

**INSTRUCTIONS:** This form works best when downloaded and saved to your computer first. **Save it with your last name and school in the file name.** Please complete this form in full. **Do not leave spaces blank. Put N/A where fields are not applicable** to you or your child. Save your completed forms and then email - with your void cheque or other bank confirmation to \_\_\_\_\_

### ABOUT THE CHILD

**Name:** \_\_\_\_\_ **Birth date:** \_\_\_\_\_  
First Name Last Name Month Day Year

**Address** \_\_\_\_\_ **ON** \_\_\_\_\_  
No. Street City Prov Postal Code

**Initial Requested Schedule:** \_\_\_\_\_  
**Full-day Care** Mon  Tues  Wed  Thurs  Fri   
**School-age** Before School Mon  Tues  Wed  Thurs  Fri   
 After School Mon  Tues  Wed  Thurs  Fri

**Custody/ Access Details:** Resides with  Mother  Father  Both  Other: \_\_\_\_\_  
 Type of Custody:  N/A  Sole/Full  Joint  Shared  Other: \_\_\_\_\_  
 Custody Papers on File:  No  Yes ( Court Order,  Separation Agreement,  Other)

### PARENT/GUARDIAN 1

### PARENT/GUARDIAN 2

Full Name \_\_\_\_\_  
 Relationship to Child \_\_\_\_\_  
 Home Address:  Same as child; if not list below \_\_\_\_\_  
 No. and Street \_\_\_\_\_  
 City/Postal Code \_\_\_\_\_  
 Home Phone # \_\_\_\_\_  
 Mobile Phone # \_\_\_\_\_  
 Email Address: \_\_\_\_\_  
 Add to Email List?  Yes  No  
 Occupation/Position: \_\_\_\_\_  
 Employer: \_\_\_\_\_  
 Work Phone # \_\_\_\_\_  
 Work Address: Street/City \_\_\_\_\_

### EMERGENCY CONTACTS

Please provide 2 emergency contacts (other than the parent/guardians) who can be contacted in the event of an emergency and are authorized for pick up.

#### Emergency Contact 1

#### Emergency Contact 2

Full Name \_\_\_\_\_  
 Relationship to Child \_\_\_\_\_  
 In which city? \_\_\_\_\_  
 Home Phone # \_\_\_\_\_  
 Work Phone # \_\_\_\_\_  
 Cell Phone # \_\_\_\_\_

### AUTHORIZED INDIVIDUALS WHO CAN PICK UP YOUR CHILD (in addition to parents/emergency contacts)

Name	Age if under 18	Relationship to Child	Home #	Work #	Ext.	Cell #
_____	_____	_____	_____	_____	_____	_____
_____	_____	_____	_____	_____	_____	_____

A Code Question and Answer must be on file. This will be used if a Parent/Guardian calls in to verify their identify when they wish to send someone else for pick up that is not already on the Authorized Pick up List. The individual will then be required to show Photo ID upon pick up. You may then update your list later. Examples of Code Questions include: What is your mother's maiden name? Where were you born?)

**Code Question** \_\_\_\_\_ **Answer** \_\_\_\_\_

**My child may not be released to:** \_\_\_\_\_

Court papers must be on file if a Parent/Guardian is listed here.

CHILD'S NAME \_\_\_\_\_ CENTRE/SCHOOL: \_\_\_\_\_

### Child's Health Information

Is your child immunized?  Yes, attach Immunization Record  No, attach Exemption

Does your child require medications to be administered while at RisingOaks Early Learning?

Yes  No; If yes, please obtain and complete an Administration of Medication form from the Supervisor.

List Allergies \_\_\_\_\_  Life-threatening?  EpiPen?  
 \_\_\_\_\_  Life-threatening?  EpiPen?  
 \_\_\_\_\_  Life-threatening?  EpiPen?

If your child requires an Epi-pen, an Individual Anaphylaxis Plan and Administration of Medication forms are required.

