**The Preschool Centre**

**FAMILY**

**HANDBOOK**

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***Approved by the Board of Directors***

***October 14, 2009***

**CONTACT INFORMATION**

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**7:30 a.m. – 5:30 p.m.**

|  |  |
| --- | --- |
| **Preschool Centres** | **After School Programs** |
| 717 Windsor Street  Fredericton, NB E3B 4G4  458-8982  Email: pcswindsor@bellaliant.com  Site Administrators: June Dunphy  Kristine Schuttenbeld | Melissa Street Afterschool  Located at 85 Melissa St.  Richibucto Rd, NB E3A 6V9  Phone #: 476-3442  Email: pcsclark@bellaliant.com  Administrator: Gwen Buckley |
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APPENDIX C – FAMILY CONTRACT FORM

# PHILOSOPHY

Our Philosophy stems from the belief that all children need love, respect and encouragement in order to develop to their full potential. The preschool years are the educational foundation for learning and personal development. The assets and skills nurtured during these essential formative years will be built upon throughout their lives. The partnership between our parents and dedicated staff allows us to build a nurturing environment making the Preschool Centre a place where children feel confident to explore, learn and express their individual needs at their own pace. Through fostering a respectful, loving environment the Preschool Centre becomes a home away from home and a second family for our children.

# HISTORY

Welcome to the Preschool Centre (PSC). You have just become a member of a non-profit, parent directed co-operative dedicated to providing the best child care possible for your child.

The Preschool Centre opened its doors in 1966 for parents and children in the Greater Fredericton area. As a co-operative, we depend on both input and assistance from all parents. In the months ahead, there will be many opportunities for you to get involved in the activities of the Preschool Centre as we have an open door policy and encourage parents to drop by at anytime.

# LICENSE TO OPERATE

The PSC operates in full compliance with New Brunswick Regulation 83-85 under the Family Services Act and Child Day Care Facilities Operators Standards which govern how child day care facilities are managed and regulated. These standards also regulate how a Board of Directors shall govern the organization. (Can be viewed at <http://www.gnb.ca/0017/Childcare/DayCareFacilitiesStandards-e.pdf>

We are licensed by the New Brunswick Department of Education and Early Childhood Development as a quality, open door, integrated child care centre providing 370 spaces for children 6 months to 5 years and an after school program for elementary aged children.

# **PART 1 - THE ORGANIZATIONAL STRUCTURE**

* 1. **Board of Directors and Committees**

The PSC is governed by a Board of Directors who is responsible for decisions concerning long term planning, policies and finances. More information on the Board of Directors or specific board committees is available upon request.

## 1.2  Staff

We are proud of our dedicated, well qualified staff. Many of our Educators have a university degree, Early Childhood Education or extensive experience in child care. Being an integrated centre, many of our Educators are familiar with sign language and have Hanen Early Language training. All staff members are certified with Standard First Aid and CPR, and undergo a criminal record check. Our staff, some of whom have been at the Preschool Centre for 30 years, work as a team to provide parents and children the best child care possible.

# **PART 2 – MEMBER RESPONSIBILITIES & OPPORTUNITIES**

## 2.1 Membership Requirements

All parents or guardians of children attending the Preschool Centre are members. A membership fee of one dollar is included in the childcare fees.

## 2.2 Participation Opportunities

As a parent-directed cooperative, the Centre relies heavily on parent’s contribution of time and ideas. This allows all parents an opportunity to be part of their child’s education. The effectiveness/success of a number of PSC volunteer activities requires parent involvement.

Areas that you are encouraged to consider participation are as follows:

* A member of the Board of Directors
* A member of a Committee of the Board
  + Executive;
  + Board Governance and Nominating;
  + Finance;
  + Human Resources;
  + Program & Services;
  + Building and Maintenance;
  + Fundraising.
* A “classroom parent representative”
* A volunteer for a special event
* “Helping Hands” maintenance day*;*
* Event outing / “excursion volunteer”.

Please contact PSC administration for more information

# **PART 3 – REGISTRATION AND ADMISSION**

## 3.1  Admission

Admission to the Preschool Centre is on a first come, first served basis. Priority is given to siblings of children already attending the Preschool Centre. Admission for a limited number of part-time spots is offered in the Three’s and Four’s rooms, for full days only with a minimum of 2 full days. In the case where a full-time space is empty, it may be made available for part time attendance until it can be filled on a full-time basis. Children holding a temporary part-time spot will have the first right of refusal to enroll in the spot on a full-time basis.

