

CHILD CARE CONTRACT

This contract pertains to the care of the children listed below:

_____	_____	Date of Birth: _____	_____
FIRST NAME	LAST NAME		(MM/DD/YY)
_____	_____	Date of Birth: _____	_____
FIRST NAME	LAST NAME		(MM/DD/YY)
_____	_____	Date of Birth: _____	_____
FIRST NAME	LAST NAME		(MM/DD/YY)
_____	_____	Date of Birth: _____	_____
FIRST NAME	LAST NAME		(MM/DD/YY)

The conditions of this agreement protect Upper Canada Child Care and its clients. In order to maintain service, this contract must be upheld. Please retain a copy for your records.

Part 1-REGISTRATION

Required Documents

- 1.1 A child will be considered registered in the child care program when this contract, along with the following documents, are completed and signed by the parent(s)/guardian(s), and submitted to and signed by the centre supervisor:
 - *Personal Information Form*
 - *Pre-Authorized Payment Plan*
- 1.2 Documents must be reviewed annually and revised as necessary to ensure that information on file is current. The parent/guardian must confirm in writing that information has been reviewed and is current.
- 1.3 Changes to the above documents must be communicated in writing by a parent/guardian to the centre supervisor, to ensure that information on file is current.

Program Placement

- 1.4 Placement of children in specific classrooms is under the discretion of the centre supervisor. Supervisors consider a variety of factors to determine appropriate placement. These factors may include: a child's age, individual needs, waiting lists, available space, and family input. A child may be offered space in a classroom which does not match the child's age. Families may then accept or decline this placement. In the case where the space is declined, supervisors will offer this space to other families.

Custody Information

- 1.5 If a child is the subject of a custody dispute/agreement, the centre supervisor must be informed in writing of the dispute/agreement and provided with any final or temporary custody order, domestic contract, or separation agreement, which detail custodial or visitation arrangements.
- 1.6 Upper Canada Child Care shall remain neutral in any conflict between parents/guardians of a child including any family law matter, separation, or divorce. Conduct which (in the sole opinion of Upper Canada Child Care) compromises the neutrality of Upper Canada Child Care, or which has the impact of displacing resources away from caregiving or which absorb disproportionate amounts of resources, will result in the immediate suspension or termination of care and the removal of the child from the program.

Records Request

- 1.7 Parents/guardians who require information records or documents regarding their child shall direct such requests to the centre supervisor. In some cases, a records request will be directed to and fulfilled by head office. Please note that an administration charge of \$20, plus \$1/page is required. In some cases, this fee may be waived.

Part 2-CODE OF CONDUCT

Client Conduct

- 2.1 To promote a safe, comfortable, and inclusive atmosphere, each child and parent/guardian is at all times expected to:
 - 2.1.1 Be respectful of self, others, the environment (both indoor and outdoor), equipment, materials, and property.
 - 2.1.2 Communicate through listening and speaking in ways that attempt to resolve conflict in a peaceful manner. Aggression, physical violence, and profane or threatening language are not tolerated.
- 2.2 A child suspended from school is not permitted to attend a child care located on the same site during the suspension.

Employee/Student/Volunteer Conduct

- 2.3 To promote a safe, comfortable, and inclusive atmosphere, each employee and volunteer of Upper Canada Child Care is at all times expected to:

CHILD CARE CONTRACT

- 2.3.1 Uphold the core values of Upper Canada Child Care: Safety, Respect, Support, Trust, and Professionalism.
- 2.3.2 Follow approaches to child guidance that are outlined in Upper Canada Child Care's *Program Statement*. All staff, students, and volunteers are regularly mentored and monitored to ensure that approaches, and strategies, are implemented in a manner which reflects the organization's core values.
- 2.3.3 Encourage children to act in a respectful manner, appropriate to their developmental age and stage. Self-regulation is promoted and children are allowed to experience the logical consequences of their behaviour within safe limits.

