



2014/15  
WELCOME TO  
HEART TO HART  
PRESCHOOL &  
OUT of SCHOOL CARE



7151 Heather Park Road  
Prince George, BC V2K 5Z4  
250-962-1811 (Ext 1057) or 250-613-6653 (Cell)  
Colleen Soares - Owner & Manager: 250-649-5845

## **Parent Information & Agreement**

Welcome to the Heart to Hart Preschool & After School Care Programs. We are looking forward to getting to know your family and your child or children as they attend our programs.

The following information is a reference guide to our policies and procedures. If you have any questions, please contact **Colleen Soares, Owner & Manager at 250-649-5845**

**Preschool Hours** are: Monday to Friday 9:00 am to 12:30 pm

**Before & After School Care Hours** are: Monday to Friday 7:30 am to 8:40 am & 2:30 pm to 5:30 pm

**1. FEES:** Fees are charged monthly and are due on the 1<sup>st</sup> day of every month. You will receive a receipt for your records. Receipts are typically done every 3 months in order save paper, if you need your receipts more frequently please let Colleen know. Families may pay by post-dated cheques, money order or Interac email. Government Subsidies may be available to assist families with their fee payments. The fee for the year is broken down into manageable monthly payments. The occasional closure is taken into consideration when the fees are set. Due to this system of pro-rating the monthly fee, **there will be no refunds** or make up days provided due to unexpected closures or Professional Staff Training Days.

A cheque returned from the bank will be treated as a non-payment and a \$35 administration fee will be charged. If your monthly payment is not made the following steps will be taken:

1. You will be given a verbal reminder
2. You will be given a written reminder
3. Your child will be removed from the program

**2. CLOSURES:** If the programs are going to be closed for any reason we will attempt to give you ample notice verbally, on posted signs and in newsletters. However, occasionally there may be unavoidable closures due to an emergency – in these cases you will be contacted by phone. There will be Professional Development Days for staff that will be determined by training availability. Our programs follow the School District 57 Calendar. **We will not be open on statutory holidays, winter vacation or spring break.**

### **PRO D DAYS:**

**The Preschool Program will be closed on School District Pro D Days.** After School Care will run full day programs on these days 7:30am to 5:30pm. **We have attached a School District Calendar** for the coming year that lists planned school closures – please hang it somewhere handy for you to refer to.

**Report Card Writing Days:** Occasionally the schools close for report card writing or other non-scheduled pro d days. The Preschool Program will **NOT** be closed on these days and in most instances we will be unable to provide full day care for the Out of School Care Group.

**3. REFUNDS:** Parents will be eligible for a refund only when fees have been paid and services for the month can not be provided. This does not include days that we close due to acts of nature that prevent the school facility from opening or could pose a health risk to your child.

A credit for services paid will be applied to the next month's fees in the unlikely event that access to the school is prevented due to labour disputes and union issues that last more than a couple of days. If an alternative location can be arranged, the programs will be considered operating and no refund will be given for the remainder of time in this location. Refunds will be given if for some reason fees have been paid and Heart to Hart programs cease to exist.

**4. PROGRAM WITHDRAWAL:** **One month's written notice** must be given when withdrawing your child or children from our programs. If possible please send your notice by email to: [heart2hartpg@gmail.com](mailto:heart2hartpg@gmail.com) . You may choose to pay one month's fees in lieu of notice. If your child is asked to leave the program a refund will be provided to you for the difference of days used in the month and days paid for.

**5. ARRIVAL & DEPARTURE:** Preschool parents are responsible for leaving their child in the care of one of our staff members. Please do not leave your child unattended. When picking up your child please ensure that you let a staff member know that they are leaving. Please be punctual when dropping off and picking up your child

**6. LATE FEES:** **Please call us if you are going to be late picking your child up after our programs,** children can experience anxiety if they are the last one picked up. It will help to be able to tell them that you are on your way and the reason for your late arrival. Please be considerate and acknowledge that our staff people need to go on breaks and go home on time too. If you develop a habit of picking up late you will be given a warning. The first time you are late after the warning is given, you will be charged a fee of a **\$1 per minute** that you are late, due when you arrive to pick up your child. The second time you are late you will be charged **\$2 per minute**. Late fees are payable to the staff person who has waited with your child. If you continue to be late after the second time, you will be contacted by the owner to discuss this issue and your child may be asked to leave the program.