Does your child have a medic alert bracelet, necklace?  Yes  No

Please describe any special medical or additional information that would be helpful in an emergency:

### Dietary Restrictions

History of Communicable	Type _____	Date _____
Disease & Conditions requiring	Type _____	Date _____
medical attention:	Type _____	Date _____

The curriculum/program offered by RisingOaks Early Learning may include structured learning time, fine and gross motor skills, physical activity, field trips, etc. **Does your child have any physical (e.g., rest/exercise restrictions, diabetes, asthma), cognitive, emotional or behavioural limitations/challenges that would require assistance and/or modifications to the program to enable him or her to participate fully?**  Yes  No

If yes, please explain below so that the staff can request resources to maximize your child's success in our program:

Informed Consent: Please <i>initial</i> under the appropriate column and sign the bottom.		
I give permission	I DO NOT give permission	Permissions Required
		I give permission for my child to participate in walks in the immediate area with RisingOaks Early Learning staff that occur while he/she is in attendance.
		I give permission for RisingOaks Early Learning to supply/apply hand sanitizer (up to 70% alcohol) on my child once they are 2 years of age and older. If you're child is under 2 years of age, we ask that you provide consent now for it to be provided when they do turn 2 years of age.
		I give permission for RisingOaks Early Learning to apply sunscreen on my child. RisingOaks uses a brand that is a minimum of SPF 30 and is non-greasy, fragrance-free, hypoallergenic and protects against UVA and UVB rays (broad spectrum). The specific brand and SPF may change from time to time. A notice will be posted or e-mailed.
		I give permission for RisingOaks Early Learning to apply hand sanitizer (for children over 2+ years) and/or topical lotions/ointments (e.g., diaper cream, moisturizer, lip balm), if applicable, and provided by me.
<p>I am the legal guardian of the child and have the authority to enter into this agreement. I verify that the information on this form is true and correct. I understand that it is my responsibility to ensure that family members or caregivers whose personal information I am providing to RisingOaks Early Learning have consented to this disclosure. I understand that it is my responsibility to keep the centre informed of any changes to information within a reasonable timeframe.</p> <p><i>One parent/guardian signature is acceptable, except where a court order/agreement exists that requires both signatures. Electronic signatures, including typing your name in the box below will bind this agreement.</i></p>		
Custodial parent/guardian's Signature _____	Date _____	Parent/guardian Signature _____
		Date _____

Initials required

For Office Use Only	
Date of Admission _____	<input type="checkbox"/> Set up in Sandbox <input type="checkbox"/> Constant Contact <input type="checkbox"/> Image Release
Last Day in Attendance _____	<input type="checkbox"/> Termination Form Sent to AD

## History:

RisingOaks Early Learning is a non-profit, registered charity with oversight from a volunteer Board of Directors. RisingOaks grew from one centre, licensed for 24 children, in 1981 to our current capacity over 1,000 spaces across eight early learning and care centres and over 20 before and after school programs across the Waterloo Region. All programs are licensed annually by the Ministry of Education in compliance with the Child Care & Early Years Act. Each program has a purchase of service agreement with the Region of Waterloo.

RisingOaks has a competency-based, volunteer Board of Directors consisting of parent representatives and members of the community. You are encouraged to participate by volunteering on a committee or by serving on the Board. Please ask for details about our committees and how you can be a part of your child's early years' experience. For additional information, please speak to your centre supervisor or visit our website at [www.RisingOaks.ca](http://www.RisingOaks.ca)

## Holidays

RisingOaks Early Learning programs will be closed during the following statutory holidays: New Year's Day, Family Day, Good Friday, Victoria Day, Canada Day\*, Civic Holiday, Labour Day, Thanksgiving Day, Christmas Day and Boxing Day. RisingOaks is also closed between Christmas and New Year's Day.

RisingOaks offers a full-day program for school-age children on PA/PD Days, and during Winter Break and March Break. More details can be found on our website: [www.risingoaks.ca](http://www.risingoaks.ca).

- Note: For YDP families, these programs may be offered at an alternate location, including at one of our centres co-located with the Waterloo Catholic District School Board. YDP families will be notified of the location approximately one month prior.

\* If Canada Day falls on a weekend, RisingOaks will be closed the following Monday.

## Parent(s)/Guardian Responsibilities

### Custody Information

Parents must inform the centre supervisor if there is a court order or custody agreement involving your child. It is essential that we have a current copy of the court order or agreement on file.

### Emergency Contacts & Authorized Pick-Up List

Parents must keep the centre informed of changes in address, home and business phone numbers and a list of **who to contact in case of emergency**.

**In case of an emergency**, parents or the emergency contact will be phoned if your child becomes ill at the centre. If necessary, you will be asked to make arrangements to have your child picked up.

Staff will only release a child to individuals who are specifically listed as an authorized person for pick up on the enrolment form. Individuals on the list not known to RisingOaks Early Learning may have to provide photo identification. RisingOaks does not assume responsibility for children after being dismissed to authorized individuals.

To add an individual to the authorized pick up list, please see the centre Supervisor. If it is necessary to add someone at the last minute, verbal requests will only be accepted if you have a code question and answer on your enrolment form. This allows us to identify that it is you making the request.

