



FAIRFIELD GONZALES
COMMUNITY ASSOCIATION
the place to connect

Fairfield Gonzales Community Association

Out-of-School Care

Parent/Guardian Handbook

2021-2022

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. We 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 or your onsite manager.

Executive Team's Note

On behalf of the Board of Directors and OSC management, we warmly welcome your family to our Out of School Care program. We look forward to building healthy relationships, building strong community and creating happy memories.

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, interests and abilities 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. All childcare employees must meet specific FGCA and VIHA (Vancouver Island Health Authority) licensing standards including but not limited to: 20 hours of accredited childcare training, standard first aid/CPR C, a criminal record check clearance and three work-related references.

More information regarding the Child Care Licensing Regulations can be found at:

http://www.viha.ca/mho/licensing/child_care_facilities.htm

Program Operation Information

The FGCA operates two OSC programs from September to June. Additional summer programs operate through July and August.

Programs and their locations:

LOCATION	PROGRAMS
Fairfield Community Place Address: 1330 Fairfield Road	<ul style="list-style-type: none">- Fairfield Out of School Care- Pro D Day Care- Sir James Douglas Pro-D Day (January)- Spring Camp (March)- Summer Camp (July-August)
École Margaret Jenkins Elementary School Address: 1824 Fairfield Road <i>Access via Chandler Ave.</i>	<ul style="list-style-type: none">- Margaret Jenkins OSC- Pro D Day Care- Margaret Jenkins Specific Pro-D Day (January)
St. Matthias Church Address: 600 Richmond Street	<ul style="list-style-type: none">- Margaret Jenkins Youth OSC

Program Contact Numbers

Fairfield OSC (FFOSC location)

Office Phone: 250-382-2065

E-mail: ffosc@fairfieldcommunity.ca

Margaret Jenkins OSC (two locations)

Office Phone: 250-592-8800

E-mail: mjosc@fairfieldcommunity.ca

Child Care Coordinator *(Camps and Pro-D Days)*

Office: 250-382-4604 ext.101

E-mail: childcare@fairfieldcommunity.ca

Co-Executive Director (Kristina Wilcox)

Office: 250-382-4604 ext.105

E-mail: kwilcox@fairfieldcommunity.ca

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Outdoor active play

Unless extreme weather is a factor, we go outside every day so please dress your child appropriately for all kinds of weather. We will be outside for a minimum of 60 minutes per day. If outdoor play is not an option, indoor active play will take place for the same duration of time.

Items required throughout the year: rain and winter coat with a hood, rain and winter boots, (muddy buddies are optional but a good idea), hat and gloves. We strongly encourage packing a spare change of clothes.

Our OSC program offers activities that encourage the physical development of children which encourage the development of large and small muscle skills. Activities include, but are not limited to:

- Field games
- Organized group games
- Self-directed active games
- Playground play
- Independent play

Care Plans

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 and will be updated yearly. Your manager may request a care plan and will guide you through the creation of a care plan.

Screen Use

- Unless there is an identified need, electronics from home are not permitted in program.
- On occasion, the programs will gather together to watch a movie. Movies are limited to a maximum of one every three months.

Food and Drink

We promote healthy eating and nutritional habits. Each day we provide a healthy afternoon snack in conjunction with Canada's Food Guide. If your child has specific nutritional requirements, please inform FGCA management and please send extra food in your child's lunch kit to meet their need. If a child has specific nutritional requirements, we will ensure that all staff at the site understands and complies with these requirements. Safe drinking water is available for all children at all times and we encourage them to drink as much as they would like.

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Sunscreen Policy

FGCA OSC and camp staff will supervise and provide direction for the application of sunscreen. The FGCA is not able to supply sunscreen; therefore, families must provide their child with a labelled bottle of sunscreen. We ask that if your child has allergies to sunscreen to provide a reasonable safety plan to ensure that your child will not be at risk of sunburn or sunstroke.

Communication

Along with the room leaders, you will be primarily communicating with your onsite manager (see contact list below). Managers are responsible for the programming and registration for their respective programs. For seasonal camps (spring and summer) and Pro-D days your onsite manager will be the Child Care Coordinator.