The Centre always maintains the provincial child/staff ratio of all age groups. All prospective members are encouraged to visit the Centre before admission.

## 3.2 Registration Fee

A one time, non-refundable registration fee of $50.00 is required at the time of acceptance into the Preschool Centre. Those being enrolled for a September 1st admission must pay the registration fee as well as half of September’s fees by June 15th. The half of September fee is non-refundable without one month written notice of withdrawal of their child.

Existing School-age children must attend or pay for at least **2 weeks** of the summer program in order to secure their spot for the following school year.

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## 3.3  Payment of Fees

As a non-profit organization, fees help to cover staff salaries and operational expenses of the Preschool Centre. Any surplus income is re-invested in the programming and facilities.

All fees are due in full on the fifth day of each month. A late payment charge of 2% per month (26.82% per year) will be charged on all late payments. Please contact your Administrator if you require special payment arrangements. Alternate weekly/biweekly payment arrangements can be made if required. If payment or arrangements are not made after 30 days, parents will be notified that the child must be withdrawn by month end and all outstanding fees will be due immediately.

Payment methods include cash, cheques, debit and online credit card payments through Plastiq. Receipts are issued on a monthly basis. Year-end receipts are available upon request for a fee of $25.00. We encourage you to provide post-dated cheques for the year as to avoid late payment charges. The parent/guardian who signs the Family Contract Form is ultimately responsible for payment of fees.

Fees are subject to change upon approval by the Board of Directors with two (2) months notice.  For our current Fee Schedule, see Appendix A.

## 3.4  Withdrawal Policy

Parents are requested to give one full calendar month’s notice in writing when withdrawing their child. Without one full month’s notice, parents will be charged a full month’s fees.

## 3.5 Attendance

Parents are charged their daily fee for all scheduled days regardless of their child’s attendance.

**PART 4 - OPERATIONS**

## 4.1 Hours of Operation

The Preschool Centre operates five days per week (Monday to Friday) with all Sites operating 7:30 a.m. to 5:30 p.m. and the After School Programs running from 2:00 p.m. to 5:30 p.m. The Morning Preschool Program operates from 8:00 a.m. to 12:00 p.m.

## 4.2 Statutory and Other Holidays

The PSC (at all locations) is closed on the following holidays: New Year’s Day, Good Friday, Easter Monday, Victoria Day, Canada Day, New Brunswick Day, Labor Day, Thanksgiving, Remembrance Day, Christmas Eve Day, Christmas Day, Boxing Day and Family Day

## 4.3 Late Pick Up

The Preschool Centre’s hours are indicated in section 4.1. Parents are responsible for organizing their schedule in order to respect our staff’s hours of work.

Parents picking up children past these set hours are subject to a late fine which is paid directly to the Educator on duty. In order to discourage any persistent problem with tardiness, the Board of Directors has established a policy regarding late pick up as follows:

1st late fine - $5.00 per child, per 15 minutes

2nd late fine - $10.00 per child, per 15 minutes

3rd late fine - $20.00 per child, per 15 minutes

Parents are responsible to pay fines at the time of pick-up to the Educator. If not paid, it will be added to the monthly fee.

## 4.4 Facility Closures – Storm Days

The Preschool Centre closes only when weather conditions are severe. The decision to close the Centre for a day or partial day, is made at the discretion of the Administrator. Closures that last longer than one day are decided by the Executive Committee. If the Centre is closed for the day, a cancellation will be announced on all local radio stations, the Preschool Centre Storm line: 458-5586, Preschool Centre Face Book and our website www.thepreschoolcentre.ca by 6:30am. In the event the Centre may close mid-day, parents will be called and given two hours notice and early closure will be announced on local radio stations.

## 4.5 Public School Professional Development Days

Child care for elementary age children is offered on PD days for those children who regularly attend the PSC’s afterschool program. Hours are from 7:30 a.m. – 5:30 p.m. for scheduled PD days.

# **PART 5 – HEALTH AND SAFETY POLICIES**

## 5.1 Health Policy

The spread of illness is more common in very young children and often harder to control. Their age and size puts them at greater risk of more severe symptoms and effects of illness. We rely on parents to use their best judgment when it comes to their child’s health but also to consider the health of the other children in the classroom.

In order to help prevent the spread of illness and germs children must wash their hand immediately upon arrival to the PSC and frequently throughout the day as instructed by their Educators. For everyone’s well-being, ill children should not attend the Preschool.