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In the event a parent/guardian or other authorized individual arrives intoxicated or otherwise impaired, or an educator suspects this, the following steps will be taken:

1. The educator cannot and will not release the child to this individual.
2. The educator will call a cab for the individual to take home by his or herself, at their expense
3. If the individual refuses this offer and chooses to drive or refuses to leave, the police will be called and given the car's make, model and license plate number.
4. Notwithstanding the possibility of appropriate arrangements having been made for someone else to pick up and care for the child, the educator is legally required to contact Family and Children's Services for assistance.

### **Late Pick-Up Policy**

*It is essential that the teacher is aware when you arrive and when you pick up your child. All RisingOaks Early Learning and Care centres and YDP programs close at 6:00 pm. If a parent, or other authorized adult, is unable to pick up the child by 6:00 pm, alternate arrangements must be made in order to ensure children are picked up from the centre prior to the closing time. **Late pick up is not permitted.***

Please be aware of road conditions throughout the day (weather, construction etc.) and plan travel time accordingly. Families with children picked up after the 6:00 pm closing time are tracked and can expect the following:

- *First Late:* A call or email from the supervisor reminding them of the service hours.
- *Second Late:* A formal warning letter from the supervisor.
- *Third Late:* A third late may result in termination of care from the child care program or camp.

Should a child be left in care more than an hour after the program closes, with no communication from the parent or the emergency contacts listed, Family and Children Services will be notified by the educator.

### **Notice if not Attending**

All parents must advise the centre supervisor/YDP team if your child will not be attending that day. During the school year, parents who have a children attending elementary school must advise the centre/YDP Team before the afternoon bell if your child will not be attending the after school program that day.

Please note that if your child does not arrive at the program when expected after school, RisingOaks will attempt to contact you and/or confirm the child's attendance at school.

- If the child's whereabouts are not confirmed in a timely manner, RisingOaks may report the child as missing to the Waterloo Regional Police Service.

Therefore, notification should be provided in writing to the supervisor/ assistant supervisor. If you prefer to call, and must leave a message, please do so in the general delivery mailbox (not the private supervisor's voicemail as he or she may not be there to pick up your message and pass it along to the educators. For YDP families, if calling, please call the designated YDP team phone for your child's program.

For school-age families, failure to notify the centre/YDP team that your child is not attending will be tracked and can expect the following:

- *First Incident:* A call or email from the supervisor reminding you of the policy requiring notification if your child is not attending.
- *Second Incident:* A formal warning letter from the supervisor.
- *Third Incident:* A third incident may result in termination of care from the after school.

## Why is this necessary?

When a child is expected but does not arrive to the program, the educator must inform the supervisor and call the parent, all while remaining in ratio per Ministry requirements. If the parent cannot be reached, the educator must take a group of children (in order to stay in ratio) down to the school office to inquire if the child was at school that day. If the child was at school, the educator must then try to contact the parent and possibly the emergency contacts once again. All of these steps take time away from the program and are unnecessary.

## Clothing & Personal Property

The centre is not responsible for the loss of personal property. It is very helpful if items your child brings to the centre are **clearly labeled** with initials or their last name. You may wish to consider ordering labels from Mabel's Labels via RisingOaks' fundraiser. Remember to dress your child appropriately for both indoor and outdoor activities. If you are not able to locate your child's belongings, please check the school's Lost and Found or speak to your child's educator.

## Health Related Policies

If your child becomes ill during the program and is not able to participate in all areas of the program, you will be contacted to pick up your child. They should remain home until they are 24-hours symptom-free.

When several children are sick, particularly with vomiting or diarrhea, public health may declare the centre in outbreak. When that happens, children who are exhibiting symptoms will need to be picked up and kept home until they are 48-hours symptom-free.

## Administration of Medication

RisingOaks' educators are able to administer both prescription and non-prescription medication. It is preferable however that the children receive all medication at home, if at all possible.

*Prescription Medication* must be provided in the original container, with the prescription label on it indicating child's name, name of medication, dosage of medication and instruction for storage and administration. A parent/guardian must complete the *Consent to Administer Prescription Medication form* provided by RisingOaks. This form must be initialed by staff at time of administering medication and by the parent/guardian at pick up time verifying their knowledge that the medication was given.

*Non-Prescription Medication* must be provided in the original container with the child's name on it. As per Ministry requirements, the expiry date must be recorded. A parent/guardian must complete the *Consent to Administer Non-Prescription Medication form* provided by RisingOaks. This form must be initialed by staff at time of administering medication and by the parent/guardian at pick up time verifying their knowledge that the medication was given.

