



Parent Handbook



Butterfly Learning Centre

Winter 2016

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Welcome to the Butterfly Learning Centre!

This booklet is designed to provide information needed to help you and your child enjoy the many benefits of the services provided by the Butterfly Learning Centre.

Vision and Philosophy of Child Care at the Butterfly Learning Centre

In September of 2000, the Butterfly Learning Centre (BLC) Task Force felt that the time was right to initiate the development of a new learning centre for early childhood education to fulfil the growing need in our expanding community.

BLC is a non-profit, charitable corporation which shall provide child care and shall continually strive to improve the learning and working environment of an early childhood education institution with the goal to enrich the learning experience of all children, families and staff.

BLC's philosophy is to ensure that all of the children enrolled in the centre are given the best care possible. In addition to a safe and healthy environment, the program should also stimulate development in all areas.

Our science-based curriculum recognizes the importance of laying a foundation of base knowledge from which the children build new concepts. Children are helped to develop the skills necessary to become lifelong learners. Curiosity and exploration are two of the foundations on which our program is based.

Contact List & Extensions

When you call the main campus line – 519-880-9021, you can immediately call to a classroom using one of the extensions below or you can press '0' and speak to anyone in the office.

Christa O'Connor – Executive Director
christa@butterflylearningcentre.com Ext. 112

Ashley Henderson – Supervisor
ashley@butterflylearningcentre.com Ext. 113

Jenn Snyder – Office Administrator
jenn@butterflylearningcentre.com Ext. 111

Cuddly Caterpillars – Infant Room Ext. 210

Busy Bees – Toddler Room One Ext. 211

Curious Crickets – Toddler Room Two Ext. 212

Wiggly Worms – Preschool One Ext. 201

Sassy Spiders – Preschool Two Ext. 202

Loveable Ladybugs – Preschool Three Ext. 203

Dancing Dragonflies – Preschool Four Ext. 204

Kitchen Ext. 222

Organizational Chart



Butterfly Learning Centre's Core Values

To place the needs of children first and foremost in any decisions related to the business of operating a child care centre.

To continually strive to improve the learning and working environment of an early childhood education centre with the goal to enrich the learning experience of all participating children, families and staff.

To establish, maintain and conduct a non-profit child care centre licensed under the Day Nurseries Act for the education, care and guidance of children.

To establish, maintain and operate a non-profit child care centre for physically, emotionally, developmentally or financially disadvantaged children within the community.

To offer onsite training, practice and experience to students of child care educational programs.

To liaise with other charitable, educational, professional or governmental agencies and organizations in developing child care programs.

Responsibility for Operations

BLC is an independent organization formed of volunteers and professionals. The organization operates under the guidance of professional staff and a volunteer Board of Directors. The growth, development, administration and quality control of the child care program has the leadership of capable, experienced BLC personnel.

Accessibility Standards for Customer Service

In fulfilling our mission, Butterfly Learning Centre strives at all times to provide our services in a way that respects the dignity and independence of people with disabilities. We are committed to giving people with disabilities the same opportunity to access our services and allow them to benefit from the same services, in the same place and in a similar way as any other child, family, or staff. BLC will fulfill the requirements of Ontario Regulation 429/07 – Accessibility Standards for Customer Service. We will use all reasonable efforts to ensure that all policies, practices and procedures are consistent with the principles of dignity, independence, integration and equal opportunity.

Professional Child Care Staff

BLC's child care staff are carefully chosen, qualified professionals, who have Early Childhood Education diplomas and are selected to meet the needs of the children in the care of BLC and their parents. The teachers in the classrooms are all Registered Early Childhood Educators with the College of Early Childhood Educators. All staff have their First Aid and CPR certificates and are required to participate in a minimum of 8 hours of professional development each year. All staff also participate in Non-Violent Crisis Intervention training annually. The Centre also participates in Raising The Bar, a quality initiative with the Region of Waterloo.