If the Educator and Site Administrator consider a child too ill to be exposed to other children or if a child develops an illness at the Preschool, the child will be removed from the classroom and parents notified. Decisions regarding illness while a child is at the Preschool are made at the discretion of the Site Administrator.

Parents are expected to make arrangements to pick up their child within an hour after being notified unless other arrangements have been made with the Administrator. The Administrator’s decision that the child should not be at the Preschool is final.

**NOTE: If your child is not well enough to go outside to play, or has a bout of vomiting, diarrhea or has been** running a fever, it is necessary that your child not attend the Preschool Centre. If your child is ill and unable to attend Preschool, please notify your child’s Educator by 9:00 a.m.

For the New Brunswick Department of Education & Early Childhood Development guidelines related to illness, please see Appendix B.

## 5.1.1 Child’s Files

Parents must inform their child’s Educator of all pertinent medical information in order for our staff to best meet the health needs of the children. If there is a change of address, telephone number, e-mail address, please advise the Site Administration immediately.

## 5.1.2 Allergies

Staff should be made aware of any dietary restrictions, food allergies or medication allergies. In the case of dietary restrictions or allergies, specifics should also be given to the cook in order to amend the menu. The Preschool Centre is a nut-free facility.

## 5.1.3 Medication

Any medication that the child requires must be provided in its original container and a medical log must be completed and signed by the parents daily. Medication provided without original labels, such as in syringes, will not be administered.

## 5.1.4 Immunizations

The child's health history and record of immunizations must be completed by the parent(s)/guardian(s) and updated as changes occur;  if parent(s)/guardian(s) do not provide a record of immunization or choose not to immunize their child, a waiver signed by the parent(s)/guardian(s) must be on file. This will help us to be updated with all your child’s health concerns.

## 5.1.5 Lice

Upon discovery of head lice or nits on a child’s head, PSC administration will remove the child from class and contact his/her parents. They will distribute information on the proper care and treatment of the condition and will not permit the child to return to the PSC until after treatment has been undertaken and after a thorough head check by a member of the staff to determine the absence of live lice and nits on the child’s scalp.

## 5.2 Safety

The Preschool Centre meets the licensing safety standards set forth by the Department of Education & Early Childhood Development. Staff make regular checks of all play equipment to ensure safety. The children are supervised at all times, both on the premises and on outings away from the Centre.

All incidents requiring safety measures from staff (e.g., scraped knee, bumped heads) are documented with the time and details by the Educator and are reviewed by the Site Administrator. Copies are kept in the child’s file. Incident reports will be filled out by the Educator for parent signature.

Fire drills are practiced every month and checked by the Fire Marshall.

## 5.3 Emergency Evacuation Plan

In an emergency, all classrooms have a set route the occupants are to follow in evacuating the building. An alternate route is in place should the primary route be encumbered.

Meeting places for all sites in the event of evacuation are as follows:

|  |  |
| --- | --- |
| Windsor Street | the lower yard against the fence bordering the neighbor to the right of the centre. In inclement weather arrangements have been made should evacuation be ongoing to use the auditorium at McLaggan Hall, Nursing Faculty, UNB. |
| Clark Street (including Union) | The basement of St. Anthony’s Church |
| Main Street | Nashwaaksis Baptist Church |
| Melissa Street Afterschool Program | Greenworks |
| Grandame Street Afterschool Program | Windsor Street Preschool |

## 5.4 Child Abuse/Child Neglect

The Preschool Centre is obligated to report any instances or suspected instances of child neglect/abuse to the Department of Education & Early Childhood Development according to the Child Victims of Abuse and Neglect Protocols set out by the Province of New Brunswick. Section 5.7 of the Protocols outlines measures the Preschool Centre as a child care facility is required to follow.

## 5.5  Water Contamination Policy

In the case of city water contamination, the Preschool Centre will follow any boil order issued by the City of Fredericton. All potable water for children and staff will be purchased from Ben’s Spring Water. Ben’s will prioritize the Preschool Centre should the problem be long term and persistent. Water for hand washing and cleaning will be boiled on an “as needed” basis.

## 5.6  Non-Smoking Policy

Under the New Brunswick Smoke Free Places Act, smoking/vaping is prohibited in any workplace and the PSC does not permit any smoking in any PSC owned vehicles in which children are being transported, in buildings, or anywhere within view of the children.