All medication must be taken home by the parent each night except in the case of medications required for life threatening situations (for example: asthma medication, Epi-pens, etc). These medications must be checked monthly for expiration dates.

Children in attendance must be able to participate in the whole program. RisingOaks will contact a parent to have a child picked up if they are unable to participate due to illness.

### Allergy Safe - Anaphylaxis

RisingOaks has designated all of its locations as “Allergy Safe” and will not knowingly serve nut products. Anaphylactic reactions to other substances (for example: eggs) will be dealt with on a case by case basis.

As a result, parents should not send snacks that knowingly contain nuts or any other substance that may be identified by RisingOaks from time to time. Specific information will be provided to parents/guardians should there be a child with a life-threatening allergy at your centre.

### Head Lice

Head lice is not considered a communicable disease and head lice infestation does not spread disease, but it can be transmitted through head to head contact with an infested person or through contact with personal objects (for example: combs, hats, etc.). In order to minimize the spread of head lice within the program parents will be notified if head lice is found in your child’s classroom. This notification will ask all parents of children in that room to thoroughly check their child’s hair for lice or nits (eggs) and to return the Parent/Guardian Head Lice Response form.

If your child has been found to have head lice, he or she may return to the program after you have confirmed that a head lice treatment has been applied. Parents must then thoroughly check their child’s hair daily for two weeks. All other parents are advised to check their child’s hair weekly as a precaution.

### Immunization Records:

Parents are responsible for keeping all immunizations up-to-date and recorded with the child care centre. Failure to maintain your child’s immunizations could result in mandatory absence from the program.

## Program-Related Policies:

### Curriculum

The curriculum is outlined in RisingOaks Early Learning’s Program Statement and is informed by How Does Learning Happen? Ontario’s pedagogy for the Early Years and the Ministry’s Before and After School Framework. You can find our interactive Program Statement on our website at [www.RisingOaks.ca/Program-Statement](http://www.RisingOaks.ca/Program-Statement).

Children are actively encouraged to participate in the whole program. The children participate in outdoor play for one-hour (30-minutes for before and after school) in the morning and again in the afternoon. While gross motor play may be offered indoor due to inclement weather, our programs go outside in light rain and snowfall so please ensure they have clothing and footwear for all types of weather.

Depending upon the age of your child, and their program, field trips and special visitors or activities may be scheduled throughout the year as part of their learning experience.

### Food from Home

There may be times when it is necessary to send food from home due to allergies, religious reasons or if your child is a picky eater. If this is necessary, please speak to the centre supervisor about a Food Agreement.

Please refrain from bringing in any food that directly contains nuts. If your child has a nut-based snack for breakfast, please thoroughly wash their face and hands prior to coming into the centre/program. For infant, toddler and preschool programs, during special occasions (e.g., Valentines, Halloween), parents are invited to send a non-food treat (e.g., stickers, pencils) to share with their child’s class if you wish. These families may also send a treat for their child’s birthday, but it must be store-bought, include the original ingredients list, not contain nuts or warnings of traces of nuts.

## Centre Closures:

Due to inclement weather, all RisingOaks Early Learning centres/programs will close on days when both the Catholic and Public School Boards close their schools. An announcement will be made on local radio stations that the centres will be closed, or you will be contacted if the centre closes during the day. Announcements will be made regarding any RisingOaks closures on its website and the following radio stations:

- CHYM FM (96.7)
- KOOL FM (105.4)
- The Beat (91.5)
- DAVE FM (107.5)
- 570News (570 AM)

Credits are not issued for closures due to school closures as a result of weather and road conditions.

## Income Tax Receipts

Income tax receipts for Child Tax Credits will be issued before the end of February of the following year. It is your responsibility to ensure RisingOaks Early Learning has your current address. Your Income tax receipt will be mailed to the last known address. A charge of \$25.00 will be levied to produce a duplicate receipt if yours is lost or we were not informed of an address change.

## Termination of Child Care Spaces

RisingOaks Early Learning reserves the right to terminate a child care space for the following reasons:

- 1) Non-Compliance with Parent and/or Payment Policies:  
Failure to comply with any of the above policies, including any payment provisions outlined in the Payment Policies, may, in RisingOaks' sole discretion, result in termination of your child care space, in addition to any other available legal remedies. A decision to terminate a child's space will be made on a case-by-case basis and in consultation with the parent.
- 2) Behaviour-related  
This termination policy is meant to protect the child, educators and other children from physical and/or mental stress brought on as a result of social and behavioural challenges experienced by a child. Upon enrolment, families are required to review the Behaviour Code and Summary of Offences and Consequences; and discuss it with children who are aged 6 to 12. A decision to terminate a child's space will be made on a case-by-case basis and after discussion with the parents and possible third party resources involved in your child's care.
- 3) Workplace Harassment:  
RisingOaks Early Learning believes in providing and maintaining a work environment in which all employees are free from violence, threats of violence, intimidation, bullying, unkind comments and other disruptive behaviour or actions which belittle, threaten, offend, embarrass, humiliate or diminish another's self-esteem, whether deliberate or unintentional, including sexual harassment and discrimination. Such actions are not tolerated, will be addressed immediately and may result in the termination of child care spaces or other consequences (for example: police contact).