Let's Talk Science Initiative

The Early Years Study, led by the world-renowned child development expert Dr. Fraser Mustard and the Honourable Margaret McCain provided compelling evidence of the following;

A child's brain development, especially in the first three years of life, sets the foundation for lifelong learning, behaviour and health.

Those development opportunities must be made available to all young children and their families.

Let's Talk Science (LTS) is a National Registered Charitable Organization working to develop a society that is scientifically literate and globally competitive through innovative educational programs, research and advocacy.

BLC and LTS are working together to provide the following:

An innovative science based education program for children enrolled in an early years learning environment;

On-going training and support for staff in order to ensure successful implementation of the curriculum;

An appropriate research partnership to conduct a longitudinal study and publish the outcomes of this new curriculum;

Created an education product available for distribution nationally to aid other child care centres called Wings of Discovery which is sold in over 1000 daycares in Canada.

Curriculum

BLC has an Emergent-based curriculum and we incorporate a Science curriculum called Wings of Discovery® developed with the Let's Talk Science Initiative. BLC also utilizes the Jolly Phonics® program offered by the Waterloo Region District School Board, and Second Step® which builds critical social and school-readiness skills that can help young children achieve more and get along with others.

Child Care Programs offered by BLC

All programs are full-day programs only.

Infant

Full time for children 3 months to 18 months of age.

Toddler

Full time or part time for children 18 months to 2.5 years of age.

Preschool

Full time or part time for children 2.5 years to 6 years of age.

Movement between Programs

Once your child is old enough to move into the next age group, we will offer you the next available space that meets your schedule in that age group. This can take time - not all children will move right away. Children in our centre remain in their younger age grouping until there is an appropriate space for them in the next age group, and families continue to pay for the program that they are currently in.

Program Goals and Objectives

To ensure a safe and healthy environment.

To provide an environment which supports the child's sense of well-being and competence as well as social and physical development.

To provide an innovative science based education program for children enrolled in an early years learning environment.

To provide reliable and flexible care to meet the needs of working parents.

To provide consistent, nurturing, individual attention for the child.

To promote positive family relationships.

To provide case management for children with special needs, in co-operation with local agencies.

To provide a supportive working environment for staff, with opportunities for professional growth.

Child Guidance Principles

A positive approach is used to guide children. Each situation and child is dealt with individually. Methods include:

Redirection

Guiding a child into acceptable options when engaged in an unacceptable activity.

Natural or Logical Consequences

Attempting to make the child aware of the result of his/her actions.

Limit Setting

Boundaries are developed by the teacher for the children as a group and for individual children according to each situation.

Modelling

Demonstration of appropriate ways of interacting.

Offering Choices

Appropriate choices are outlined and children are encouraged to make decisions for themselves.

Anticipating Trouble

Planning and preparing the environment.

Ignoring

Some inappropriate behaviour can be ignored with more emphasis given to appropriate behaviour.

Positive Reinforcement

Showing genuine approval when children are engaged in positive activity.

Prohibited Practices

Any practice based on a negative control technique is not part of the Butterfly Learning Centre's Child Management Techniques.

Prohibited Practices include:

Harsh discipline of any kind:

- corporal punishment
- deprivation of food or normal activity other than a brief time alone
- confinement in a lockable space

Verbal abuse including:

- humiliation
- threatening
- swearing
- harassment
- yelling
- sarcastic comments
- discussion of a child within any child's hearing.

Any type or behaviour that is sexually abusive

Lack of supervision including:

- diverted attention for frequent or extended periods
- leaving children unsupervised

Duty to Report

Every person in Ontario is required under the Child and Family Services Act (CFSA) to report his or her belief that a child may be or is in need of protection to a Children's Aid Society, Family and Children's Services, a Catholic Children's Aid Society or the Jewish Family and Child Services.

Child and Family Services Act 1984 Section 72 (1) Item: Professional or Official Duties, Suspicion of Abuse or Child Protection Concerns:

Despite the provision of any other Act, a person referred to in subsection 4, who, in the course of his or her professional or official duties has reasonable grounds to suspect that a child is suffering or may have suffered from abuse, shall forthwith report the suspicion and the information upon which it is based to a Children's Aid Society.

