



FORTFRANCES
BOUNDLESS

November 23, 2017

Dear Parents and Caregivers:

With the new year quickly approaching, we wanted to update everyone on some changes happening as well as send out a reminder on a few important policies.

Effective January 1, 2018 (as noted in our correspondence in July), there will be no longer be **absenteeism days**. Below is the schedule of child care fees that will not be increased for 2018:

Fee Schedule:	1st Child	2nd Child
TODDLER – Full Day	\$ 43.00	\$ 36.55
PRESCHOOL – Full Day	\$ 42.00	\$ 35.70
SCHOOL AGE PROGRAM		
Before School	\$ 10.00	\$ 8.50
After School	\$ 15.00	\$ 12.75
Before & After School	\$ 25.00	\$ 21.25
Full Day	\$ 39.90	\$ 33.90
LATE PICK UP FEE	\$20/child for every 15 minutes	
NO CALL FOR ABSENT CHILD	\$15.00	\$15.00

The hours of operation for all Day Care programs (including School Based) are 7:30am – 6:00pm. Due to Liability regulations and Licensing requirements, children **must** be picked up by 6:00 p.m. If a child remains at the center past 6:00pm we must follow our **Late Pick-Up Policy**.

Policy: If a child or children is/are not picked up by 6:00 p.m. parents/caregivers will be called. If there is no answer, we will call the emergency contact number that has been provided. If we fail to receive an answer at the provided numbers, we will have to reach out to the Ontario Provincial Police and Children and Family Services for assistance.

Fee: \$ 20.00 per child, for every 15 minutes the children remain in our care (starting at 0 – 15; 16 – 30; etc.). Late pick-up will be recorded and a letter including reference to our policy will be sent to you. If there are three (3) late pick-ups within a calendar 12-month period, unfortunately, we will be forced to end our service agreement.

The Children's Complex prepares for meals, field trips and general programming based on the children attending the programs, as well as maintains proper staff to child ratios based on the number of children enrolled each day. We understand that children are absent for various reasons, and sometimes it is a short notice absence. We ask that you please notify us as early as possible, a message on our voicemail is fine. If a child does not arrive to the program by 10:30am and notification has not been received, then we must follow our **Absent - No Call Policy**.

Policy/Fee: If a child is going to be absent, we require that you notify your child's program prior to 8:30am to report your child absent for that day or extended days. If we have not heard from you by 10:30am, we will begin calling to determine if the child will be present, at which point there will be an Administrative fee of \$15/child.

If your child does not arrive at their School Based Program at the appropriate time, then parents/caregivers will be called. If there is no answer, we will call the emergency contact number that has been provided. If we have to phone to determine the whereabouts of your child, then you will be charged an Administrative Fee of \$15/child.

If we fail to receive an answer at the provided numbers, our licensing requires us to consider this a **Serious Occurrence for a Missing Child**, at which point we will contact the Ontario Provincial Police for assistance in locating your child.

If you have any questions or concerns please do not hesitate to contact me by phone at 807 274-5457 or by email: ncarlson@fortfrances.ca

Neva Carlson
Childcare Manager