**7. RELEASING CHILDREN:** Children will only be released to authorized adults listed on their registration forms. Staff will check the registration forms to ensure the name is listed and will ask for picture ID from any person that they have not met before. Parents/Guardians may add or remove names from the pickup authorization form at any time. **Please read the attached Child Safety: Supervision, Transportation & Release Policy.**

**8. CLOTHING NEEDED:** Parents will provide an indoor pair of shoes and appropriate clothing for the weather. We may play outside in all weather conditions – so please bring appropriate footwear and outdoor clothing for the season. Please ensure that there is a spare set of clothing; socks, underwear, pants and a shirt, in a backpack that can travel to and from the class every day. Please label all of your child's belongings with their name.

**9. TOILETING:** It is expected that children attending preschool are starting with their toilet training. We require that children come in pull ups or underwear. Your child should be starting to communicate that they need to use the washroom. If your child is still working on toileting, you will need to provide pull ups and wipes. During your child's first class, please speak to a staff member and let them know if your child is still in pull ups and give any special instructions.

**10. ILLNESS:** You need to keep your child home if the following symptoms are present:

- pain in the head, chest or stomach that is undiagnosed
- a sore throat or difficulty swallowing
- vomiting or diarrhea that occurs within 24 hours of class time
- any communicable diseases (chickenpox, impetigo, pink eye, etc.)
- headache or stiff neck
- wheezing or persistent cough
- a severe cold with runny nose and/or eyes
- a fever
- unexplained rash or infection
- head lice or nits

In the event of **Norovirus** or **Influenza** children need to be away for **72 hours** once symptoms are gone to ensure that the virus is no longer contagious.

**If your child is going to be away we require that you call and let us know.**

**If your child vomits, has a fever or requires antibiotics** you must wait a **minimum of 24 hours** & when your child is feeling better they may return to our program. If your child becomes sick while attending one of our programs we will contact you to arrange for immediate pickup and we will make the child comfortable until you arrive.

**11. MEDICATION:** If your child should require us to administer medication while in our care the following rules will apply:

- The medication must be handed directly to a staff person. In the case of children coming after school, please call and let us know that the child has medicine in their bag.
- Must be prescription medication in the original container with a pharmacy label with the dose and your child's name on it.
- You will be required to sign a form allowing our staff person to administer the appropriate amount of medicine.
- Medication will be kept in a locked box when not being used.
- It will be the parent/guardians responsibility to remember to pick up the medication daily.

**12. IMMUNIZATIONS:** Please check the attached BC Immunization Schedule. Mark on your Registration Papers whether your child's immunizations are up to date or not.

**13. MEDICAL EMERGENCIES:** All staff working in the Heart to Hart programs will have current First Aid training and their certificates will be posted in the class room. If your child requires emergency medical attention while attending one of our programs we will try to contact you immediately. If it is deemed necessary, an ambulance will be called and your child will be transported to the nearest medical facility. All costs incurred by such services will be the responsibility of the parent/guardian.

**14. FIELD TRIPS:** Throughout the year the staff will take children on field trips, both preplanned and unscheduled. Families will receive a Field Trip Notice about any preplanned field trips. It is the Staff responsibility to provide information about field trips in newsletters and in a field trip notice.

**It is the parent's responsibility to read this information and to plan accordingly.**

Extra fees required for field trips are the responsibility of the parents/family.

Transportation will be provided in the following ways:

- Staff & children walk to a nearby destination
- Parents drive (drop off & pick up at location)
- City bus

All children will be expected to accompany their class on field trips.

Parents are always welcome to join us.