Child and Family Services Act Section 72 (2): Ongoing Duty to Report:

The duty to report is an ongoing obligation. If a person has made a previous report about a child, and has additional reasonable grounds to suspect that a child is or may be in need of protection, that person must make a further report to a Children's Aid Society.

Child and Family Services Act Section 72 (3): Persons Must Report Directly:

The person who has the reasonable grounds to suspect that a child is or may be in need of protection must make the report

directly to a Children's Aid Society. The person must not rely on anyone else to report on his or her behalf.

Day Nurseries Act Section 0202 – 07: Reporting of Child Abuse:

It is the legal responsibility of every person who performs professional or official duties with respect to a child, to report abuse or any suspicions of child abuse encountered in the course of one's work, to the Children's Aid Society. This responsibility is extended to include any volunteers, students or support staff that have contact with the children. Persons failing to report suspicion of child abuse are subject to legal action and a fine if convicted. Suspected cases of child abuse by a staff member of the day nursery must be reported to the Ministry of Children and Youth Services, as well as the Children's Aid Society.

What does "Duty to Report" mean to my Family?

Duty to Report means that every staff member at BLC has a legal responsibility to report any and all suspicions of child abuse or neglect. While it is our duty to report suspicions, it is the responsibility of Family and Child Services (F&CS) to investigate. The results of this investigation are confidential between Family and Child Services and the family involved. The staff at BLC contacts Family and Child Services directly to report a suspicion. The staff of BLC will not contact the family involved to discuss suspicions before calling F&CS or contact the family to notify them that a report has been made.

Serious Occurrence Reporting

Butterfly Learning Centre (BLC) is responsible for delivering services that promote the health, safety and well-being of children. BLC is accountable to the public and to the ministry to demonstrate that our services are consistent with relevant legislation, regulations and policies. Serious occurrence reporting is one of many tools that provides BLC with an effective means of monitoring the appropriateness and quality of service delivery. A serious occurrence is a report that is made to the Butterfly Learning Centre's licensing body, the

Ministry of Child and Youth Services. Examples of Serious Occurrences include: any serious injury that results in medical treatment, any disaster on the premises that requires emergency services, any complaint about operational, physical or safety standards of the service that is considered serious by the Butterfly Learning Centre.

When a serious occurrence is reported to the Ministry by Butterfly Learning Centre, parents will be notified by a Serious Occurrence Notification Form on the Parent Board in the front entrance.

Child Care Policies

Hours of Operation

BLC will be operational from 7:00am to 6:00pm. It is recommended by the Ministry of Children and Youth Services that your child is in attendance at the centre no longer than nine hours per day.

BLC will be closed on Statutory Holidays as per the following list:

Thanksgiving (October 12, 2015)
Christmas Day (December 25, 2015)
Boxing Day (December 28, 2015)
New Years Day (January 1, 2016)
Family Day (February 15, 2016)
Good Friday (March 25, 2016)
Victoria Day (May 23, 2016)
Canada Day (July 1, 2016)
Civic Holiday (August 1, 2016)
Labour Day (September 5, 2016)
Thanksgiving (October 10, 2016)
Christmas Day (observed December 26, 2016)
Boxing Day (observed December 27, 2016)

BLC closes at 3:00pm on Christmas Eve (December 24) and New Year's Eve (December 31).

Absence

Parents must notify the centre before 9:00am if the child will not be attending on that day. If you leave a message, please be detailed and leave specific symptoms if your child is sick.

Orientation to Program

Prior to enrolling their child(ren) in one of our programs, parents are encouraged to attend a tour of the centre including an orientation session with either the Executive Director or Supervisor. The tour generally lasts 30-40 minutes. All

paperwork must be completed in full and returned to the centre prior to the child(ren)'s first day of care.

