcare Coordinator.

Registration Requirements

- Children registered in (K-5) at Sir James Douglas or Margaret Jenkins Elementary have priority registration; however, registration is also available for surrounding schools.
- Each new family is required to pay a \$30.00 one-time only administration fee
- A \$150, per child (\$50 for those registering in BSC only), childcare deposit is due at the time of registration and will be applied to the last month of care. This is a non-refundable deposit; however, if we are able to fill your childcare spot before the start of program and 30 days notice is provided your deposit will be refunded.
- Cheques can be made payable to **The Fairfield Gonzales Community Association-** on the memo line write your **child's name** and program (**FFOSC or MJOSC**).
- Completed registration package including immunization, child's photo and custody agreement, if applicable.

Withdrawal and Refund

- Families must provide the FGCA's **Out-Of-School Care on-site Manager** with **one month's written notice, received by the 1st day of the preceding month** to de-register or decrease registered days without penalty for care. Alternatively, you will be charged one month's fees in lieu of notice.
- The refund policy for **Out-Of-School** care offers a 100% refund if notice is received by the 1st day of the preceding month. No refunds will be issued after the first of the month
- The refund policy for **Winter, Spring and Summer Camp** requires 10 business days notice prior to the first day of camp, after which, there will be no refunds issued unless your spot can be filled. If your spot is not able to be filled, a 75% refund will be issued.
- The refund policy for **Pro-D Day Care** requires notice 10 business days prior to the start of day of care for a 100% refund, after which, there will be no refunds issued.

Discharge

The FGCA reserves the right to discharge based on:

- Inability of the child or family to follow FGCA expectations and policies
- Inability of the program to meet the needs of the child or family
- In the case that your child is discharged from the program we will provide a pro-rated reimbursement
- Three late payments, non-payments or NSF cheques
- Three late pick-ups
- Three non-notified absences

In the event that an issue arises, a meeting will be set with the onsite manager and child care coordinator. All written warnings will go on file.

Absentees (When your child will not be attending our program)

- If your child will be absent from program, parents are required to phone the message line and leave a message stating your name, your child's name and program space and the date of absence by 2:45pm.
- If you do not inform us that your child will be absent, our missing child protocol will be followed
- Do not send an email as it may not be received and will result in a **non notified absence fee of \$50**

NSF Penalty Procedure

Should your direct debit payment or cheque be returned to our organization as NSF, we require re-payment by method of cash or cashiers cheque by the next business day. Your child(ren) will be unable to attend our program until you have repaid outstanding fees. Re-payment must be in the amount of the original NSF cheque as well as a \$20 NSF penalty charge. The on-site manager or the Child Care Coordinator will be available by pre-arranged appointment to take your payment in person. Upon the FGCA receiving notification from our financial institution regarding NSF we will:

1. Contact you by e-mail
2. Courtesy call by phone
3. Provide clear instructions and a timeline regarding re-payment
4. Provide clear instructions regarding your child(ren) returning to program

Late Pick-Up Penalty Procedure

Should you arrive late to pick up your child(ren) there will be a **\$25/per quarter hour** charge applied to your account. Verbal notification will be given by the staff member present and the onsite manager will follow-up with you regarding payment. If you are unable to pay upon pick-up we require the payment prior to your child(ren) attending their next scheduled program day. This fee covers the basic wage of two employees who are required to remain after their working shift to supervise your child.

Non-Notified Absence Penalty Procedure

We are unable to accept notification of absence via e-mail. You must call the message line directly prior to **2:45 p.m.**, to indicate that your child(ren) will be absent from program on the day of their expected registered or pre-arranged arrival. Phone numbers for calling in absences can be found within your programs' contact information. If you fail to follow this protocol you will be charged **\$50 per child**. Payment will be required before your child (ren) attends their next scheduled program day.

Late OSC Fee Payment Penalty Procedure

If your payment is not received by the 1st of the month, a late fee of **\$5.00** per day will be charged. If payment is not received in full by the 5th of the month your child(ren) may not return until the account is paid in full.

Subsidy families must pay the balance of their account by the 15th of the month, after which a late fee of **\$5.00** per day will be charged. If payment is not received in full by the 16th of the month your child(ren) may not return until the account is paid in full.

Subsidy

Family's receiving subsidy must pay the balance of their account by the 15th of the month. A separate, detailed Pre-Authorized Debit schedule will be provided by the Child Care Coordinator once subsidy has been approved.