Code of Conduct Contravention/Termination of Service

- 2.4 Upper Canada Child Care is committed to achieving the successful participation of all children and working in partnership with all parents/guardians. Any child/parent/guardian's behaviour that contravenes the Code of Conduct, compromises the safe provision of care, or that violates the terms or conditions of the *Child Care Contract* will be addressed promptly.
- 2.5 Contraventions to the Code of Conduct may result in any or all of the following actions:
 - Documentation of incidents
 - Meeting with appropriate parties
 - Referral to/consultation with outside agencies
 - Request for payment to reimburse damages to property
 - Alteration to the terms of service
 - Suspension/termination of service without notice
- 2.6 The centre supervisor in conjunction with the regional director will review and determine whether the frequency and severity of a child/parent/guardian's behaviour warrants the termination of service. The centre supervisor will notify the Children's Services consultant of the review if applicable.
- 2.7 Upper Canada Child Care reserves the right to terminate care if the parent/guardian has not upheld the terms of contract, or if Upper Canada Child Care determines it does not have sufficient resources to provide adequate care. In the case where care is terminated, outstanding fees will be collected.
- 2.8 Upper Canada Child Care reserves the right to set-off amounts owing to Upper Canada Child Care from any deposits held including but not limited to arrears for fees and/or reimbursement for damaged property.

Part 3—OPERATIONS

Hours of Operation

- 3.1 The hours of operation are posted in the child care centre. Upper Canada Child Care is closed on the following days:
 - New Year's Day
 - Family Day
 - Good Friday
 - Easter Monday (UCCC Professional Development)
 - Victoria Day
 - Canada Day
 - Civic Holiday
 - Labour Day
 - Thanksgiving Day
 - Christmas Day
 - Boxing Day

NOTE: When December 24th (Christmas Eve) falls on a weekday, our centres will close at 3:00 p.m.

Closures

- 3.2 Should a closure be mandated by a board of education (e.g. for repairs and maintenance), the centre will advise families of any changes and options for alternate care as soon as possible.
- 3.3 Unexpected closures due to circumstances beyond the control of Upper Canada Child Care may result in the inability to provide services within regular hours of operation.

Arrival and Departure

- 3.4 Daily, the parent/guardian must sign their child in upon arrival and out upon departure by initialing the classroom attendance log, and make direct contact with program staff in the room.

Release of Children

- 3.5 Children will be released to the care of authorized persons **who are a minimum of 16 years of age** and are listed on the *Personal Information Form*. The parent(s)/guardian(s) must inform staff in writing, of any changes in the pickup arrangement for their child, and advise the authorized person that they will be required to show photo identification in order to assume responsibility for the child.
- 3.6 Children will **not** be permitted to arrive at or leave the child care program unless accompanied by a parent/guardian or authorized person.

Responsibility for Children

- 3.7 While on centre premises, prior to transfer of care to centre staff (sign-in) and after transfer of care from centre staff (sign-out), the parent/guardian/authorized person is considered solely responsible for the well-being of the child. Any injury sustained by a child on centre premises while in the care of the parent/guardian/authorized person is not the responsibility of Upper Canada Child Care.

CHILD CARE CONTRACT

Communication

- 3.8 Information such as staff names, planned activities, menus, and community resources is posted within the centre. Daily contact between parents/guardians and educators/staff may be supplemented by meetings, social events, emails, newsletters, and workshops as available.
- 3.9 Families are encouraged to inquire about opportunities to participate in our program in ways which reflect their interests and talents, as well as to participate in special events and field trips. Any parent/guardian participating in a volunteer capacity will be required to meet the criteria stipulated regarding volunteers (see 3.11).

Family Satisfaction Survey

- 3.10 Parents/guardians are invited to complete an annual confidential family satisfaction survey to assist Upper Canada Child Care in evaluating its staff and programs. Parent/guardian concerns should be addressed to the centre supervisor or our head office at any time.

Students and Volunteers

- 3.11 Prior to interacting with children, all students and volunteers are required to provide confirmation of a clear *Police Vulnerable Sector Check* (individuals 18 years and older), verification of up-to-date immunization, and a recent TB skin test (if required by the region). Students and volunteers are directly supervised by staff at all times and will not be left alone with the children at any time.

Late Pick Up Fees and Procedures

- 3.12 A late pick up fee will be charged for time that staff is required to stay with a child after centre closing, and must be paid immediately to the staff present at the time. Late fees are posted in the centre.
- 3.13 If staff are unable to reach the parent(s)/guardian(s) or the emergency contact(s) by 7:00 p.m., the police and Children's Aid Society may be contacted.

