

# Kinder House Day Care

## Arrival and Departure Policy

Upon arrival at the Center, we ask that you accompany your child into his/her room, inform the Staff of his/her arrival. This not only ensures the safety of your child, it is **Day Care Regulation**. Make sure that you say good bye, and reassure him/her of your return. It is also a good idea to communicate with the Staff about how your child may be feeling (if he/she had a bad night etc.), special events that he/she may be excited about, or events that may have an effect on the child's well-being. If your child has **not arrived by 10:00 a.m.**, we will assume he/she will not be attending for the day. It would be greatly appreciated if you could call the Center to let us know if your child will not be attending especially if he/she is sick. It is regulation that we monitor illness and report 2 or more cases of the same symptoms to Alberta Health Services.

At the end of the day, it is important to notify the Staff when your child is leaving. **Do not assume that everyone is aware that you are picking up your child up.** Please inform the Staff if someone other than yourself will be picking up your child, either by a note in the communication book or by phone call. Please be advised that your child will only be released to the persons on the authorized pick-up list on the registration form. Staff will ask for picture identification if the authorized person has not been to Kinder House before. If someone other than what is on the list will be picking up the child, the Parent/Guardian **must** inform the Center with a signed letter or put this person on the authorized list if it will occur again. It is the Parent/Guardian's responsibility to ensure the child will have the **proper safety restraint/car seat** when the child is picked up from the Day Care. **Children will not be released to anyone that appears to be under the influence of alcohol or any form of drugs.** If this should happen, alternate arrangements will be made to ensure the safety of the child, at the Parent/Guardians expense. If there is a discrepancy regarding this matter, proper authorities will be notified.

If your child attends another program outside of Kinder House (eg: Preschool, Head Start, Kindergarten), Parent/Guardians still need to inform the Center if the child **will/will not** be attending Day Care. For example, if the child normally attends the Center before going to school and the Parent decides to drop the child off at school, the Parent/Guardian must inform the Center as Day Care Staff will not know the child will need to be picked up. Therefore, for the safety of your child, communication from the Parent/Guardian is key. **This is outlined, in great detail, in your child's Transportation Agreement Form that was signed by the Parent. Kinder House will not be** responsible in this case should the Parent/Guardian **not communicate** a change in the child's normal daily schedule (an attendance schedule is part of the child's registration form and is to be filled out by all Parents/Guardians for this particular purpose).

### **Late Policy**

Please ensure that you have made arrangements for your child to be picked up by the designated time on your registration form, your caregiver's hours are scheduled between these times. If you are going to be later than your scheduled pick up time, please call the Center so that we can ensure our **Staff/Child ratio** is in place at all times. Please be advised that **your monthly Day Care Fee** is calculated by your child's total monthly hours. If your child goes over the hourly category you have chosen on your registration form, you will be asked to fill out a new form and change your monthly fee to the next higher category.

The Center **closes at 5:30 p.m.** We will take into consideration late pick due to **rare and unusual circumstances**, for example: car accident, excessive snow storm or car trouble. However, a phone call is greatly appreciated. **If your child is picked up after 5:30, a late fee of \$10.00 for every 15 minutes per child will be in effect.** If Parent/Guardians are late on a regular basis, the Director will ask the Parent/Guardian to assess the situation (whether another program with a later closing time would be a better solution).