*RisingOaks reserves the right to make additions or changes to these policies at their discretion. Notice of 30 days will be given informing the parents of any changes.*

## Parent/Guardian Acknowledgement

I am the legal guardian of the child and have the authority to enter into this agreement. I have read, understood and agree to abide by the above policies. I hereby consent to the collection, use and disclosure of my personal information or that of my child/ward, by RisingOaks Early Learning Ontario as specified in RisingOaks' Privacy Statement (available at [www.RisingOaks.ca](http://www.RisingOaks.ca) or from your centre supervisor), which I have fully read and understand.

Parent/Guardian's Signature	Date	Parent/Guardian's Signature	Date
		<i>One parent/guardian signature is acceptable, except where a court order/agreement exists that require both signatures.</i>	
Supervisor's Signature	Date	<i>When completed electronically, typing your full legal name in the signature box constitutes your signature and is binding.</i>	

### Checklist:

Before your child can start any RisingOaks program the following must be on file at the location in accordance with the Child Care & Early Years Act. Please use the information below as a checklist for yourself.

- A completed Application of Enrolment Form, signed by a custodial parent or guardian.
- A signed copy of this Parent Policy and a signed copy of the Payment Policies
- An up to date immunization declaration.
- For infant, toddler and preschool children, a wallet size picture. This picture should be updated every year or two if your child does not have his or her photo taken as part of RisingOaks' photo day each spring.
- Other documentation that may be required:
  - o Custody order or agreement
  - o Information regarding any support plans or safety plans used for your child by the school or another agency.

### For Office Use:

Signed Payment Policy Received (all pages)
  Custody Order on file
  not applicable
  uploaded to Sandbox Date: \_\_\_\_\_ By: \_\_\_\_\_

Child's Name: \_\_\_\_\_ Parent's Name: \_\_\_\_\_

Centre: \_\_\_\_\_

## Registration Fee

Upon enrolment, there is a \$20.00 non-refundable registration fee per child.

## Customer Deposit

A customer deposit equal to 2 weeks of fees per child must be paid in advance and is held in *a non-interest bearing account* until written notice of withdrawal has been received. For a full-time child attending 5-days per week, this is equal to 10 days x the daily fee. The customer deposit is prorated for part-time schedules.

Your customer deposit will be adjusted accordingly whenever a significant increase has occurred with your recurring child care schedule. This customer deposit will be credited towards your account once the required notice has been received.

## Fees

Fees are calculated on a daily basis and will be the same for the entire calendar year unless a fee increase has been approved by the Board and communicated to parents 45 days before it takes effect or there is a change to your child's schedule (for example: your child's category of care changes, your child's set recurring schedule for the # of days change).

Your child care fees will fluctuate month to month based on the # of scheduled days in each month. An online Payment Estimator is available on RisingOaks' website to assist you in determining the estimated fees for each month based on your child's schedule.

### **General Notes:**

- *RisingOaks does not charge fees for statutory holidays (i.e., New Year's Day, Family Day, Good Friday, Victoria Day, Canada Day, Civic Holiday, Labour Day, Thanksgiving Day, Christmas Day, and Boxing Day), nor during the Christmas Closure the week between Christmas and New Year's.*
- *RisingOaks does not issue credits for sick days, vacation days, or any unexpected centre closures. Some examples could include but are not limited to school closures (e.g., due to weather/road conditions, strike days or COVID closures), black out days, all natural disasters, acts of terrorism, etc.*
- *All account adjustments must be discussed with the Administration Office within one month of the statement date.*

### **Families with School-aged Children:**

Parents are responsible for full fees for all months except July and August. Monthly invoices do not include any care for Training Days, Professional Activity Days, March Break, Easter Monday, the month of July, the month of August, nor RisingOaks' Christmas closure (the week between Christmas and New Year's).

If you require care on PA Days, during Winter Break, March Break or Summer Camp, additional fees will be required as per RisingOaks' posted Fee Schedule.