Electronics and Valuables

- 3.14 As per Upper Canada Child Care's *Technology and Interactive Media Use Policy*, personal electronic devices (e.g., cell phones, iPads, video games etc.) are restricted at child care as they hinder social interactions and programs. Valuables should not be brought to the centre. The centre is not responsible for loss of, or damage to, any valuables.

Part 4-HEALTH AND WELL-BEING

Clothing and Personal Items

- 4.1 Children should be dressed in clothing suitable for physical activity, the weather, and the season. Parents/guardians are asked to provide a second set of labeled clothes for each child. Clothing should be such that it encourages self-dressing. All personal items should be labelled with the child's name. The centre is not responsible for lost items.

Illness

- 4.2 Regional Public Health Units establish the regulations which Upper Canada Child Care centres follow regarding the exclusion of ill children from the program.
- 4.3 Children exhibiting signs and symptoms of illness should remain at home until they are well enough to fully participate in the program.
- 4.4 Should a child become ill during the day, the parent(s)/guardian(s) will be contacted to pick up their child. Staff will provide the parent(s)/guardian(s) with information regarding when their child may return to the centre according to guidelines established by local Public Health Units (*Recommended Exclusion Guidelines for Common Communicable Illnesses* posted on the Upper Canada Child Care website.)
- 4.5 Parents/guardians are asked to report to staff any child's absence.

Administration of Medication

- 4.6 If necessary, qualified staff will administer prescription medication to children, in accordance with provincial legislation. This requires that the parent/guardian:
- 4.6.1 Provide written medical authorization including the dosage and times/circumstances any medication is to be given.
- 4.6.2 Provide medication in the original container/packaging, clearly labelled with the child's name, name of the medication, dosage, the dates of purchase and expiry, and instructions for storage and administration of the medication. (A pharmacist can be asked to divide the dosage into two containers).
- 4.6.3 Ensure that non-prescription medications are accompanied by a doctor's note along with the above information.
- 4.6.4 Directly hand medication to a staff member. Medication (including inhalers) is **not** to be left in child's bag.
- 4.7 Centre staff will **not** administer expired medication. It will be returned to the parent/guardian.

CHILD CARE CONTRACT

Outdoor Time

4.8 Ministry regulations require two hours of daily outdoor play for each child over 30 months of age and 30 minutes of outdoor play for school aged children. Parents/guardians are expected to prepare their children for the weather by sending them with appropriate clothing, sunscreen, and a refillable water bottle. All staff and supervisors are expected to take precautions to protect children from extreme weather conditions in accordance with Upper Canada Child Care's *Outdoor Play* and *Incident Weather* policies. Children too ill to play outdoors should remain at home.

Individualized Plans

4.9 Individualized plans are developed and implemented for all children with medical or inclusionary requirements. Parents/guardians are asked to identify if individualized plans are required upon registration. Staff will assist families to create strategies to support inclusion and wellness. If required, an *Individualized Support Plan* form must be completed and submitted to the centre supervisor **at least two weeks prior to start date** to allow for planning.

Child Abuse Policy (Duty to Report)

4.10 In accordance with the *Child & Family Services Act*, it is the responsibility of every person in Ontario to immediately report to the Children's Aid Society if a person suspects that child abuse has occurred, or if a child is at risk of abuse. (This includes any person who performs professional duties with respect to children, any child care operator, or any parent/guardian). An individual's responsibility to report cannot be delegated to anyone else. Individuals must report their concerns directly to the Children's Aid Society, and follow their directions. If a parent/guardian, staff, or other accuses a staff member of abuse, it is the duty of the individual making the allegation **and** the centre to report the accusation to the Children's Aid Society and follow the direction given.

Allergy Awareness

4.11 Peanuts and tree nuts are prohibited. Upper Canada Child Care is an allergy aware environment. While Upper Canada Child Care strives to protect children with allergies, it cannot guarantee a nut-free environment. Parents/guardians should read labels to avoid bringing in any product containing nuts or known allergens.

Part 5—FINANCIAL RESPONSIBILITIES

Commitment

5.1 In order to provide services, it is essential that the organization be financially stable. By signing this contract, the parent(s)/guardian(s) commit to the agreed upon payment schedule detailed in the *Pre-Authorized Payment Plan*. Failure to meet this financial commitment will result in termination of child care services (5.7).

