



Little Fawn Daycare Administrative Policies Manual

Approved by:
Chief & Council
on
August 8, 2017

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1. PREAMBLE

The Little Fawn Daycare:

- Is licensed and complies with all applicable licensing regulations and standards. Our daycare is subject to inspection by province and city health, fire and licensing officials;
- Is a non-profit daycare facility and current programming focuses on Secwepemc culture, values, tradition and language, however, children of all backgrounds are welcome;
- Staffed by experienced and qualified Early Childhood Educators, we have a stimulating daily routine that incorporates play-based learning centres, age appropriate activities that promote healthy development, circle time and plenty of outdoor play. Snacks and a hot lunch are provided.

The Tk'emlúps te Secwépemc (TteS) Education Department:

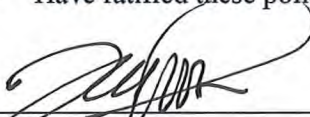
- Our mandate is to bring forth innovative programs and initiatives to better aid children, youth and students for success, while promoting positive educational experiences. It is the philosophical approach of this department to blend quality education and culture;
- By means of its policies, procedures and understandings, promotes fairness, acknowledges achievements and accepts change as a reality;
- Staff will uphold the policies and procedures found in this manual to the best of their ability.

The Tk'emlúps te Secwépemc Little Fawn Daycare Administrative Policies Manual:


- Applies to all children and families whom we provide childcare services to within the daycare;
- Was developed by the Education Department;
- Details our daycare administrative policies. Licensing policies and details about program delivery can be found in the Little Fawn Daycare Parent Handbook. The staff from our department will provide families in our daycare program with the handbook upon registration.

The Chief and Council of the Tk'emlúps te Secwépemc:

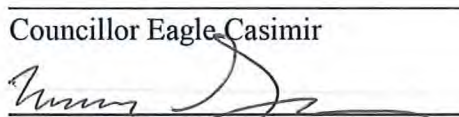
- Will uphold the policies and procedures found in this manual to the best of their ability;
- Have ratified these policies on August 8, 2017.



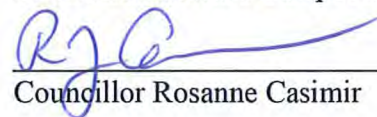
Chief Fred Seymour




Councillor Howard Campbell



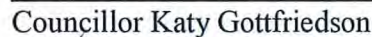
Councillor Eagle Casimir



Councillor Rosanne Casimir



Councillor Nacoma George



Councillor Katy Gottfriedson



Councillor Jeannette Jules



Councillor Viola Thomas

2. PHILOSOPHY & VISION

2.1. Philosophy

Our goal is to provide a safe, comfortable, home-like environment where your child can grow and develop to his/her full potential in all the essential areas: physical, emotional, social and cognitive.

Parents and early childhood educators have a primary obligation to help each child develop a healthy sense of self. We teach children to trust, to respect themselves and to respect others.

We encourage the children to have a confident eagerness to try new and different experiences. As a daycare, we strive to provide a warm, positive learning environment where children feel relaxed, secure and supported.

2.2. TteS Vision

To have self-reliant Tk'emlúpsenc who are valuable contributing members of their family, community and nation.

3. HOURS OF OPERATION & PROGRAMS

3.1 Hours of Operation

The daycare is open for business from 7:30 am to 5:30pm Monday to Friday. The daycare is closed on Saturday, Sunday and all statutory holidays. The daycare is closed for the last two (2) weeks in December for Winter break. The daycare is also closed for National Indigenous Peoples Day on June 21.

3.2 Programs

The daycare is pleased to offer the following programs based on child enrollment and community need:

- Infant daycare-childcare for infants who are between five (5) months to eighteen (18) months old;
- Toddler daycare-childcare for toddlers who are between eighteen (18) months to thirty-six (36) months old;
- 3-5 daycare room-childcare for children between (three) 3 to five (5) years old; and
- Afterschool daycare-afterschool childcare for children between five (5) years to twelve (12) years old.

4. ENROLLMENT

The daycare will only be accepting full-time enrolled children.

4.1 Definitions

- a. **Full-time:** Monday to Friday, with at least four (4) hours of childcare per day and between the hours of 7:30 am to 5:30 pm. Full-time includes at least (nineteen) 19 business days of childcare per month.

(Full-time childcare can be provided up to ten (10) hours per day, between the hours of 7:30 am to 5:30 pm. Additionally, full-time childcare includes up to twenty-three (23) business days of childcare per month).