As part of the orientation process, parents are encouraged to have their child(ren) attend the centre tour. It is also strongly recommended that parents accompany their child(ren) on play visits to the centre prior to the child(ren)'s first day of care.

Butterfly Learning Centre has a strong open communication policy and welcomes phone calls or drop –in visits from parents at any time. All classrooms have a phone with voicemail, parents are welcome to speak with their child's teachers at any time.

Supervision of Volunteers and Students

Butterfly Learning Centre (BLC) may have volunteers and/or Early Childhood Education students working within the organization along with staff throughout the year. At all times, volunteers and placement students must be under the direction and supervision of BLC staff.

No child or children will be supervised by any person less than 18 years of age. No child or children will be supervised by someone who is not an employee of BLC. Only employees of BLC will have direct unsupervised access to children.

The Executive Director/Supervisor is responsible for the implementation, review and evaluation of the supervision of volunteers and students. The Executive Director/Supervisor is responsible for orientation procedures to help students and volunteers understand the operation of the program and the expectations for their placement/volunteer experience.

Meals and Snacks

The children are served hot lunches and nutritious snacks. A 5-week, rotational seasonal menu that follows the Canada Food Guide will be posted.

It is BLC's policy to avoid any form of nut or nut by-products within its meals or snacks as a result of serious allergies that children enrolled in the centre may have. As we rely on third parties to supply ingredients which are incorporated into our meals and snacks, we request that same be respected by our suppliers. We also require that parents of children enrolled in the centre be sensitive to this issue and not send their children to the centre with any product that may contain any form of nut or nut by-product.

If a child has food allergies and/or food restrictions, parents are responsible to provide appropriate food substitutes as necessary. Parents of children with allergies or food restrictions must fill out a Food Restriction Form and identify foods on the menu that their child cannot eat.

Any food brought to the centre must be clearly labelled with your child's name, and be "ready to serve" from a thermos or plastic container. All food must be given to the kitchen at the main centre, food cannot be left in the cubbies at the main centre.

Parents of young infants (under one year) must supply their own baby food, juices, and prepared formulas in sterilized bottles, properly labelled with their child's name. Children may be integrated into the BLC menu once they reach one year of age. Written feeding instructions are requested for young children, and must be updated as your child's menu expands.

There is no financial reimbursement for food not provided by Butterfly Learning Centre.

Birthdays

Because of the serious allergies in our centre, we cannot allow parents to bake or purchase cake to share with your child's class on their birthday. On your child's birthday, your child's teachers will let your child pick out a small toy from the Treasure box in the office.

Field Trips and Off-Site Activities

As part of the curriculum, field trips and other off-site excursions are planned periodically throughout the year. Parents will be notified in advance of field trips on the monthly calendar and will be required to give written permission for their child(ren) to attend on a case-by-case basis.

Smaller off-site activities such as neighbourhood walks are also part of our curriculum planning. Parents are required to sign a permission form to cover all such informal excursions prior to enrolling their child(ren) as such activities are not always planned in advance.

Pick Ups

For the protection of all concerned, you must notify the staff if someone other than yourself will be picking up your child at the end of the day.

Only you or a person specified as your emergency contact or pick up authority may pick up your child from BLC unless you have notified the centre ahead of time. If someone other than you will be picking up your child for the first time, please let them know that their ID will be checked by either the office or your child's classroom teacher.

If a parent or pick-up person arrives intoxicated, or if this is suspected by a teacher, the teacher will ask the person to wait while the other parent or the emergency contact person will be called to pick up the child. If the parent refuses to wait for the other person, and leaves with the child, the police will be called, given the car license number and informed of a suspected impaired driver. BLC staff would have a duty to report this incident to Family and Child Services.

Custody Arrangements

If your child has formal custody arrangements, BLC requires that you provide notarized copies of these arrangements for

your child's file. Should your child's custody arrangements change at any time while attending BLC, you are required to provide BLC with notarized copies of those documents as soon as they are available.

Failure to provide these documents in a timely manner places your child and BLC in a difficult situation, and may result in the loss of your child care space at BLC.