We assume that you have received and read our e-mail unless it bounces back as undeliverable. If this occurs we will notify you by phone

○ E-mails include: monthly newsletters, billing notifications and relevant program information. It is the parent's responsibility to:

- provide accurate contact information
- read monthly newsletters
- collect tax receipts
- inform themselves of out-trips, registration and Pro-D/ED days
- notify the FGCA if your personal contact information changes during the year

Centre Closures

The FGCA is closed for all STAT holidays, during School District 61's Winter break and the first day of school. Please refer to School District 61's calendar for specific dates. Recognized STAT holidays:

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

OSC Fee Structure

Care Options	Full Time 5 days	PT 3 Days	PT 2 Days
Before Care (7:30am-school start)	\$115/month <i>*\$65 for Kindergartener's</i>	\$65/month	\$50/month
After Care (school dismissal-6:00pm)	\$335 <i>*\$285 for Kindergartener's</i>	\$250	\$200
Before & After Care	\$400 <i>*\$300 for Kindergartener's</i>	\$275	\$225
Professional Development Day (8:00am-5:30pm)	\$45/day	n/a	n/a
Early Dismissal Days	Included		
Before School Care Drop In	\$10/day	n/a	n/a
After School Care Drop In	\$30/day		
Spring Break Camp (8:00am-5:30pm)	\$180/week		

NOTE: Although some months have fewer days, monthly fees are averaged over the 10 month school year.

Part Time (P.T.) Requests

Please note that full-time registration takes priority.

- P.T. requests must be submitted in writing to the onsite 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.

Pro-D Day Care

Location and times:

- Pro-D Day care is provided at the FGCA 'Place' located at 1330 Fairfield Road, as well as Margaret Jenkins Elementary school located at 1824 Fairfield Road from 8:00am-5:30pm.

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- 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.
- Payments for Pro-D care takes place on the 1st of the month following the Pro-D taking place.

Registration

- Registration is limited and is done on a first come first serve basis.
 - Registration for Pro-D days takes place after OSC Registration (last Monday in April)
 - The FGCA utilizes an online ticket system for Pro-D Day Registrations. Please see our website for more details.

Care:

- If your child requires the support of a Supported Leader (SL) please discuss care needs with the onsite manager. While all attempts will be made to provide care for your child, if a SL worker is unavailable the FGCA is unable to guarantee a space.
 - Important note: While the FGCA offers care between 8:00am and 5:30pm, Queen Alexandra contracts only fund 8 hours of care on camp days. A care window of 8 hours will be created with the Child Care Coordinator.

Early Dismissal Days

- 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.

Spring Camp and Summer Camp

- INTERNAL* - Registration for the Spring Camp will commence, on a first come first serve basis, 2 months prior to the first day of camp.
- EXTERNAL* - Registration for Spring Camp will commence, on a first come first serve basis, 1.5 months prior to the first day of camp.
- Spring and summer camps will be held at the Fairfield Community Place (1330 Fairfield Road) from 8:00am-5:30pm.
- Camp payments will be processed on the 15th day of the month. If the 15th day is a weekend or holiday fees will be processed on the next business day.
- If payment is not received by the 1st day of camp your child may not attend until the account has been paid in full.
 - Refer to the refund section for description of refund policy.
- If your child requires the support of a SL please discuss care needs with the onsite manager. While all attempts will be made to provide care for your child, if a SL worker is unavailable the FGCA is unable to guarantee a space.

- Important note: While the FGCA offers care between 8:00am and 5:30pm, SL contracts only allocate 8hrs of care for all-day camps. A scheduled 8-hour window will be created with the Child Care Coordinator

**Internal = any families who have children currently registered in our childcare programs or were registered in our programs within the last year school year*

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

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.

Completed registration packages include:

- Registration forms
- PAD form
- Immunization records
- Child's photo (colour)
- Custody agreement and care plan; if applicable.
- OSC Registration Deposit (new families only)
- Administration Fee Payment -\$30 (new families only)

Payment Requirements

Program financials are managed by the Child Care Coordinator. We use e-mail communication and will use the e-mail you have provided on the registration form. Important information is sent out via e-mail; therefore, please ensure the e-mail provided is accessible at all times, even during holiday breaks. If this is not possible, please provide your preferred method of communication.

- Fees are due on the **1st business day** of each month and are paid via direct withdrawal. ○ Withdrawals will appear on your statement as '*Fairfield Community Association*' or '*FCA*'.
- 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 benefactor (payee) please complete two separate PAD forms.
 - A VOID cheque must be attached to the PAD agreement. If you are unable to attach a VOID cheque please ensure the financial information is entered correctly. Failure to provide correct information will result in a charge of \$25.00.

- 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 one-time administration fee of \$30.00.
 - A non-refundable deposit of \$150.00, \$50 for those registered in morning care only, is due at the time of registration. For families re-registering in program, Deposits are carried over each year.
 - **Please note:** for those families that register for the upcoming school year, registration deposits are refundable up until July 1st. After July 1st, registration deposits are not refundable.
 - Deposits and administrative fees must be paid by cheque.
 - All cheques can be made out to *The Fairfield Gonzales Community Association*.
 - On the memo line indicate your child's name and program (MJOSC or FFOSC).

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 your onsite manager.

Affordable Child Care Benefit

As a licensed preschool, we are eligible to accept provincial childcare benefit for eligible enrolled children. The following are expectations that our program has for families utilizing childcare subsidy.