# **PART 6 - PROGRAM**

## 6.1   Programming

As a licensed child-care facility in New Brunswick, the Preschool Centre follows the New Brunswick Curriculum Framework for Early Learning and Child Care, which encourages an open and flexible environment that is inclusive, safe and caring and intellectually, socially and culturally engaging.

www.gnb.ca/0000/ECHDPE/curriculum-e.asp

Individual classroom programs are planned by your child’s Educators and are varied each month. These programs incorporate activities, crafts, songs, finger plays, outings, and books that will be covered for the month. Programs are posted in each of the classrooms, as well as given to each parent at the beginning of each month.

For more detailed information on programming goals and objectives, please contact PSC Administration.

The Educator/child ratio, as required by the Department of Education & Early Childhood Development is as follows:

|  |  |
| --- | --- |
| Infants (6 months to 16 months) | 1:3 ratio |
| Toddlers (16 months to 24 months) | 1:3 ratio |
| Two year olds | 1:5 ratio |
| Three year olds | 1:7 ratio |
| Four year olds | 1:10 ratio |
| After Schoolers 5 to 11 year olds) | 1:15 ratio |

Classroom routines are set by the Educator and may vary according to the monthly program. The Preschool Centre as a whole adheres to a general daily routine.

|  |  |
| --- | --- |
| 7:30 – 8:00 am | Free Play in early opening classroom |
| 8:00 – 9:15 am | Free Play/Learning Centers/Crafts in Child’s classroom |
| 9:15 – 9:45 am | Snack |
| 9:45 – 10:30 am | Circle/Story Time |
| 10:30 – 11:15 am | Outdoor Play/Walks/Gym Time |
| 11:15 – 12:00 pm | Lunch |
| 12:00 – 2:00 pm | Nap/Quiet Activities/Story Time |
| 2:00 – 3:15 pm | Free Play/Learning Centers/Crafts |
| 3:15 – 3:45 pm | Snack |
| 3:45 – 5:30 pm | Outdoor Play/Gym Time/Free Play/Closure |

## 6.2  Clothes and Toys

All clothing must be labeled. A full change of clothes should be left in the child’s locker/cubby in case of an accident. Please dress your child according to the weather as the children do go outside everyday.

Government regulations require that all children wear hard-soled shoes or sneakers while in the building. A sun-hat in the summer and extra mittens in the winter are also recommended.

We ask that parents do not send toys to the Preschool except for Show-and-Tell. However, a favorite stuffed toy for naptime (where applicable) is encouraged. Books are welcome at all times, particularly those related to the monthly classroom theme.

## 6.3 Nap Time

Infants nap according to an individual schedule, often twice a day. A naptime or quiet time for toddlers and children up to 3 years of age is provided daily from 12:00 to 2:00pm. For most children, this is necessary for them to “recharge” after a busy morning. For those children who do not nap, quiet activities are provided.   A quiet time is also scheduled for 4 year olds as well, as they too benefit from that time to relax and recharge.

## 

## 6.4 Meals

Please remember that children need breakfast. Without breakfast, children may experience difficulty concentrating, listening and learning. Please make sure your child has breakfast before arriving at the Centre.

While at the Preschool Centre, the children are served a hot, nutritious lunch as well as a morning and afternoon snack. Menus are posted weekly on the kitchen bulletin board. Each meal provides 1/3 of your child’s daily nutritional requirement, under the Canada Food Guide.

Children are encouraged to try all foods unless restricted by a special diet or allergies. In these cases, parents are required to provide the Site Administrator and the cook with the details of the diet so that the child may be accommodated.

For the safety of all children at the Preschool Centre, please note that it is a nut-free facility.

## 6.5 Integrated Services

The Preschool Centre is a licensed, integrated childcare centre with an open door policy for all children. All children are integrated into regular age-appropriate classrooms. For those children with more involved needs, Support Staff may be provided by Early Childhood Services through the Department of Education & Early Childhood Development. If your child will require additional services, a meeting with the Educator(s), Site Administrator and appropriate service providers will be arranged.

## 6.6  Behaviour Management

With all children, the best way to deal with unacceptable behavior is to discourage it before it takes place. We emphasize the positive and praise the child’s positive behaviour before a negative behaviour is exhibited.

In the case of unacceptable behaviour, the child will be redirected to a new activity or play centre. If this is not successful, the child will be withdrawn from the situation and placed on a chair or at a table in full view of the Educator. The inappropriate behavior is then discussed with the child at their level. Appropriate alternatives and modeling are discussed with the child. In the case of any aggressive behavior, the child will be withdrawn immediately from the situation and attention is focused on the hurt child.