Late Pick Ups

A late fee of a \$1.00 per minute per child will be charged after 6:00pm. The fee will be charged at the discretion of the Executive Director/Supervisor, and will be billed to the parents' account. Parents who are consistently late will be asked to withdraw their child from the centre. If you are going to be delayed (overtime, car trouble, etc.) please call BLC as soon as possible to minimize the worry of your child and staff.

Immunizations

The Day Nurseries Act requires that prior to admission, each child be immunized as recommended by the Region of Waterloo Public Health. Should you choose not to immunize your child for medical, religious or conscientious reasons, there are temporary exemption forms available. Updated immunizations should be copied for your child's file each time they are received.

Illnesses

It is never a happy situation when your child is ill; not for you or your child. As staff greet you and your child every day, they will make general observations about your child's general health, and may also ask you questions. The staff will be trying to ensure that your child is well enough to participate fully in our program as well as not being infectious to others.

Since regulations require daily outdoor play for each child, it is our policy that a child who is too ill to fully participate in all

programs is to remain at home. A child cannot be kept inside during outdoor playtime since we do not have sufficient staff to provide individual supervision to an ill child.

If we have a communicable illness in the centre, postings will be placed on the front door for two weeks after the last known episode to inform parents of what to watch out for with their own children. If your child is seen by a doctor and diagnosed with a communicable illness, please let the office know as soon as possible. **Pregnant women** should be extremely vigilant with regards to these notices, and, if comfortable, should tell the office about their pregnancy early so that we can notify you in the case of a communicable illness that can affect your pregnancy.

The following are our illness policies:

Diarrhea

If a child has one episode of diarrhea while at day care, the staff will watch for other signs of illness. If no more diarrhea occurs and the child does not appear to be ill, the staff will inform the child's parents of the single episode at the end of the day. However, if the child appears ill or has a fever, the staff will contact the parents to come and pick up their child. If a child has more than one episode of diarrhea during the day, the child will be separated from his/her group and the parents will be notified to come and pick up their child. Parents are asked to keep their child at home until the child has not had an episode of diarrhea for at least 24 hours and any other symptoms have disappeared.

Vomiting

If a child vomits while at day care, the staff will separate the child from his/her group and contact their parents to come and pick them up. Parents are asked to keep their child at home until the child has not had an episode for at least 24 hours and any other symptoms have disappeared.

Fever

A body temperature of more than 39 C / 101 F that persists for 30 minutes or more indicates illness. Behaviour is the best indicator of fever and infection. If the staff observe a change in your child's usual behaviour (i.e. listlessness, crankiness, aggression, drowsiness etc.) coupled with a temperature of 39 C/101 F, they will separate your child from his/her group and contact the parents to come and pick him/her up.

Suspected Pink Eye (Conjunctivitis)

Conjunctivitis can be viral or bacterial. Unfortunately, only a doctor can determine which is the case for your child. A child with red, swollen and/or draining eyes will be separated from his/her group and parents will be notified to come and pick up their child. Parents are asked to keep their child at home until a doctor has been seen and, if recommended by the doctor, eye medication has been administered for 24 hours.

Unexplained Rash

A child who develops a rash must be seen by a doctor before returning to day care. A child with a rash will be separated from his/her group and parents will be notified to come and pick up their child. Parents are asked to keep their child at home until a doctor has been seen, and to remain at home for as long as the doctor recommends.

Medication

BLC will administer prescription and non-prescription (including holistic) medication to children, in accordance with Provincial Legislation. This requires parents to provide:

- Parents written authorization, including the dosage and times any drug is to be given;
- Medication in the original container, clearly labelled with the child's name, the name of the drug, the dosage, the date of purchase and the instructions for storage and administration of the drug;

- Medication must be given directly to a staff member and not left in the cubby area.

If all the above administering requirements are not adhered to, our staff will not administer the medication for the safety of all involved.

Acetaminophen/Ibuprofen may only be given when ordered by a doctor for an existing condition, or in the case of infants and toddlers, for teething pain. It will not be given to reduce a fever in order to keep a child in care who otherwise would be at home or visiting a doctor.