Summer Camp is offered on a weekly basis and operates on a separate payment system with a weekly fee. A deposit for each week of care may be required. Summer Camp also has its own camp cancellation terms and conditions. For camp registration information and full-details on camp payments, visit <http://www.RisingOaks.ca/summer-camp>.

## Methods of Payment & Due Dates

**Pre-authorized debit (PAD) is the primary method of payment for YDP families.**

PAD is a safe and convenient way to pay your fees; this is our preferred method of payment. With pre-authorized debit, your monthly fees will be calculated based on scheduled days at the daily rate and then split into two equal payments:

- 50% will be withdrawn on the 1<sup>st</sup> of the month
- The remaining 50% will be withdrawn on the 15<sup>th</sup> of the month.

If either the 1<sup>st</sup> or the 15<sup>th</sup> falls on a weekend or banking holiday, the pre-authorized debit will be made on the next business day following the due date.

A pre-authorized debit registration form, along with a void cheque, will be required upon enrolment. We require one month's notice to set up a new pre-authorized debit (also referred to as "PAD") agreement as your method of payment

### Other methods of payment

In extenuating circumstances, an agreement may be made to accept payment via post-dated cheque or e-transfer. Decisions to accept such payment methods will be at the sole discretion of management.

**Regardless of which method of payment and payment plan you choose; all child care fees must be submitted to the centre by the 1<sup>st</sup> of each month.** Payment in full must be received on the 1<sup>st</sup> (or 1<sup>st</sup> and 15<sup>th</sup>) of each month.

- *Failure to provide payment on time will commence RisingOaks' collection efforts, including the use of an external collection agency.*

### Adjustments for Extra Days Billing

Requests for additional days for part-time toddler and preschool children must be made in writing to the supervisor. Such request will be considered on a case-by-case basis and only if space allows within our licensed capacity and staff resources.

Additional days for school-age children on a part-time schedule and/or due to PA Days also require a written request.

Once the centre confirms that your child is scheduled for an extra day or PA Day as per your request, you will be responsible for payment for that day, except for PA Days if you cancel the request/Opt-out prior to the deadline.

## Dishonoured Payments and Cheques

A \$30 service charge will be levied on all dishonoured cheques (e.g., NSF, funds not cleared, etc) and must be paid with the dishonoured payment within one week of the date on the notice in order to maintain your child care space. After a 2<sup>nd</sup> dishonored cheque within a 12-month period, the account holder will be required to make cash payments for a 6-month period.

Dishonoured pre-authorized debit withdrawals will be re-presented to the bank for payment, in the original amount, three business days following the date that RisingOaks Early Learning is notified that your payment was declined. You will receive email notification prior to the payment request being re-presented to the bank. A service charge of \$30 will be invoiced separately and is payable by cash, certified cheque or money order. If the re-presented payment is also dishonoured, another \$30 service charge will be invoiced and further collection efforts will commence.

These service charges will be adjusted, from time to time, as bank charges change. Families will be given 45 days' notice of this change.

## Termination of Child Care Spaces Due to Non Payment

This policy is to ensure the prompt and efficient payment processing of your child care fees.

Payment in full must be received on the 1<sup>st</sup> (or 1<sup>st</sup> and 15<sup>th</sup>) of each month.

RisingOaks Early Learning, at any given time, has the right to suspend or terminate space due to child care fees being in arrears.

## Scheduling and Schedule Changes

RisingOaks Early Learning offers both full-time and part-time schedules to meet the needs of many families, with the exception of the infant program which is only available full-time). Schedules may consist of any combination of days but must be set and recurring weekly (e.g., every Monday to Friday each week or Monday, Tuesday and Thursday each week) to ensure the safety of children. Billing will occur for all scheduled days regardless of attendance in the program.

The following notice periods are required to make a schedule change:

- Infant, Toddler, Preschool programs require notice of 20 business days.
- School-age programs require notice of 10 business days

Requests to change the days of the week (e.g., M-W-F to M-T-W) or to add an extra day to your set recurring schedule are dependent on available space. If you decrease your set number of days, there is no guarantee that a space will be available later to revert back to your previous schedule.

## Notice Required for Withdrawal from Care

The following notice periods are required to withdraw from the program, including for families who have pre-enrolled but have not yet started:

- Infant, Toddler, Preschool programs require notice 20 business days.
- School-age programs require notice of 10 business days

Fees are owing for the duration of the notice period.

Upon receiving the termination or withdrawal notice, a review will be conducted on the family account:

- If sufficient notice has been provided, the customer deposit – less any outstanding balances, will be refunded.
- Should insufficient notice be provided, fees for the duration of the notice period will be deducted from the customer deposit, with the balance, if any, being refunded.