**15. FAMILY CHANGES:** If there are any changes in the family, such as a move, separation, death, illness, or change in routine, that may affect your child, please advise the staff so we can be prepared and supportive to your child. **Please be sure to give staff any changes in your address or phone number.**

**16. SUSPECTED CHILD ABUSE:** The Child, Family and Community Service Act states that all children in the Province of BC "are entitled to be protected from abuse, neglect and harm or threat of harm." The Act also states that "any person who has reason to believe that a child needs protection must promptly report the matter." to the Ministry for Children and Families. Staff for the Heart to Hart Preschool & After School Care will follow these guidelines and the program policy and procedure, if a report is necessary.

**17. CUSTODY & ACCESS:** If parents live separately the staff will assume that the information provided by the enrolling parent is accurate. Without a custody agreement or court order on file, the staff will not be able to deny access to the non-enrolling parent. If a family has a custody agreement or court order a copy must be provided and kept in the child's file at the program.

**18. PET POLICY:** We feel that pet ownership and animal education is an important part of childhood development. Heart to Hart owns, at this time, a pet guinea pig (Winston). The children are to wash hands, with soap, before and after handling our pets. The pets hutches will be cleaned a minimum of twice per week. During school closures your child may, with your permission, volunteer to foster the pets for the holiday.

We will provide food, bedding and equipment necessary.

**19. SUN SAFETY:** During the warm weather months it is important to protect the children from over exposure to the sun during outdoor play. We recommend the following precautions:

- A Sun Hat
- A light loose fitting shirt
- Sunscreen that has a 30 SPF rating.

(Preschool children should come wearing sunscreen when the weather is hot/sunny)

**20. DISPUTE RESOLUTION PROCESS:** If for some reason you have a concern or complaint about any of the staff working in a Heart to Hart program you may call Colleen Soares (Owner & Manager) and discuss said issue. Every effort will be made to resolve issues in a timely and satisfactory manner. It is expected that all Heart to Hart staff will be treated with respect and any violation of this respect may be considered terms for removing your family from our program.

**SCHOOL ETIQUETTE:** The Heart to Hart Preschool and After School Care Programs rent our space from the School District #57. The School District and Ecole Heather Park Elementary expect that all persons connected to our programs comport themselves appropriately on the school grounds and in the school. Parents/Guardians and their friends & family members need to ensure that their language and topic of conversation is appropriate for a school setting in an area used by children. During drop off and pick up of your child please be aware of the school activities going on around you and be considerate in not causing undue noise or interruptions. If you drive your child to our program, please obey all school parking rules. In addition, be sure to hold your preschoolers hand as you walk from the parking lot to the building. Preschool children are not permitted to run ahead of their parents, as the parking lot is very busy at this time. All school staff are to be treated with respect and any conflicts that may arise need to be reported to Colleen Soares and to the Principle of Heather Park Elementary School.

**The Principle of Heather Park Elementary School has the right to request that services from Heart to Hart Programs be terminated to individuals refusing to cooperate with the school rules.**

## **Registration & Fee Information**

### **Registration & Administration Fee:**

A \$50.00 Registration & Administration fee is due upon confirmation of registration in a Heart to Hart program.

*This registration fee is non-refundable.*

### **Program Fees:**

(Families will be given advanced notice in the event of an increase in Program Fees)

### **Preschool:**

1. Monday, Wednesday, Friday: \$225.00 per month.
2. Tuesday, Thursday: \$150.00 per month.
3. One day per Week: \$95.00 per month.

There is a slightly higher fee required for children attending only one day per week to help offset the extra costs in managing these positions. Most children benefit from attending regularly, 2 or more days per week. **Please be aware that children attending preschool for only one day a week may miss special programming.** It is not always possible to provide field trips and special event days for children that attend only one day a week. We will endeavour to provide some of these experiences for your child throughout the year, but they may miss out now and then.

### **After School Care:**

1. \$270.00 per month: Full time care (includes morning & afternoon)
2. \$175.00 per month: 3 days per week (includes morning & afternoon)
3. \$55.00 per month: Before School Care only (Or \$3 per day for part-time)
4. \$16 per day for part time care less than 3 days per week.  
(Option to purchase a punch card for part-time care - \$160.00 for 11 days)

### **Full Day Care on School Pro D Days:**

***There may be an additional charge on full days*** in order for us to provide special programming or field trips. We will let families know of any extra charges in advance. **You will need to sign your child up for Pro D Day Care.** The posting for sign up will have a date for when the sign up time will close, if you have not signed up by the closing date, we will not be able to accept your child for the day.