Our staff follow the '5 Rights' of medication administration: Right child, Right Medication, Right Time, Right Dosage, Right Route. We have a two step procedure to make sure that Medications are not missed by writing the child's name and time of medication delivery on a white board in the room, and through documentation on our Medication Administration Form – which is signed by two staff members each time the medication is administered. If you have any questions about Medication Administration – please ask the Executive Director.

Clothing

Appropriate clothing for the season is necessary for comfortable play and activity at all times. Please ensure that an extra set of clothing is left within your child's cubby at the centre. Labels help both the children and staff to identify belongings. Parents should also bring a rest/sleep toy and a sleep blanket. Items brought to the centre should be labelled with your child's name. Any centre clothing that you borrow must be cleaned and returned to the centre as soon as possible.

Personal Property

The Butterfly Learning Centre is not responsible for the loss of personal property. **Please clearly label any personal property with your child's name.** If you are not able to locate

your child's belongings, please check the Lost and Found or speak to a staff member. It is requested that special or valuable items and toys be left at home. Occasionally, books, media, and other educational items may be shared at the teacher's discretion. Since we focus on positive play, please support BLC by keeping 'aggressive' or 'violent' type toys and media at home.

Diapers

If your child is in diapers, an adequate supply of diapers is to be kept at the centre, along with any wipes, or ointments/creams to be used. All items must be marked with your child's name.

Cloth diapers are allowed at BLC. Families using cloth diapers must bring in a separate, washable container for wet/soiled diapers to be kept. Wet/soiled cloth diapers must be taken home each night.

If a child is in training pants, several pairs must be kept on hand at the centre, along with changes of clothing in case of accidents.

Internet Safety

The Butterfly Learning Centre seeks to continually update our computer technology for the children in our programs. Along with this technology comes access to the internet. It is therefore necessary to put some guidelines in place in order to protect the children in our care who are able to access the internet independently. To this end we have installed filters to screen certain internet sites should someone try to access them. Children's use of the computers in all of our programs are under adult supervision.

Inclement Weather

Although BLC is committed to providing reliable child care, it is our policy to close the centre due to inclement weather. If a weather emergency occurs, where it is impossible for staff to

reach the centre safely in the morning, a decision may be made to close the centre at the discretion of BLC's Executive Director. Please listen to your local radio stations (i.e. 96.7 CHYM FM, 105.3 Kool FM), phone our centre voice mail, and/or go to our website at www.butterflylearningcentre.com. Should the Waterloo Region District School Board be closed for inclement weather, BLC will also be closed. **That rule does not apply if the WRDSB should decide to close to cold temperature (-35 or colder) BLC will still remain open. We would not have outside time with the children and therefore they would be protected by from the elements.**

Communication/Centre Involvement

The directors and staff at BLC feel that communication between Registered Early Childhood Educators and parents is of the utmost importance. It is important for parent's peace of mind to receive regular information about their child's experiences. As well, parent participation and input are valuable to the child and the centre. This is not always possible in the rush of morning drop-offs and evening pick-ups. The centre provides the following opportunities to ensure communication between parents and staff:

Open Communication

Our qualified Registered Early Childhood Educators are committed to building a strong and supportive relationship with parents in order to enhance the care and learning of the children. Parents are welcome to ask questions and offer suggestions to further the growth of BLC.

Daily Information Sheets (My Days)

For children in our Infant and Toddler programs, a review of each child's participation will be provided for parents to pick up at the end of the day.

Family Participation

Parents and children are invited to attend evenings of fun and excitement offered throughout the year. Parent workshops may be offered periodically with free child care often available.

Newsletters

An informative newsletter will be sent home via email on a regular basis.

Notice Board

There is a notice board in the lobby, posted with various items of interest to parents. Please check these boards periodically to keep aware of issues concerning the centre, like the daily menu, upcoming events, etc.