Any outstanding accounts will be subject to further collection efforts which can include the involvement of an external collection agency.

## Maintaining Child Care Spaces During the Summer Months

### 1. Infant, Toddler and Preschool Programs

There are no special policies with respect to maintaining spaces during the summer for the infant, toddler and pre-school programs. Requests to withdraw for the summer require the standard notice period of 20 business days. Program fees are charged during the notice period.

1.1. If you wish to decrease your child's schedule for July and August, full time care in September will not be guaranteed. Changes to your child's summer schedule after Confirmation of Care forms are provided will null and void your confirmation. Your September spaces will be re-confirmed based on your new status and priority order.

### 2. School-age Families (JKK and school-age)

Parents who have a child(ren) currently in a before and after school program as of June 1<sup>st</sup> of the calendar year have the following options with respect to care during the months of July and August:

2.1. *Summer Camp*: enrol your child(ren) in the Jr. Camp (JKK) or Sr. Camp (school-age) program offered during the months of July and August. Camp programs are based on a weekly schedule during the summer months. A weekly charge is applicable regardless of any time off during that week. Camp Registration is open to RisingOaks families for a 2-week pre-registration period in late February. Registration will open to the public in March. Parents should note that the withdrawal notice is different for Camp programs than that of other programs. See <http://www.RisingOak.ca/summer-camp> for more details.

2.2. *Take the Summer Off*: If you choose not to enrol your child (ren) in the Summer Camp program, you have the option to pre-enrol your child (ren) in the Before School and/or After School programs for the following September. If you do so by June 1, your customer deposit will be retained.

- A Confirmation of Child Care Space(s) will be issued by RisingOaks to guarantee your space for September. Changes to your child's summer schedule after Confirmation of Care forms

- are provided will null and void your confirmation. Your September spaces will be re-confirmed based on your new status and priority order.
- If you pre-enrol for September and later decide that your children will not be returning, the standard notice of 10 business days is required to withdraw from the program. Program fees are charged during the notice period.

*RisingOaks Early Learning Ontario reserves the right to make additions or changes to these policies at their discretion. Notice of 45 days will be given informing parents of any changes.*

### Acknowledgment

I am the legal guardian of the child and have the authority to enter into this agreement. I have read, understood and agree to abide by the above policies. I hereby consent to the collection, use and disclosure of my personal information or that of my child/ward, by RisingOaks Early Learning Ontario as specified in RisingOaks' Privacy Statement (available at [www.RisingOaks.ca](http://www.RisingOaks.ca) or from your centre Supervisor), which I have fully read and understand.

\_\_\_\_\_  
Parent/Guardian's Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Parent/Guardian's Signature

\_\_\_\_\_  
Date

*One parent/guardian signature is acceptable, except where a court order/agreement exists that require both signatures.*

*When completed electronically, typing your full legal name in the signature box constitutes your signature and is binding.*

\_\_\_\_\_  
Supervisor's Signature

\_\_\_\_\_  
Date

#### For Office Use:

Signed Parent Policy Received (all pages) and in child's file

Enrolment Set up in Sandbox

Date:

By:

Parent/Guardian Names: \_\_\_\_\_ Centre \_\_\_\_\_

This release is to be completed by RisingOaks employees, students, volunteers and parents of children who attend RisingOaks Early Learning Ontario. It will remain in effect from the time of signing indefinitely. This information will be recorded in RisingOaks' database and your family or employment file. You may change your level of consent, or withdraw it completely, for future uses, at any time by submitting a new IR.1.

Name of individual who may be photographed or recorded: \_\_\_\_\_

Birth Date (if a minor): \_\_\_\_\_ *One sheet per child please*

In the course of learning activities undertaken at RisingOaks Early Learning, representatives of RisingOaks, staff, students, members, and non-member participants may take photographs or otherwise record events. These photographs and recordings are sometimes submitted to RisingOaks to be used to promote early learning. Please advise us if you are willing to have your own image and voice and/or your child or ward's image and voice used for promotional purposes by RisingOaks, as indicated below:

I, on my own behalf and/or on behalf of my child/ward, give permission to RisingOaks to photograph and record me and/or my child/ward's image and voice on still photographs, motion picture film, audio tape, video tape or digital media and to use this material, and/or similar material provided to RisingOaks by me or third parties involved in promoting RisingOaks' programs and services, in whole or in part, now and in the future, through the media of television, film, Internet, multi-media presentation, radio, audiotape, videotape, in printed form and display form for the promotion of RisingOaks. I, on my own behalf and/or on behalf of my child/ward assign and transfer to RisingOaks any and all proprietary rights, including copyright, and waive all personal rights, which I may have or my child/ward may have in this material.