Fee Payment

- 5.2** A non-refundable family registration fee of \$40, and a security deposit of \$200, is required upon enrollment. The security deposit will be applied to any remaining balance when a child is withdrawn from care.
- 5.3** Fees are processed exclusively through a pre-authorized payment system, according to a set schedule as outlined on the *Pre-authorized Payment Plan*.
- 5.4** According to individual payment terms, either the full fee amount is debited from the authorized account on the first of each month, **or** two equal payments are withdrawn on the first and fifteenth of each month. If the first or fifteenth occur on a weekend or holiday, accounts will be debited on the next business day. Daily rates are subject to availability.
- 5.5** Fees are determined by the classroom (i.e. age grouping) in which a child is placed. Where children cannot be placed in a classroom which matches their chronological age, the fees charged will match the classroom in which they attend. Placement in programs will be at the discretion of the centre supervisor (1.4). Should families choose to withdraw children unable to be placed in their classroom of choice, one month's notice is required (5.9).
- 5.6** A receipt of payment will be issued to the account holder(s) noted on the *Pre-authorized Payment Plan* after the year end for income tax purposes.

Failure to Pay

- 5.7** Should pre-authorized payment fail to process, an NSF fee of \$40 will be levied. The client has **five business days to pay all outstanding fees** including the NSF charges.
- 5.8** Failure to resolve any unpaid or overdue balances **within five business days** will ultimately result in termination of service. The deposit will then be applied to any outstanding balance. Child care spaces will not be held for accounts in arrears. Service can be reinstated (if space is available), once all charges are cleared and the security deposit is replaced via money order, bank draft, or certified cheque.

Refunds

5.9 No refunds will be made for any absent days (e.g. vacation, sick days, scheduling conflicts), or days the centre was unable to open/was required to close early due to circumstances beyond the control of Upper Canada Child Care

CHILD CARE CONTRACT

(including, but not limited to, natural disasters, emergency situations, inclement weather, denial of access to the school by the school board, and/or other health and safety concerns).

Withdrawal

5.10 Written and signed notice of permanent withdrawal or request for reduction in child care services by the parent(s)/guardian(s), must be provided to the centre **one month in advance of the effective date**. If the required notice is not received within the deadline, full program fees will be charged. Those receiving fee assistance will be subject to the notice period outlined in fee assistance agreements.

Termination of Service

5.11 Written and signed notice of termination of service by Upper Canada Child Care must be provided to the parent(s)/guardian(s) one month in advance of the effective date. However, Upper Canada Child Care reserves the right to alter, suspend, or terminate services where there is (1) a failure to pay for services; (2) a breach of the Code of Conduct; (3) a consistent display of behaviour or conduct which is deemed to be unsafe or is such that Upper Canada Child Care (in its sole discretion) determines that it has insufficient resources to manage said behaviour; and (4) a parent/guardian conflict or separation/divorce proceedings that place undue stress on staff and resources.

PARENT/GUARDIAN AUTHORIZATIONS and ACKNOWLEDGEMENTS (Please review each section and initial).

RECOMMENDED EXCLUSION GUIDELINES FOR COMMON COMMUNICABLE ILLNESSES (required)

Initials: ____ I/we acknowledge that a copy of the *Recommended Exclusion Guidelines for Common Communicable Illnesses* is available by request and on the UCCC website and I/we agree to abide by these guidelines.

APPLICATION OF SKIN CARE PRODUCTS (required)

Initials: ____ I/we agree to provide the skin care products listed below. I/we understand that the products must be in the original container, clearly labeled with the child's full name, appropriate for the child's age, free of nut ingredients, and within the expiration date. * Application by centre staff is limited to young children and those not yet developmentally ready to self-apply. I/we authorize application of skin care products as follows:

Skin Care Products	Note name of applicable child(ren):	Note name of applicable child(ren):
Sunscreen (with both UVA and UVB protection, SPF 15 or higher)	Carried and applied by child with supervision Initials: ____	*Applied by centre staff Initials: ____
Insect repellent (containing 30% DEET or less)	Carried and applied by child with supervision Initials: ____	*Applied by centre staff Initials: ____
Other products (list here)	Carried and applied by child with supervision Initials: ____	*Applied by centre staff Initials: ____
Hand sanitizer (centre-provided)	Carried and applied by child with supervision Initials: ____	*Applied by centre staff Initials: ____
Diaper cream / ointment		*Applied by centre staff Initials: ____
Diaper wipes		*Applied by centre staff Initials: ____