4.2 Space Sharing

Part-time care may be available if another part-time enrollment can be shared, creating a full-time space.

Parents have two options for part-time care requests:

- a. (Parent 1) You may pay for a full-time space until a part-time request is made that matches your

- needs; or
- b. (Parent 1) You may complete a dated waitlist form that will be used to match potential part-time clients (Parent 2) to create a full-time space. (Parent 1) You will be notified when this occurs.

Space sharing rules:

1. TteS will only be invoicing Parent 1 who originally applied for a full-time space.
2. It is Parent 1's responsibility to arrange payment of full fees as per Section 7. TteS will not be accepting payment from Parent 2.
3. Parent 1 is subject to Section 7- paragraphs 1-10.
4. Any defaults of payment under Section 7.3 will apply to children of Parent 1 and Parent 2.

4.3 Priority

Priority will be for full-time enrollment and is given in the following order:

- a. to children of TteS band members;
- b. to children of TteS community members;
- c. to children of TteS employees;
- d. to children graduating from one program to the next (as spaces become available); and
- e. all other children.

4.4 Drop-in Care:

Drop-in care is on a "phone in basis" and only if there is space available for that day. Drop-in spaces are created from known absences due to illness or vacations. Drop-in must be pre-arranged in advance of childcare services and must be made with the Daycare Administrator. All enrollment information must be completed, as per Section 5, **prior** to child being left at the daycare. Drop-in is not intended for part-time enrollment. There is no guarantee that a space will be available.

5. REGISTRATION

A complete enrollment form is required for each child in attendance and before the child's start date. It is the parent's responsibility to inform the daycare of any changes that need to be updated on their child's enrollment form. For example, a change in phone number, email address or mailing address. Children will be registered on a first-come, first-served basis, based on the priority listed in Section 4.3.

5.1 Registration Checklist

The following forms/documents are required by the daycare and need to be read, completed, signed and/or submitted prior to enrollment:

- ✓ Little Fawn Daycare Enrollment Form
- ✓ Parent/Guardian Agreement
- ✓ Field Trip Consent Form
- ✓ Copy of Immunization Records
- ✓ Copy of Court Orders or Custody Restriction (if applicable)
- ✓ Emergency Medical Consent Form
- ✓ Permission to Administer Form
- ✓ Little Fawn Daycare Parent Handbook and Policies (read)
- ✓ A "Zero Balance" statement from the TteS Finance Department (see Section 5.2)

5.2 TteS Account Arrears

To be eligible to access TteS childcare services, parent(s) must be in good financial standing with TteS. As such, parent(s) are required to submit a “Zero Balance” statement issued by the TteS Finance Department. If you are in arrears with TteS, parents are required to set up a re-payment plan and once parents achieve a “zero balance,” parents will be eligible for childcare services as per enrollment and registration requirements.

5.3 Waitlist Policies

There will be three (3) waitlists based on the following priorities:

1. children who are registered TteS band members;
2. children who are TteS community members and/or children of TteS employees; and
3. all other children

Children will be placed on the appropriate waitlist the day the parent completes the waitlist form. Children will be placed in the daycare in the order in which they were placed on the waitlist.

Parents are required to contact the daycare monthly to express their continued need for childcare services. After two (2) months of non-contact with the daycare, your space on the waitlist is forfeit.

Parents will be contacted when they are nearing the top of the waitlist so they can make necessary arrangements. If the parent is unable to confirm his/her ability to take the space, that seat will be forfeited to the next child on the waitlist.

When a parent forfeits a space, he/she will remain at the top of the list for the next available space. Failure to take the next available space (i.e. refusing 2 times) will result in that child being placed at the bottom of the waitlist.

There will be no exceptions to this policy.

6. FEES & BILLINGS

Before a parent can access childcare services at the daycare, one (1) full month payment must be made. Full fees, charged on a flat-rate basis, are due on the First (1st) day of each Month. Full fees, whether daily (i.e. “drop-in”) or full-time, must be “pre-paid, in advance.”

Parents will be billed for the daycare space provided, not the number of days your child attends.

FULL-TIME ENROLLMENT* – Monday to Friday 7:30 am to 5:30 pm

5 – 18 months	\$900 per month
19 to 36 months	\$771 per month
3 to 5 years	\$675 per month

DROP-IN*

5-18 months	\$49.50 per day
19 to 36 months	\$42 per day
3 to 5 Years	\$37 per day
After school	\$14 per day

ENROLLMENT FEE

Initial Enrollment	\$30
Re-enrollment	\$15

LATE FEES

For each 15 minutes late for child pick-up	\$15
Late Payment for Full Fees	\$25

RETURNED PAYMENTS

NSF Cheque & Late Payment	\$65
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*The daycare has no fees for partial days. Spaces available for drop-in services are based on daily availability and only if there is an open space based on a known illness or planned vacation.

