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TYKES AND TOTS SCHOOL AGE PROGRAM – HAMPTON VILLAGE LOCATION ERNEST LINDNER AND ST. LORENZO SCHOOLS

SECTION 1: BASIC INFORMATION

(Applies to both before and after school care and to full day care offered on PD and school closure days)

What is the registration and booking process?

Tykes and Tots is using ProCare, a registration, scheduling and parent information app to do all of our registrations and bookings for our before and after school program. Registration is through our website at www.tykesntots.ca.

Communication with Staff:

Effective communication between staff members and families is vital to providing a quality care program. If you ever have any questions about the programming or your child's experience with Tykes and Tots, please feel free to chat with the staff at drop off or pick up. You can email the program staff at hamptonschoolage@tykesntots.ca. The program supervisor can be reached at schoolageprograms@tykesntots.ca. There will also be cell phone numbers provided to all enrolled families that you can use to either call or text the program staff and program supervisor if needed.

Illness and Medication Policy:

We want our children to have fun during their time with us and it's certainly no fun to spend a day trying to play when you're sick. Therefore, children with high fever, vomiting, diarrhea or contagious illness are not allowed to participate in our program. Any required medication must be given to a staff member with written instructions for administration of the medication.

Code of Conduct Policy:

All children are expected to follow a set code of conduct. Tykes and Tots discourages swearing, bullying, physical aggression, theft, damage to property, unsafe behaviour (to self or others), or disrespectful attitude towards staff. Staff members will work with parents to correct the unacceptable behavior. Children will be provided with opportunities to correct their behavior. In the case of very challenging behaviours, staff members may request to work with the school as well as family members to correct the behaviour.

Billing and Payment Policy:

Families will be billed monthly at the end of the month. Preferred payment method is direct debit. The standard payment date is the 15th of the month following care. If you require a different payment method or schedule please contact Michelle at administration@tykesntots.ca.

Safety Protocols:

All regular Tykes staff have First Aid and CPR and are able to provide first aid care for minor injuries. There is a First Aid Kit and emergency supplies on the premises. All children are requested to wear indoor shoes while in attendance at the program.

SECTION 2:

BEFORE AND AFTER SCHOOL PROGRAM AND RATE INFORMATION -

Here are some things you should know:

- The program is available for children ages 6 – 12. Children who are in or have completed kindergarten but have not yet turned 6 are also able to attend.
- We do not provide snacks so please pack them for your child. Nut free food items only please. Also please bring a refillable water bottle for your child.
- Our hours of operation are 7:15 am until start of school and from end of school to 6:00 pm.
- We will play outside as much as possible. All children should come prepared to play outside (rain or shine) and have weather appropriate outdoor wear.
- Please provide a change of clothing for your child in case of mishap.
- For warmer days, please bring sunscreen and insect repellent that your child(ren) are able to apply themselves.
- All items brought to the program are brought at the owner's risk. Tykes and Tots is not responsible for loss or damage to personal items. Please label all items, including lunch bags, backpacks etc., to avoid misplacing items.

Families booking before and after school care with Tykes and Tots have two basic options to pick from to choose their billing structure and how much they will pay in monthly fees:

Option 1: Full time care schedule.

Who should use this?

- Families with a set, regular schedule who will use, on average, an hour or more of care in the morning and/or 2 hours or more of care in the afternoon.
- Families that prefer the convenience of not having to go through their calendar to book individual days of care and want a predictable, set monthly amount.

What are the benefits?

- No need to enter your schedule for each week. You select your option – either mornings only, afternoons only or both morning and afternoon and that's all the work you need to do to book care for the entire year. Just give us a call when your child will not be attending.
- Depending on your average hours of care, you could end up paying a lower amount than if you used the hourly rate.
- Your monthly fee amount is set – no variations (unless you book for school closure days in which case an additional cost is incurred).

What are the downsides?

- If you don't use the hours, you still pay the regular monthly rate.

What if I want to change from full time to drop in?

- Let us know and we can change your schedule. You would then be required to enter your schedule to let us know what your care needs are.

