

Tree of Life Playschool Fee, Refund and Withdrawal Policies in response to Covid19

FEES

Fees are due in full on the first of each month of care. If fees are not paid on the first of the month parents will be given a reminder. If fees are not paid by the following week of that month a \$50 later fee will be charged. If fees are not paid by the 15th of the month without consulting with the manager there is possibility that childcare will be terminated.

REFUNDS

- Refunds are not given unless there are extreme circumstances that prevent a child from participating in Tree of Life Nature School. Tree of Life Nature School reserves the right to determine and assess these circumstances on a case by case basis.
- If a refund is issued, it will be subject to a \$25 administrative fee.
- Refunds will not be given if a day's program must be cancelled due to inclement weather.
- A full refund will be given in the event that a program is cancelled due to insufficient registration.
- Any person who leaves during the middle of a program due to illness, injury, expulsion, or any other reason will not be refunded program fees the same as a withdrawal.

NEW - If children stay home due to symptoms that are outlined in the NEW Health and Wellness Policy in response to Covid19 parents understand that fees will not be refunded.

WITHDRAWAL/TERMINATION

At least **two month written notice** is required for withdrawal of your child from Tree of Life Nature School. If withdrawal is immediate, parents are responsible for payment of fees unless the space can be filled in a timely manner. The centre reserves the right to terminate service at any time at the centre's sole discretion and fees for the month of termination will not be reimbursed.

ORIENTATION AND GRADUAL ENTRY

It is very important that you and your child feel comfortable at Playschool. It takes time to build trust in a new and unfamiliar setting. It may be necessary for your child to begin with half days or a shorter week depending on the child and the parents schedule. This can be assessed and determined on an individual basis but often for those who have not been in care before or are under three this is encouraged. We also encourage you, to spend some time in the program with your child the first few weeks to ease this transition. It is an opportunity for you to learn about the routines of the program and become acquainted with the caregivers that will be with your child.

PROBATIONARY PERIOD

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The first month of care is considered probationary, during which either the parent or the childcare provider may decide to terminate care. After the first month of care both the parent and the caregiver are required to give one calendar months notice to terminate care.

WELLNESS/ILLNESS POLICY

NEW - please see Health and Wellness Policy in a response to Covid19

It is my policy to assess a child's health as soon as they arrive for the day. My childcare wellness/illness policy is structured to include procedures for management of illness and exclusion of children from care to protect the general health of them and those at the facility. As a caregiver I am responsible for the protection of all children in my care and must consider the implication illness has on other children, on my own health as well as the sick child.

In the event of my own illness I will have my co-teacher take the lead teaching role to maintain the daily schedule with the children. In the event that neither of us can provide care the Tree of Life Nature Playschool will close for the day. Fees will not be reduced on these days.

If a child is absent from a regularly scheduled childcare day the parent is responsible for the day's fees in order to hold the child's spot. If a child is absent due to a communicable disease the caregiver reserves the right to request a doctor's note be submitted prior to the child returning to care.

If a child is diagnosed with a serious illness or if there is an instance of contagious disease in the family the parent(s)/guardian(s) must notify the facility within 24 hours.

See Health and Wellness Policies

IMMUNIZATION RECORDS

A copy of the child's immunization record must also accompany the registration form and contract. If the parents have chosen not to immunize, then a letter stating that choice must be submitted instead. It must be stated that should an outbreak of a communicable disease occur within the centre, licensing requires the child to stay away a period of time.

ADMINISTRATION OF MEDICATION

I will administer prescription medication as per the permission form signed and filled out by the parents. The medicine will be appropriately stored in a child proof locked container in the refrigerator or in the cupboard above the refrigerator. I will not administer Tylenol or other fever reducing medication. If a child requires such medication they need to be kept home from care.