* The only month that will be pro-rated is the month of December due to an annual two (2) week closure. Dates and rates to be determined.

6.1 Absences

Parents will be billed on full-time enrollment, based on their child(ren)'s group/age rate as indicated in Section 6. Billing is based on ENROLLMENT and SPACE PROVIDED - NOT ON DAYS ATTENDED. For example, if your child was sick for three (3) days in the month, he/she will still be billed as full-time because you are paying for a space at the daycare, not the number of days.

If your child is sick or stays home for any reason, there will be no credit given and she/he will not be allowed to “make-up” the day missed. We must plan and pay to have all staff here, even if your child does not attend. If the absence is due to long term illness or unforeseen circumstances, it will be up to the Education Manager whether fees will be recalculated or pro-rated.

6.2 Full Fees

Full fees may be pro-rated on a case by case basis, as approved by the Education Manager.

6.3 Childcare Subsidy

Parents can access childcare subsidies from the Ministry of Children and Family Development to assist with the costs of child care. Subsidy **applications** are the responsibility of the parent. Parents utilizing the childcare subsidy are responsible for ensuring that their childcare subsidy and renewal forms are consistent and up-to date.

TteS will accept childcare subsidy *payments* from the Ministry of Children and Family Development for childcare subsidies. If a parent is eligible for childcare subsidy payments, a payment can be made to TteS to assist with the cost of the flat-rate fees.

It is the parent’s responsibility to ensure that childcare subsidy payments are received by TteS as per Section 7. TteS will work with parents to ensure that timely payments from the Ministry of Children and Family Development are received.

6.4 Discount

TteS Band Members are eligible for a 25% discount on fees. This discount is offered at the discretion of the Education Department.

7. PAYMENT

TteS Education Department is pleased to provide a quality daycare centre and preschool program to its membership and neighbors from the TteS and surrounding areas.

The daycare payment policy, will read as follows:

1. Full fees, charged on a flat-rate basis, are due on the First (1st) day of each Month.
2. Full fees, whether daily (i.e. “drop-in”) or full-time, must be “pre-paid, in advance” and without set-off or abatement and are not reduced for any government subsidy or any other type of financial assistance, or for any absences, including: “sick”; “missed” or “statutory holidays.”
3. If full fees are not paid by the Fourth (4th) business day of the start of the Month, your child, or children, will not be accepted at the daycare, nursery or ECE centre, on the Fifth (5th) business day of the Month, or any other day, until the full fees are paid. If full fees remain unpaid after the Sixth (6th) business day, the child’s, or children’s, space(s) is forfeit and re-enrollment is required, subject to administrative enrollment and registration requirements.
4. Any fees received after the First (1st) are deemed late and are subject to a \$25.00 Late Fee. The late fee must be paid together, with the full fees owing. After two (2) consecutive months of late payments, you will be required to pay full fees by “Pre-Authorized Payments (PAP).”
5. Any Enrollment Fee must be paid together, with the full fees owing.
6. Late pick-up incurs a \$15.00 Late Pick-Up Fee per 15 minutes late or any part thereof, and the late pick-up fee must be paid by cash or INTERAC cash debit, upon pick-up of child, or children.
7. An NSF or returned payment is subject to a \$65.00 NSF Fee, that must be paid together, with the full fees owing. After one (1) returned payment, you will be required to pay full fees by “Cash or INTERAC cash debit”, only. An NSF cheque is considered a late payment, and is subject to paragraph (3, 4 and 10).
8. Full Fees and any other charges, can be paid by:
 - a. Cash or INTERAC cash debit; or
 - b. electronic bank bill payment; or
 - c. Pre-Authorized Payments (PAP); or
 - d. cheque(s).

If paid electronically or by way of voluntary payroll deductions, your full fees are still payable as instructed in paragraph (2.) above.

9. Customers will pay TteS, all fees payable under this policy, at the times herein provided, without any invoice, demand or other formality, at the offices of the Ttes.

8. LATE PROCEDURE

If a parent is more than fifteen (15) minutes late for pick-up, the staff will phone the contact numbers provided. If the parent cannot be reached, the daycare will begin to phone emergency contacts as provided on the enrollment form.