What are the costs?

- Mornings only is \$95.00 per month for 1st child and \$85.00 per month for additional children.
- Afternoons only is \$200.00 per month for 1st child and \$180.00 per month for additional children.
- Both morning and afternoons is \$285.00 per month for 1st child and \$255.00 per month for additional children.

What about professional development and school closure days?

- Those days are booked separately and cost \$30.00 per child per day. Please see Section 3 for information on the full day program

Option 2: Drop in care schedule.

Who should use this?

- Families with a variable or unpredictable work schedule
- Families with a regular, set schedule who would pay less using the drop in rate than the full time scheduled rate.

What are the benefits?

- Families get billed for the time they use.
- Short notice bookings can be accommodated – just call or text us to let us know your child will be coming in.

What are the downsides?

- You need to do the work of booking your child in to reflect your schedule needs.

What if I want to change from drop in to full time care?

- Let us know and we will make that change for you. If you move to full time care then you no longer need to book your schedule in with us – you just need to let us know when your child is not attending.

What are the costs?

- \$5.70 per hour for first child, \$5.00 per hour for additional children.
- The minimum charge for any scheduled drop in day is half an hour.

What about professional development and school closure days?

- Those days are booked separately and cost \$30.00 per child per day. Please see Section 3 for information on the full day program.

SECTION 3:

PD AND SCHOOL CLOSURE DAYS

Here are some things you should know:

- This information applies to families registered in our before and after school program wishing to book care for PD days, 3 way conference days, and longer school breaks during the school year. For information on summer care and for families not registered for before and after school care, please see the school age camps brochure on our website.
- The program is available for children ages 6 – 12. Children who are in or have completed kindergarten but have not yet turned 6 are also able to attend.
- Program Location – for PD and 3 way conference days we are located at the school in the same room as the before and after school program. For longer school breaks, we will be in an alternate location that will be communicated to the families.
- Program cost is \$30 per day per child. Families can select any day or combination of days of care to meet their needs. Care on school closure days is not included in the regular before and after school care fees.
- Billing for school closure days will be added to your regular monthly before and after school care billing.
- We do not provide lunches or snacks so please pack them for your child. Nut free food items only please. Also please bring a water bottle and backpack to carry lunches on excursions.
- Our hours of operation for PD Days and 3 way conference days are 7:15 am to 6:00 pm. During longer school breaks the hours of operation may vary slightly – we will advise families of any changes.
- All children are to arrive by 9:30 so we can begin our daily excursions (if applicable). Any children dropped off after 9:30 are expected to be brought to the excursion location.
- Please let us know if you will be picking up prior to 3:30 so we can advise you of our whereabouts.
- We will be planning periodic field trips for the children. We will be transported by chartered bus or city bus and will leave the facility at 9:30 – returning at approximately 3:30. Parents will be advised in advance of the location and time of any field trips requiring transportation.
- All children should come prepared to play outside (rain or shine) and have weather appropriate outdoor wear.
- Please provide a change of clothing for your child in case of mishap.
- For warmer days, please bring sunscreen and insect repellent that your child(ren) are able to apply themselves.
- All items brought to the program are brought at the owner's risk. Tykes and Tots is not responsible for loss or damage to personal items. Please label all items, including lunch bags, backpacks etc., to avoid misplacing items.

Our daily schedule:

- 7:15 – opening and free choice activities
- 8:30 – Noon – morning activities – any outing we will be gone by 9:30
- Noon – time for lunch – either at the program or on the field trip
- 1:00 – 4:30 – more activities. When not on a field trip, this might be games inside or a visit to a nearby park.
- 4:30 – 6:00 – free choice activities. Final pick up at 6:00

Cancellation Policy:

Families cancelling with more than 24 hours notice will not be charged for the day. Families cancelling with less than 24 hours notice will be charged the daily rate of \$30.00 per child per day.

Transportation Policy for Field Trips:

All transportation will be through chartered or city bus. Parents will be notified of the field trip and the location via email.