## **Child Guidance Philosophy**

All children will be treated as unique individuals with different needs and skills. As children learn and grow they may make mistakes and caregivers will offer verbal explanations and guidance to help them gain competence and confidence in their social problem solving skills.

### **Preventative Strategies:**

1. Establishing clear, consistent and simple limits.
2. Offering straightforward explanations of limits.
3. Stating limits in a positive manner.
4. Focusing on the behaviour rather than the child.
5. Making statements of expectations.
6. Allowing time for children to process and respond to expectations.
7. Reinforcing positive behaviour with words and gestures.
8. Ignoring minor incidents.
9. Encouraging children to use adults as a resource.
10. Observe children and anticipate potential difficulties, intervene to prevent problems.

### **Intervention Strategies:**

1. Approach children individually, use their name, use eye contact and a calm voice to gain the child's attention in a respectful manner.
2. Providing closeness of an adult to a child who may be about to lose self-control.
3. Give simple reminders to clarify and reinforce limits.
4. Acknowledgement of feelings.
5. Distracting or diverting when appropriate.
6. Modeling problem solving skills.
7. Offering appropriate choices.
8. Use of natural and logical consequences.
9. Redirecting the child to other activities.
10. Limiting equipment use in a positive manner when a child is having difficulties.
11. Time away is used to allow the child supervised time and space to regain self control
12. Providing opportunities for children to make amends.

We do not practice corporal punishment – slapping, spanking, shaking, etc.

We do not humiliate, confine or deprive children of meals, snacks or toilet use as a form of discipline.

We believe that positive relationships, fostered with patience and humour are the basis for respect in the classroom.

We may recommend a referral to Supported Child Development if we believe your child would benefit from their services.



## **Heart to Hart – 2015/16**

### **Child Safety: Supervision, Transportation & Release Policy**

#### ***Supervision of children:***

Children shall be supervised at all times when attending a Heart to Hart Program. Staff members are responsible for the care and safety of children left in their charge.

#### ***Criminal record checks:***

All individuals expected to be in the presence of children must undergo a criminal record check. This includes staff, volunteers, and students, but not legal guardians participating in the program. Relevant criminal activity shall be considered in deciding whether the person is suitable to work around children.

#### ***Transportation of children:***

Legal guardians shall be responsible for the transportation of the child to and from Heart to Hart. No Staff of Heart to Hart Programs will be permitted to transport children attending the program, due to safety and liability issues.

#### ***Releasing children from the Heart to Hart:***

Children shall not be released to anyone without authorization by the child's legal guardian; all those allowed to pick up the child shall be listed on the registration form submitted by the legal guardian upon enrolment. The Child's legal guardian(s) must notify the Heart to Hart in writing if babysitters, friends, or other individuals are authorized to pick up the child. Updates to the registration form can be made at any time.

If there is a change in custody of the child, or if there is a court order for a person to stay away from the child, a copy of the legal document is required for the child's file and involved staff shall be advised. A child shall not be released to anyone where Court documents on file prohibit their contact with the child. If someone who has been identified as prohibited comes to pick up the child, and there are appropriate court documents in place, the legal guardian and the RCMP will be contacted at once.

#### ***6. If a child is not picked up:***

Staff members shall not be permitted to take the child home or leave the building with the child (as it may constitute abduction). After a reasonable waiting period and attempts to contact the child's legal guardian, and alternate contacts, staff members shall call the Ministry of Family Services - Child Protection Unit.

#### ***7. When person picking up the child appears impaired:***

If it appears to staff that the person picking up the child is impaired, in any way, staff will offer to call a relative, friend or cab to pick them up. If the person insists on driving, staff will inform them that doing so would be breaking the law and endangering the child, and that the police will be called. If they enter the vehicle, staff members shall call the police, giving a description of the vehicle. If there is a concern that the child may be at risk, it must be reported to the Ministry for Children and Families.