1. Parents/Guardians are ultimately responsible for all fees as registrants to our program.
2. Parents/Guardians will be responsible for fee payments until benefit plan authorization has been received by our program. Please note that Affordable Child Care Benefit application processing can take 6 to 8 weeks.
3. Parents/Guardians are responsible for paying any parent portion remaining after the deduction of subsidy from the program fees.
4. Parents/Guardians are responsible for renewing the benefit authorization before it expires.
5. Parents/Guardians are responsible for renewing the benefit authorization before it expires. For more information about this program visit:
<https://www2.gov.bc.ca/gov/content/family-socialsupports/caring-for-young-children/child-care-funding/child-care-benefit>

If you need assistance with the application process, contact our Family Program Manager or the Child Care Resource and Referral Centre 250-382-7000 or MCFD at 1-888-338-6622, option 1. Please note, authorization from the MCFD (Ministry of Children and Family Development) may take several weeks to process.

Late Fee Payment Penalty Procedure

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

NSF Penalty Procedure

Should your direct debit payment or cheque be returned to our organization as NSF, we require repayment. Charges will be applied to your account, unless paying by cheque or cash is requested. Repayment must be in the amount of the original fee as well as a \$15.00 NSF penalty charge (\$25.00 NSF penalty fee for stopped payments). Upon the FGCA receiving notification from our financial institution regarding NSF a notification will be sent to you via email.

Withdrawal and Refund

- Families must provide the FGCA's Out-Of-School Care onsite Manager with **one month's written notice, received by the 1st day of the preceding month**, to de-register or decrease registered days.
In lieu of notice families will be charged one month's fees.
 - If adequate notice is given, registration deposits are applied to the last month of care.
- The withdrawal policy for **Seasonal Camps** requires notice **15 business days** prior to the first of day of camp for a 100% refund, after which, there will be no refunds 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.

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, program space and the date of absence by 2:30pm.

- **We are unable to accept notification of absence via e-mail.**
 - If you do not inform us that your child will be absent, our missing child protocol will be followed (see below)
 - If we do not receive notice of a child's absence you will be subject to a **non-notified absence fee of \$50** (see below).

Health and Safety

Missing Child Onsite

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

- Check the message line and parent communication book
- Ask teacher and/or school office (if available) of the child's whereabouts
- Have the child paged through the school intercom system
- Call the parents and emergency 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 a 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

We follow these out-trip procedures when taking part in activities offsite:

- 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 monthly calendars (in the program binder and posted in the room) as well as sent via email prior to your child's out trip.
- We will endeavor to return to the program space between 5:00pm and 5:30pm.

If you wish to pick your child(ren) up from the out-trip location, or on route, please speak to a manager in advance to arrange pick-up from the out-trip location. If your child is unable or unwilling to attend the out-trip please make arrangements for alternate care. Additionally, please send your child prepared for the out-trip with appropriate attire and food.

Injury and accident procedures

- 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 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, Co-Executive Director (Kristina Wilcox) and VIHA licensing.
- If the injury requires immediate medical care we will call 9-1-1.

Outside

We carry first aid kits with us at all times, as well as the attendance sheet and the child's emergency forms. It is very important for parents to keep the emergency forms and their registration papers up to date throughout the school year. For additional safety, our playground areas are checked daily by staff as well as inspected monthly by our facility staff and routinely inspected by our Licensing Officer as part of their program review.

Emergency Situations

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

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 (includes Island Health mandated closures), 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; however, in the event of a closure lasting more than one month, we will assess our feasibility to provide fee credits. Should the region be experiencing dangerous weather conditions, and SD61 closes, the FGCA will also close. 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 onsite manager (refer to numbers provided at the beginning of manual)
- Check your e-mail as your onsite manager will endeavor to provide written notification

Emergency Parent Hand book

If the FGCA opens for Emergency Childcare, for example during COVID-19, please make sure you have read and understood the Emergency Handbook that can be found on our website <https://fairfieldcommunity.ca/schoolage-programs/before-after-school-care/registration-contacts/>

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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 of 19. If the staff do not recognize an individual picking up a child, they will ask for photo ID. 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.

Authorizing additional pick-ups

If you wish to have an individual who is not listed on your registration package pick up your child, we require advanced **written** authorization by either completing '*additional contacts*' form, by sending an email or leaving a note with the manager. Pick-up contacts must be responsible adults who are of the legal age 19. If a staff member does not recognize a pick-up person they will ask for photo ID.

- If you wish to have more than three permanent pick-up persons please complete an '*additional contacts*' form. Forms are available through your onsite manager.

Release of Care

Parents must sign their child(ren) 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 or special extra-curricular after school activities without prior authorization. Your child(ren) 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 offsite and prior to 2:30pm.