Child care subsidy often does not cover your entire monthly fees. It is important to note that the FGCA is only able to bill subsidy for days of the month on which we offer care. This means that during the months of December and March subsidy families will have a larger OSC fee remainder. Upon receiving the finances from Child Care Subsidy we will issue you a refund or a credit. To avoid interruption in child care it is the parents' responsibility to inform staff of any changes as well as to renew subsidy prior to existing subsidy expiring. If you would like more information on how subsidy works or would like to request alternate payment arrangements, please contact the Childcare Coordinator. Please note, authorization from the MCFD may take several weeks to process.

Pro-D Days and Early Dismissal Days

- Pro-D Day care is provided at the FGCA 'Place' located at 1330 Fairfield Road from 8:00am-5:30pm
- Limited registration is available on a first come first serve basis
- Registration will coincide with OSC re-registration for the preceding year
- School specific Pro-D Days occur once in a school year and care will take place at the coinciding school from 8:00am-5:30pm
- If your child requires the support of a *Supported Child Care Development Worker (SCD)* please discuss care needs with the on-site manager. While all attempts will be made to provide care for your child, if a SCD worker is unavailable the FGCA is unable to guarantee a space.
 - Important note: While the FGCA offers care between 8am and 5:30pm, SCD contracts only allocate 8hrs of care for all-day camps. A scheduled 8 hour window will be created with the camps manager.
- Early Dismissal Care is available to families if they are regularly registered on the E.D. day. Care is not guaranteed and space is based upon available human resources and VIHA expectations

Winter Camp – Spring Camp – Summer Camp (2015-2016)

- INTERNAL Registration for the Winter/Spring Camp will commence, on a first come first serve basis, 2 months prior to the first day of camp.
- EXTERNAL Registration for Winter/Spring Camp will commence, on a first come first serve basis, 1 month prior to the first day of camp.
- Registration is open to all children in the community → Kindergarten through Grade 5
- Children must be enrolled in or have completed a Kindergarten program to attend our licensed camp
- Winter, Spring and Summer Camps will be held at the 'Place'(1330 Fairfield Road) from 8:00am-5:30pm
- Payment will be processed within one business week of the first day of camp
- Refunds and/or credits will be issued to subsidy families upon receiving child care subsidy
- If payment is not received by the 1st day of camp your child may not attend until account is paid in full
- Refer to refund section for description of refund policy
- If your child requires the support of a SCD please discuss care needs with the on-site manager. While all attempts will be made to provide care for your child, if a SCD worker is unavailable the FGCA is unable to guarantee a space.
 - Important note: While the FGCA offers care between 8am and 5:30pm, SCD contracts only allocate 8hrs of care for all-day camps. A scheduled 8 hour window will be created with the camps manager.

**Internal = any family currently registered in our childcare programs*

** External = any family NOT currently registered in our childcare programs*

Centre Closures

Please refer to School District 61's calendar for specific dates. Other closures include but are not limited to:

New Year's Day	Good Friday	Easter Monday	Victoria Day
Canada Day	BC Day	Labour Day	Thanksgiving Day
Remembrance Day	Christmas Day	Boxing Day	Family Day

Emergency Closure and Weather Closures

In the event of an emergency (including but not limited to, unforeseen weather, lack of human resources, natural disasters, health emergencies, power failure, renovations or teachers strike), the FGCA will close. If emergency closure is necessary during operating hours we will attempt to contact you by phone to promptly pick up your child. There will be no refunds issued for emergency closures. In the event of a closure lasting more than two weeks, fee credits will be calculated and applied to your next invoice. Should the region be experiencing dangerous weather and SD61 closes, the FGCA will close also. Follow the steps below to obtain the most up to date information:

- Check the SD61 website at <http://sd61.bc.ca>
- Check the FGCA website at www.fairfieldcommunity.ca
- Call your on-site manager (refer to numbers provided at the beginning of manual)
- Check your e-mail as your on-site manager will endeavor to provide written notification

Emergency Situations

The FGCA staffs are trained to follow the FGCA Emergency Procedures. Procedures are posted in program spaces. Programs are equipped with cell phones and staff will attempt to contact parents during/after an emergency.