Board of Directors

Parent input is always encouraged and necessary to proactively meet the needs of the children, families and the RECE staff. Parent participation at the board level, on committees and at community events is a positive way to support BLC.

The Board of Directors consists of parents and community members, who meet once a month. They conduct all business activities related to the operation of BLC. Parents are welcome to attend Board Meetings. We invite parents to serve on our Board of Directors. Elections are held annually, and Board members are voted in for a two-year consecutive term by the parents at the Annual General Meeting of BLC. No prior experience is necessary.

Evaluations

A yearly program evaluation will be distributed for parents to offer suggestions and feedback on the services provided by the Butterfly Learning Centre.

Staff are committed to providing an environment which fosters children's growth and learning, and respond to the needs of parents as well. If a parent feels their child's needs are not being met, they are encouraged to speak directly to the Executive Director.

Fundraising

In order to maintain a reasonable program fee for all families, our current fees cover the operating expenses of the centre. The rest of BLC's expenses must be met through fundraising efforts. These expenses may include things like new toys, equipment, tricycles, etc. All fundraising activities require parent participation.

BLC regularly collects Campbell's Soup labels, Pepperidge Farm UPCs, Diaper Package codes and Canadian Tire Money. Any assistance that families can provide to assist in these efforts is greatly appreciated. All of these can be handed in to the office, or placed in the Fundraising Bucket in the front foyer.

Butterfly Learning Centre's Annual Family Fun Fair will be held on June 9, 2016.

Butterfly Learning Centre welcomes donations! We would be happy to accept gently used clothing (especially in larger sizes - 4+), and books. All used items should be clean, from smoke-free homes, and in good condition. Unfortunately we do not take donations of Stuffed Animals or any plastic toys manufactured prior to 2011.

Confidentiality

We are obligated to maintain the confidentiality of information obtained in the course of professional dealings with children and families, as outlined in the College of Early Childhood Educators and Ontario's Code of Ethics.

We use childcarepro – an online database management system to maintain our child and employee files. Due to the sensitivity

of your data, ChildCarePro provides three levels of security: unique facility, username and passwords, SSL certificates with a 256-bit encryption and a secure hosting environment (similar to an online banking environment).

In order to respect and support every individual's privacy, and to protect all parties involved, we cannot share any information about children in our care, their families, or any individual on staff.

Media Releases/Camera

It is expected that every student enrolled in the centre has a signed consent form authorizing the photography of their child, either digitally or in print, to be used for parental reports and internal promotion of the centre. Should BLC wish to use your child's picture for the external promotion of the centre, individual written permission must be received prior to the photograph's usage. No full names will be given to any outside media.

Security Keys

In order to securely enter the building, BLC will provide up to two specially coded security key per child free of charge. Additional keys may be purchased for \$15.00 each (non-refundable).

When you come to the centre to drop off or pickup your child, please swipe your key each time you arrive. This will log your entry to the centre and confirm exact date and time of each event.

Please do not allow unknown visitors to follow you through the door once your entry is confirmed. Also, do not give your key to anyone else.

If you happen to lose your specially coded key, please notify the centre immediately in order to maintain the security of the

building. A replacement key and recoding will be billed at \$45.00 per key.

All security keys given must be returned to the BLC if your child is withdrawn from the centre or if there is a termination of your child care space. Failure to do so will result in a charge to your account of \$45.00 per key.

Fees

Fees are billed via invoice and are billed a month in advance. Full fees are to be paid regardless of days missed due to illness, vacation, inclement weather and/or statutory holidays. Invoices are sent via email 10 days before the end of month to one identified parent/guardian. Each month's fees are withdrawn by automatic Electronic Funds Transfer from your bank account. Invoices are due on the first of the month, but payments can be split upon request.

Should you choose to pay by cheque each month instead of EFT, there will be a \$25.00 administrative fee per cheque.

Replacement Tax Receipts/Replacement Cheques

If you require a replacement tax receipt or a replacement cheque for any reason, there will be a \$25.00 replacement charge for administrative and banking fees.