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.

Alleged Child Abuse

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

Medication and Administering Medication

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- 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 (e.g. Epi-pens/insulin).
- Our staff will assist/supervise and document the administration of a child's medication.
- In order to ensure we are able to provide the best quality of care to your child, guardians are obligated to share medication information with the management team if the medication has an affect on:
 - o the child's behaviour,
 - o the interaction between leaders and the child, or
 - o will impact care in any way

Illness and Communicable Disease

Do not send your child to OSC if they are sick (e.g. runny nose, cough, fever, stomach ache, toothache, infections and earache). If you drop off your child and they are ill we reserve the right to 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 onsite manager if their 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 onsite manager immediately. As a large childcare provider operating out of a community space, 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>

Non-Notified Absence Penalty Procedure

If your child is going to be absent from program you must call the message line directly prior to **2:30 p.m.** You must state your child(ren) name(s), the date they will be absent from program and the current time. Phone numbers for calling in absences can be found within your programs' Revised January 2020

contact information. In the event that a child does not arrive to program by **3:00pm**, and we have not been notified of an absence, missing child protocols will be followed (see above). At that point, a non-notified absence charge will be applied to your account.

Late Pick-up

If you are late, after 6:00pm on regular OSC days or after 5:30 pm on Pro-D/Camp days 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 (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

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 or written notification will be given by the onsite manager who will follow-up with you regarding payment. This fee covers the wage of two employees who are required to remain after their working shift to supervise your child(ren). If you chose to pay by cheque or cash, we require the payment prior to your child(ren) attending their next scheduled program day.

Guidance and Discipline

The FGCA will ensure that behavioural guidance is age-appropriate, applies logical consequences and will take into consideration the cultural and individual needs of the child. The FGCA views children as individuals deserving of 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 means of guidance and discipline.

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If it is necessary for the child to have time away from the group, the child will be supervised. Under no circumstances will physical, emotional or verbal punishments be used. The FGCA does not tolerate inappropriate behaviour such as, but not limited to: rude and disrespectful behaviour towards staff, offensive and coarse language, bullying behaviour, verbal and physical aggression or abuse, emotional abuse, malicious behaviour, teasing, cliques, peer pressure, physical discrimination, inappropriate discussion and touching, sexual abuse, theft, unauthorized absence or departure from program, disrespect of others' belongings and FGCA property. Religious, racist or socio-economic discrimination will not be permitted.

Behaviour Management

If a child is having difficulty co-operating in a program the following steps will be taken:

1. Encourage the child to make a positive choice.
2. Using age appropriate language to explain the importance of appropriate behaviour and redirect the child
3. If child is still non-compliant, offer the choice to (a) follow the expectation or (b) have time away until child is ready to problem solve.
4. If undesirable behaviour continues, the manager and leaders will discuss and problem solve with the child.
5. If manager deems necessary, a phone call to parent/guardian will be made. The parent/guardian may be asked to pick-up the child immediately.
6. A meeting with manager will be scheduled to discuss concerns and solutions.
7. If the above steps are unsuccessful, a meeting with the Child Care Coordinator or Co-Executive Director will be scheduled and a care plan will be discussed.

All of our staff members are trained to document notable behaviour. The FGCA reserves the right to inform parents that alternate childcare arrangements will need to be made if we feel our safety and behaviour expectations are not being met.

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, staff, 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 encourage parents to discuss any concerns regarding

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their child(ren) and their child(ren)'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 onsite 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 one of the Co-Executive Directors. If, after meeting all of the above, concerns remain, parents may contact the Board of Directors.

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 child or family to adhere to the FGCA's Code of Conduct
- Inability of the program to meet the needs of the child or family
- Refusal to meet with management and failure to communicate regarding the care of your child
- Three late payments, non-payments or NSF cheques
- Three late pick-ups
- Three non-notified absences

In the event that an issue arises, a mandatory meeting will be set with the onsite manager and either the Child Care Coordinator or Co-Executive Director. All written warnings will go on file.

In the case that your child is discharged from the program we will provide a pro-rated reimbursement.

Custody

We require, with registration, all legal documentation regarding custody and custody orders. The FGCA cannot withhold a child from a parent and will not intervene in custody issues unless current court ordered documents have been provided. 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 The Ministry of Children and Family Development.

Please speak with the manager if you have specific questions relating to your situation.

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, we expect payments,

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pick- up persons, and penalty fees to be provided from the parent who is listed first on the registration form; split payment information must be provided at the time of registration. 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 fees are accrued on your day of registered pick up you are responsible for paying fees before the child can attend your next registered day.

If you have **sole custody** of your child(ren) 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.

We warmly welcome you to the FGCA and hope you and your family make long lasting connections here.