The parent or an emergency contact will need to pick-up the child from the daycare within forty-five (45) minutes of the child’s scheduled pick-up time. If staff are unable to reach the parent or emergency contact within forty-five (45) minutes of scheduled pick-up time, and the parent has not notified the daycare to

advise them of his/her lateness, the staff are required to notify The Ministry of Children and Family Development.

9. TERMINATION OF CHILDCARE SERVICES

When a childcare space is no longer needed, the parent is required to give one (1) **calendar** month's notice in **writing** (i.e. if notice is given on April 14th, fees are due until May 30th). If the child is withdrawn without this notice, the parent will be billed for the next calendar month fees to allow the daycare time to fill the space.

If any bill is left owing and a space is later required, the parent is required to pay the outstanding amount before the child is re-enrolled in a program. This includes any program that TteS provides.

10. ATTENDANCE

If a child will be absent for any reason, it is the parent's responsibility to inform the Daycare Administrator as soon as possible. Also, if a child is going to be late for any reason, the parent is required to inform the Daycare Administrator so arrangements can be made if there are scheduled outdoor activities or field trips. The daycare is not responsible for delaying scheduled activities for late arrivals or absences.

11. SAFE RELEASE OF CHILDREN

The daycare has an attendance sheet that the staff completes each day as the children arrive at the daycare. This is to ensure that each child is accounted for and will be used in case of any emergency.

At the end of each day, we require the parents to sign their child(ren) out of the daycare by initialling their name beside their child(ren)'s information. Once this transfer has been made, the daycare is no longer responsible for childcare.

11.1 Pick-Up

We do not allow any child to leave the daycare with anyone other than the child's parent or person(s) listed on the enrollment form. Please inform the daycare staff if you have arranged for someone else to pick-up your child.

If something happens during the day, alternate arrangements can be made over the phone with the Daycare Administrator. If the person picking up your child is **not known** to the staff, we will need information from you about the person (their name, address and telephone number). The person will be required to show picture identification to staff.

It is the parent's responsibility to update the information on the enrollment form throughout the year as their information changes.

11.2 Under the Influence

If the daycare staff believes the parent, or anyone listed in Section 11.1 above, is under the influence of alcohol, illegal drugs or any other substance that impairs their ability to care for the child(ren), when they arrive at the daycare, legal obligations will be followed.

The daycare staff cannot legally keep you from taking your child(ren), but the daycare staff are required to report the alleged activities to the proper authorities.

12. CUSTODY ARRANGEMENTS

The daycare will follow any custody arrangements and we require a copy of any court orders. This will assist us when communicating with the parent or person on the court order, especially as it relates to the safe release of children.

If we do not have these papers on file, the law requires us to release the child to his/her parent, regardless of any arrangements that have been verbally stated to us.

13. HEALTH

Our daycare is kept clean and sanitized daily to help control germs and bacteria. Our staff practices good hygiene, as well as teaching this to the children. To help us maintain a healthy environment for your child(ren), please follow the health rules listed below which are in the best interests of all children and staff. We require children with the following symptoms remain at home:

1. Fever over 100 degrees or 38 C method by ear;
2. Diarrhea;
3. Bad colds: discolored nasal discharge, persistent cough;
4. Vomiting, stomach flu;
5. Ear infections or discharge from the ear;
6. Eye discharge, bloodshot or swollen eyes;
7. Skin rashes (i.e. scabies); and/or
8. Head lice (requires treatment)

Children exhibiting any of the above symptoms will be sent home and may not return until symptoms have been absent for a full twenty-four (24) hours. An ill child needs to be kept at home where he/she can rest and receive the necessary attention. Please notify the daycare if your child(ren) has symptoms of a serious illness, contagious disease, infection or rash of a communicable nature.

If your child(ren) becomes sick at the daycare you will be contacted. You will need to pick up your child or arrange for another person to pick up your child within one (1) hour. If you are unable to be reached, your emergency contact will be notified. For this reason, it is important that you have several emergency contacts listed on your enrollment form.

14. LICENSING

The Little Fawn Daycare is licensed and complies with all applicable licensing regulations and standards. Our daycare is subject to inspection by Province and city health, fire and licensing officials. For more information on specific licensing policies and program delivery, please see the Little Fawn Daycare Parent Handbook.

Please feel free to discuss any questions or concerns with the Education Manager.



Dessa Gottfriedson, B.A., B.Ed, M.Ed
Education Manager

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