Missing Child On-Site

If your child does not arrive to our program by 3:00pm, our procedure is to:

- Check message line and parent communication book
- Ask teacher and/or school office (if available) of child's whereabouts
- Have the child paged through the school intercom system
- Call the parents and contact numbers indicated on your registration form
- If by 3:10pm your child has not been located, we will call the police and report your child missing

Missing Child Off-Site

- If child has been accounted for and then goes missing, we will complete a five minute search of the area, after which, 911 will be called

Out-trip Protocol

Please follow the below Out trip procedures:

- The FGCA will ensure that parents have reasonable access to their child at all times
- Out trip information will be available in your program space (in the program binder and on the door) as well as sent via email prior to your child's out trip
- Please send your child prepared for the out-trip (appropriate attire and possible parental donation)
- If your child is unable or unwilling to attend the out-trip please make arrangements for alternate care
- We will endeavor to return to the program space by 4:45pm
- Speak to a manager in advance to arrange pick-up from the out-trip location

Authorized Pick-up

Children may only be released to persons named on the child's registration and emergency form. Authorized pick-up contacts must be responsible adults who are of the legal age 19. Staff will ask for photo ID and a local phone number. Three emergency contacts/ authorized pick-ups are required on the registration form; however, if you wish to have more than three authorized pick-up persons please complete the '*additional contacts*' form.

Unauthorized Pick-up

If you wish to have an unauthorized person pick up your child, we require advanced **written** authorization by completing the unauthorized pick-up section of the registration package or by sending a fax, e-mail or letter. Pick up contacts must be responsible adults who are of the legal age 19. Staff will ask for photo ID and a local phone number.

Release of Care

Parents must sign their child in (camps days and before school care only) and out of program, with the correct time and their initials in pen. Staff members are not permitted to release children for play-dates, school or other special extra-curricular after school arrangements. Your child may never sign themselves out, walk home or leave the premises without being signed out by a responsible adult from the pick-up list. The FGCA does not facilitate play-dates for children. All play-dates must be prearranged off-site and prior to 2:45pm.

Late Pick-up

If you are late, after 6:00pm on regular OSC days or after 5:30 pm on Pro-D/Camp, and we have not heard from you, we will take the following steps:

1. We will call you
2. We will call the emergency contacts and authorized pick-up persons
3. If we are unable to reach a contact within half an hour, we will call the Ministry of Children and Family Development Emergency Daycare Services (MCFD)
4. The MCFD will take the child into their custody until a parent is located
5. A note will be left at the centre stating where your child may be picked up

Staff will be required to treat late pickups as if something serious may have happened. Please call ahead if you find yourself delayed. In the event of late pick-up you are required to pay **\$25 per quarter hour per family**. FGCA staff members are not authorized to waive fees and will inform the onsite manager.

Alleged Impaired Pick-up

The FGCA will take reasonable steps to prevent suspected impaired persons from gaining access to a child. If a staff member believes the child to be at risk, they will offer to call a taxi, relative, or friend to pick up the person and child. As required by law, the FGCA staff may call MCFD and/or the police in the event that a child is taken off premises by an allegedly impaired person.

Custody

We require all legal documentation regarding custody. The FGCA is a neutral body and cannot withhold a child from a parent and will not intervene in custody issues. In the case that we have a copy of a custody order that is not being abided by we will contact all concerned parties. This may include phoning the police and/or MCFD.

FGCA Custody Arrangement Document

We require written paperwork indicating the agreement plan outlined by separated or split families. Both parents/guardians are required to fill out the documentation and paperwork to ensure that information is shared. If you have **joint custody** of your child payments, pick-up persons and penalty fees will be the responsibility of the first person listed on the registration form. Split payment arrangements must be identified on the registration form. It is the responsibility of all parties involved to create financial arrangements. The FGCA will not mediate nor create split payment arrangements. It is important to note that in the event that notice is given to withdraw your child(ren) from program, we require confirmation from all legal guardians.

If you have **sole custody** of your child we expect payments, pick up persons and penalty fees to be your sole responsibility. In the event that your child is unable to attend program due to your account being in arrears, we will notify both guardians.

Alleged Child Abuse

We are **required by law** to call the MCFD if we suspect any form of child abuse or if a child discloses information to a staff member. The FGCA staff members are not able to discuss details of legal investigations with families.

Medication and Administering Medication

- Parents must fill out a permission to administer medication form as directed by the manager
- Medication will be given to the child in the amount and at the time specified by the care plan/parent
- We will ensure that a child's medication is not accessible to any child, except for children who requires access to their own medication (i.e. Epi-pens/insulin)
- Our staff will assist/supervise and document the administration of a child's medication

Illness and Communicable Disease

If your child becomes ill, immediate arrangements should be made to have your child picked up. In the interim, your child will be provided a supervised quiet resting area.

Do not send your child to OSC if they are sick i.e.: runny nose, cough, fever, stomach ache, tooth ache, infections and ear ache. If you drop off your child and they are ill we will decline care or send them home as we notice the symptoms. If your child becomes ill, **immediate** arrangements must be made to pick up your child. In the interim, your child will be able to quietly rest in a supervised area.