RisingOaks is only responsible for official uses of photographs and recordings. Any personal uses by employees, students, members and non-members outside of the promotional uses outlined above are not monitored by nor the responsibility of RisingOaks. **Despite this, as a RisingOaks' family, you agree to not share group photos posted to the Parent App on social media or other public forums.**

NOTE: It is mandatory that you complete this section. Please check and sign to confirm your selection.

**I, ON MY OWN BEHALF AND/OR ON BEHALF OF MY CHILD/WARD CONFIRM CONSENT AS FOLLOWS:**

	PERMISSION OPTIONS	WHAT DOES THIS MEAN?
Choose only 1	<input type="checkbox"/> <b>Full Release:</b> I give permission/consent for all uses as specified above.	<i>We may post pictures or video including your child on our website, on Facebook, in radio or video ads for RisingOaks and any other such uses covered by the Consent statement above.</i>
	<input type="checkbox"/> <b>Internal Release:</b> I give permission/ consent for internal uses only, including the Parent App in use by RisingOaks.	<i>We will take individual photos of your child and include him/her in group photos with their class mates. These photos may be posted around the centre, become part of his/her own portfolio of learning, or as part of a group photo in another child's portfolio. Such photos may be posted in the Parent App. Photos of your child will not be posted by RisingOaks on social media, the website or in advertising.</i>
	<input type="checkbox"/> <b>No Release:</b> I <b>DO NOT</b> give my permission/consent to release photos of my child to anyone other than his/her parent/guardian.	<i>Wherever possible, your child will not be photographed. Should he/she be included in a group photo, your child will be cropped out of the image if it is used for internal or external promotion. You and/or your child will not be included in photos and documentation posted at the centre or in a class photo. Only individual photos of your child will be shared with you via the Parent App.</i>

Print Name of Adult: \_\_\_\_\_

Signature \* \_\_\_\_\_  
*When completed electronically, typing your full legal name in the signature box constitutes your signature and is binding.*

Relationship to child/ward, if applicable \_\_\_\_\_

Date \_\_\_\_\_

\*When only one parent/guardian signs this form, he/she hereby confirms that such individual has been authorized by the other parent/guardian to sign this form on his or her behalf and RisingOaks Early Learning Ontario is authorized to accept the choices made by the undersigned as being the Consent Details of both parents/guardians.

## Acknowledgement of Support Services

Waterloo Region's Special Needs Resourcing Collaborative (SNRC) supports licensed childcare programs to identify and meet the diverse needs of all children and their families. All children, regardless of their abilities, are supported to thrive in quality inclusive early learning environments.

As a licensed Early Learning Child Care in Waterloo Region, our program is fortunate to be supported by Resource Consultants and Therapists from the SNRC. The Resource Consultants and Therapists visit and observe our program regularly and provide resources, training, and support to our team. Consultation is provided to support all children in the group on topics related to children's development, developmental and/or behavioural strategies, classroom management, classroom environment and other general program strategies. This support can be provided for the whole group and may not be specific to your child.

Resource Consultants and Therapists have the ability to provide support both in person and virtually. They can provide virtual consultation through an approved platform as well as through email and/or phone calls. Virtual consultations will not be recorded and will only be used for observation purposes, to help provide appropriate resources and strategies. Should an in-person visit from a Resource Consultant or Therapist be required all visiting staff would follow current guidelines from the Child Care Program, Ministry of Education and Public Health.

While Resource Consultants and Therapists are observing our program, they may find that some children would benefit from extra support with certain areas of their development. If this happens, a conversation may take place between yourself and the Educator, Resource Consultant and/or Therapist.

As members of our team, all Resource Consultant and Therapists follow specific confidentiality policies and are aware of our behaviour guidance policies. Should you have any further questions regarding the role of the Resource Consultant or Therapist, our Supervisor/Director, Resource Consultant or Therapist would be happy to review this with you.

**I acknowledge that the support services provided by the Waterloo Region's Special Needs Resourcing Collaborative have been reviewed with me, and I understand that this will be a valuable part of my child's experience in licensed childcare program.**

**When completed electronically, typing your full legal name in the signature box constitutes your signature and is binding.**

\_\_\_\_\_  
Child's Name

\_\_\_\_\_  
Parent Guardian Name (Printed)

\_\_\_\_\_  
Parent/Guardian Signature

\_\_\_\_\_  
ELCC Representative

\_\_\_\_\_  
Date