## 6.7 Outings and Walks

Regular field trips may be part of your child’s program. Parents will be notified of any outings with as much notice as possible, as well as any fees involved. Parents are encouraged to participate in these events by volunteering their time.

Upon admission to the PSC, parents are asked to sign a general consent form for community outings by foot.

When transportation (Preschool Centre bus, chartered bus, city transit, etc.) is required, parents will be asked to sign a more specific consent form.

Should a parent decide their child should not attend an outing for any reason, alternative care can most often be arranged by the Preschool Centre for the duration of the outing.

When the children are out on a walk, they must walk in partners or with a restrictive device, depending on their age. The required Educator to child ratio is maintained on all outings.

## 6.8 Transportation Policy

The Preschool employs two experienced, licensed drivers for our 72 and 21 passenger buses.  These buses, as well as city transit, are used to transport children to outings within a 40 km radius of the city limits.  Normally, charter buses are hired for larger groups and trips in excess of the 40 km limit but special permission can be obtained by the Board of Directors or Senior Administration to use the 72 and 21 passenger buses outside the 40 km limit.

 The Preschool Centre complies with the New Brunswick Department of Education & Early Childhood Development guidelines related to daycare facility transportation. A detailed transportation policy for pre-arranged daily transportation is available upon request.

## 6.9 Graduation

Children graduate from one age group to the next in September of each year. In some cases, a child may be moved to the next age group because of readiness. In this situation, movement would occur only with the agreement of staff and parents.

## 6.10 Parent Code of Conduct

The Preschool Centre is a partnership between parents and staff to build a nurturing environment. Through fostering a respectful, loving atmosphere the Preschool Centre becomes a home away from home and a second family for our children.

Any deliberate, harsh or degrading actions within the Preschool environment will not be tolerated.

**6.11 Parent Complaint Procedure**

The Preschool Centre strives for good working relations with all parents. From time to time, there may be a situation arise where a disagreement between a parent and management or a staff member develops.

Parents should voice their concerns, when appropriate, to their child’s Educator. Educators will do their best to resolve the issue, answer questions, or direct the parent to the person who could help resolve the issue, depending on the situation. If the outcome is not satisfactory to the parent, or if the parent doesn’t feel comfortable speaking to the Educator on the issue, the parent should approach the Site Administrator. If the situation is resolved verbally and the parent is satisfied with the outcome, there is no need to continue. If the parent is not satisfied, a written letter can be given to the Senior Administrator and will be responded to in a timely manner. Complaints may also be made to the Early Childhood Coordinator at Education and Early Childhood Development.

**6.12 Parent Dismissal Policy**

The Preschool Centre strives for good working relations with all parents. In all situations, the Senior Administration will work through the procedures above to attempt resolution of issues that arise. The Preschool Centre reserves the right to execute parent dismissal with notice that is considered adequate in relation to the specific situation as encountered. The top priority of the Centre Administration and Board of Directors is to protect the safety and security of both staff and children in the care of the Centre. The Senior Administration, with Board approval, reserves the right to dismissal as deemed appropriate.

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# APPENDIX A – Fee Schedule

Class 2016-2017 2017-2018

Infant Senior $750.00 $750.00

Infant Junior $750.00 $750.00

Toddler $750.00 $750.00

Two’s $655.00 $655.00

Two’s/Three’s $655.00 $655.00

Three’s $610.00 $610.00

Three’s/Four’s $610.00 $610.00

Four’s $610.00 $610.00

Morning Preschool $320.00 $320.00

Afterschool no Transportation $330.00 $330.00

Afterschool with Transportation $365.00 $365.00

Afterschool-Summer (weekly) $140.00 $140.00

Daily Rate - 3’s and 4’s $ 37.00 $ 37.00

Daily Rate – Morning Program $ 21.00 $ 21.00

\*The Preschool Center is a non-for-profit organization which relies not only on regular daycare fees but also on the kindness of its members through donations and volunteering. Once a year the Preschool Center holds a helping hands day, where parents are invited to come and help do minor maintenance and cleaning which is a tremendous help to our centers. The costs associated with this one day represent a sizeable portion of our repairs and maintenance budget. With the implementation of a $10 one time per year payment, we are hoping to generate enough funds to help offset purchases for that day which include, paint, pea gravel, wood chips, etc. We are also attempting to generate volunteers for that day and if you are able to come and donate some time, the $10 fee will be reimbursed to you by applying a credit to your account.

# APPENDIX B- Education & Early Childhood Development