It is the parents' responsibility to inform the caregiver if the child has contracted a communicable disease (chicken pox, impetigo, etc). This will enable us to alert others as to the health risk. Your child will not be permitted to attend program during this time. Upon returning, the FGCA reserves the right to ask for a 'physician's note' stating health status.

Head Lice

If your child contracts head lice, please inform the childcare providers immediately. As a large childcare provider, with multiple childcare spaces, it is important that we control the spread of lice; therefore, we ask that you do not send your child(ren) back to program until they have been lice free for a minimum of 24hrs and proper treatment has been given. This will also ensure we are able to disinfect all affected areas in a timely manner. For more information please visit Health Link BC at:

<http://www.healthlinkbc.ca/healthfiles/hfile06.stm>

Care Plan

If your child requires extra support, or has special medical or behavioural needs, a care plan outlining instructions for specialized care must be created. This will be created by the caregiver, parent, and possibly outside resources will be updated yearly. Your manager may request a care plan and will guide you through the creation of a care plan.

Food and Drink Policy

We provide a healthy afternoon snack in conjunction with Canada's Food Guide and licensing standards. If your child has specific nutritional requirements, please inform FGCA management. We do not allow gum, pop, chocolate or candy from home. Safe drinking water is available for all children at all times.

Sunscreen Policy

FGCA OSC and Camp staff will supervise and provide direction for the application of sunscreen (SPF 30+) during the season when at risk of the sun. The FGCA will not supply sunscreen; families must provide their child with a bottle of sunscreen with their name written clearly upon it. We ask that if your child(ren) has allergies to sunscreen to provide a reasonable safety plan to ensure that your child(ren) will not be at risk of sunburn or sunstroke. This plan must be agreeable to the child care facility.

Injury and Accident

- Should your child sustain an injury that requires medical attention, we will contact you immediately. If we are unable to reach you we will call the emergency contact person for direction
- All injuries are documented. Minor injuries such as bumps, bruises, small scrapes or surface cuts etc., will be tended to by staff, documented, and brought to the parent's attention at pick-up time
- Injuries requiring medical attention will be reported to the parent, Manager, Child Care Coordinator, Executive Director and VIHA licensing
- If the injury requires immediate medical care we will call 911 or transport the child to a medical facility

Guidance and Discipline Policy

The FGCA will ensure that behavioural guidance is age-appropriate, applies logical consequences and takes into consideration the child's needs. The FGCA views children as individuals deserving respect. Our staff support and encourage children to express their feelings, make positive choices and work towards solving their own problems. Our guidance policy is based on the below:

1. Role Modeling
2. Discipline is based on safety, respect and cooperation
3. A child is not allowed to hurt themselves or others
4. Children will be given clear, simple and consistent limits regarding appropriate behaviour
5. Choices will be offered whenever possible
6. Verbal direction and re-direction will be the main method of guidance and discipline
7. If it is necessary for the child to have time away from the group, the child will be supervised
8. Under no circumstances will physical, emotional or verbal punishments be used

Parents are expected to actively participate in behaviour management. E.g. attend meetings, receive feedback and provide feedback. The FGCA does not tolerate inappropriate behaviour such as, but not limited to: violence, maliciousness, disrespectful, bullying or unsafe behaviour; sexual, physical or emotional abuse; teasing, offensive language cliques, peer pressure, theft, unauthorized absence or departure from program, disrespect of others' belongings and FGCA property or discrimination.

Conflict Resolution

At the FGCA we aim to be positive and welcoming to ideas, taking time for people with open listening and being a sounding board. The FGCA believes that a successful program intrinsically relies on the cooperation and cohesiveness of children, their families, the staff, management, the community and various integral outside resources. Our mission is to create a positive space from a basis of supporting families and community.

In the event of a conflict, the FGCA takes a problem solving and family-centered approach. We value open communication, mediation, and the FGCA encourages parents to discuss any concerns regarding their child and their child's experience in our programs. Managers have an open door policy and will address a parent's/guardian's concerns in a respectful environment. Whenever possible please make an appointment with the on-site manager to assist in discussing the matter in a timely fashion.

In the event that an issue is unresolved between the manager and parent please make an appointment with the Child Care Coordinator. If a resolution is not achieved please bring the matter to the Executive Director. If, after meeting all of the above, concerns remain, parents may contact the Board of Directors.

FGCA note:

We warmly welcome you and your family to the FGAC and look forward to creating positive and lasting relationships with you and your child(ren). If you have any additional questions or concerns regarding the contents of this handbook, please contact the Child Care Coordinator.



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