Missed or Returned Payment

If payment is not received on the due date, the fees will immediately become outstanding and the parent will be deemed to have received notice of the outstanding fees. If the fees remain outstanding for more than 30 days, the centre will have the right to immediately terminate the child care services for that particular child. Any outstanding fees, if not received by the end of the month, may jeopardize the continuation of child care services.

There will be a \$30.00 charge for all returned Non-Sufficient Funds payments.

Should you leave the centre with outstanding fees on your account you will forfeit your security deposit in its entirety.

Fee Schedule

All programs are full-day programs. The current fee schedule is:

PROGRAM – 2016	FULL TIME (/Month)	PART TIME (/Day)
Infant	\$1430	
Toddler	\$1077	\$54
Preschool	\$904	\$49

Registration

Once a space has been offered to a child, a \$30.00 per child non-refundable registration fee is required. This registration fee is a one-time only charge and provides you with your membership at BLC while your child is actively attending the centre, as well as offsetting the costs for your family account set up and new child registration. All registration information must be completed and applicable monies received by BLC before your child can start at the centre.

Security Deposit

A deposit of \$250.00 is required before your child's entry date. This deposit will be returned to you upon 30-days written notice, the return of your security key(s) and as long as there are no fees outstanding.

Assistance with Fees

BLC understands that paying for child care can be a challenge. BLC has a subsidy agreement with the Region of Waterloo, and the Executive Director can assist you in accessing information

on child care subsidy. If necessary, the monthly payment can be split into two separate withdrawals in the month – please contact the Executive Director for details.

Withdrawal of a Child from the BLC or Reduction of Days of Care

One month's written notification is required for withdrawal of your child from the centre. If a child is withdrawn without written notice, a full month's fees will be charged, and the Security Deposit will be forfeited. If your child is withdrawn at the request of Butterfly Learning Centre, 30 days written notice will be given whenever possible. 30 days written notification is also required should you reduce the number of days of care necessary for your family.

Termination of Child Care Space

A minimum of one month's written notice is required if you plan to withdraw your child from the centre. If written notice is not received, full child care fees will be charged in lieu of notice, and your security deposit will be forfeited.

As well, your child's space may be terminated for the following reasons:

Non-Compliance with General Policies and Payment Provisions

Failure to comply with any of the above policies, including any payment provisions, may, at the BLC's sole discretion, result in immediate termination of the space, in addition to any other available legal remedies.

Behaviour Related

This policy recognizes that a child care centre is not always appropriate for all children. This could be because of physical or mental disabilities, or behaviour problems. This termination

policy is meant to protect the children and staff of the centre from physical and/or mental stress brought on by the social and behavioural difficulties experienced by some children. A decision to terminate a child's space will not be made unless all alternate avenues have been exhausted.

The following points will be considered:

- Verbal and/or physical abuse of staff and/or children by the child in question.
- An inability, by the child in question, to follow rules and routines, therefore consistently disrupting the program.
- Written complaints about the child in question from parents of other children in the centre.
- Inappropriate or disturbing behaviour exhibited by the child's parent.

The following procedure will be used in deciding to terminate a child care space: An initial meeting will be scheduled with the respective parent(s) to clearly outline the issue at hand. The issue will be recorded and articulated to parent(s) by staff members for up to a one month period. If the parent(s) are able to follow through on recommended practices, then staff will assist them in making contact with the appropriate agencies. The Board of Directors will be informed of the procedures and kept updated though out the entire process. If the documentation determines it to be necessary, the Executive Director of the centre (along with the staff) will meet again with the parent(s) to discuss the issue. If the issues at hand continue, one month's notice termination will be given in writing by the Executive Director of the Butterfly Learning Centre.

If you have any further questions or concerns that are not outlined in this booklet, please do not hesitate to contact us.

The Board of Directors of the BLC reserves the right to make additions or changes to these policies at their discretion. Notice of thirty (30) days will be given informing the membership of any policy changes.

Butterfly Learning Centre

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