In the event that products provided are unusable/inaccessible, I/we authorize use of a suitable substitute. Initials: ____

COLLECTION AND USE OF PERSONAL INFORMATION (required)

Initials: ____ I/we hereby acknowledge that UCCC will collect, use, store, disclose, and transfer personal information I/we provide to Upper Canada Child Care and its affiliated child care centres and programs, as well as to third parties/agencies responsible for quality assurance, inspection, support etc. (e.g. Children's Services consultants, school board personnel, teachers, government agencies/bodies etc.) in accordance with the UCCC Privacy Policy. I/we acknowledge that the UCCC Privacy Policy is available by request and on the UCCC website (uppercanadachildcare.com/resources/). Removal of this consent may result in the inability of Upper Canada Child Care to provide service. I/we understand that email communication for the purpose of providing information about my child care program from Upper Canada Child Care and its affiliated child care centres and programs is necessary and a condition of service provision.

Preferred email address(s) for communication: _____ **(required)**

CHILD CARE CONTRACT

PARTICIPATION IN CHILD CARE ACTIVITIES (required)

Initials: ___/___ I/we hereby authorize my/our child to participate in all child care activities (indoor and outdoor, on and off centre property and travelling by school bus on occasional field trips) under supervision of staff. I/we understand that exact trip locations etc. will be communicated in advance, and that unforeseen circumstances may prompt the cancellation/redirection of a scheduled trip/outing. **Should I/we not authorize my/our child to participate in specific child care activities, I/we understand that I/we are responsible for providing alternate care for my/our child for the duration of those activities.**

PROVISION OF EMERGENCY MEDICAL ATTENTION (required)

Initials: ___/___ I/we hereby authorize staff to take any steps necessary to obtain medical care for my/our child, if required. These steps may include, but are not limited to, any of the following and in no particular order:

- Administering reasonable First Aid measures
- Contacting parent(s)/guardian(s)
- Contacting emergency contact(s)
- Calling 911
- Accompanying child to hospital

USE OF IMAGES (please initial **one** for each statement):

Initials: ___/___ I/we authorize: **OR** Initials: ___/___ I/we do **not** authorize:

The use of photo/video images and/or sound recordings of my/our child for bulletin boards, displays, presentations, and videos **within the centre my/our child attends.**

Initials: ___/___ I/we authorize: **OR** Initials: ___/___ I/we do **not** authorize:

The use of photo/video images and/or sound recordings of my/our child for promotional and/or educational purposes on bulletin boards, displays, presentations, informational/training videos, and webinars **outside of the centre my/our child attends** (e.g. at open houses, career fairs, mentoring programs).

Initials: ___/___ I/we authorize: **OR** Initials: ___/___ I/we do **not** authorize:

The use of photo/video images and/or sound recordings of my/our child for promotional and/or educational purposes **on Upper Canada Child Care social media platforms.**

SENDING IMAGES IN STORYPARK

Initials: ___/___ I/we have read the letter introducing Storypark and I/we authorize Upper Canada Child Care to send digitally recorded group images/audio of my/our child electronically to me/us and other parents/guardians who are also participating. **Preferred email for Storypark communication:** _____

OR

Initials: ___/___ I/we have read the letter introducing Storypark and I/we authorize Upper Canada Child Care to send digitally recorded images/audio of my/our child electronically to my/our email only.

OR

Initials: ___/___ I/we do **NOT** authorize digital photo images of my/our child to be sent electronically via Storypark.

I/WE HAVE READ, UNDERSTAND, AND AGREE TO ABIDE BY THE ABOVE TERMS.

PARENT/GUARDIAN		
_____	_____	DATE: _____
PRINTED NAME	SIGNATURE	(MM/DD/YY)
PARENT/GUARDIAN		
_____	_____	DATE: _____
PRINTED NAME	SIGNATURE	(MM/DD/YY)
SUPERVISOR		
_____	_____	DATE: _____
PRINTED NAME	SIGNATURE	(MM/DD/YY)