



## OSC OPERATING POLICY

Our hours of operation are Monday through Friday, 6 am to 6 pm. The daycare will be closed on all statutory holidays and a week at Christmas.

The Holidays that the daycare will close for include:

- ❖ New Years Day
- ❖ Good Friday
- ❖ Easter Monday
- ❖ Victoria Day
- ❖ Family Day
- ❖ Canada Day
- ❖ Labor Day
- ❖ Thanksgiving
- ❖ Remembrance Day
- ❖ December 24<sup>th</sup> through January 2<sup>nd</sup>.

Fee's are due by the 1<sup>st</sup> of the month that requires daycare services. If payment is not received by the 1<sup>st</sup> there will be a \$50 late fee added to your bill and if your bill is not paid in full by the 10<sup>th</sup> of the month, your child will not be allowed to attend the daycare until that bill is paid in full. If a parent is having difficulty paying their bill, please see the administrator to make payment arrangements.

The daycare closes at 6 pm, please ensure that you arrive early enough so that you and your child are out of the building by 6 pm.

A late fee of \$1.00 per minute is due to the caregiver that stays after hours with your child when you are late picking up your child. This payment is due when you arrive to pick up your child and can not be added to your monthly bill.

An enrolment form is required for each child along with a registration fee of \$30.00 per family. The registration fee is non-refundable. If there is not a spot available when you register your child, then you will be placed on a wait list and notified when a spot becomes available.

We will walk with your child to and from school at no extra cost to you. We do provide vehicle transportation to and from school on very cold or rainy days with booster seats.

The daycare requires one month's notification of the withdrawal of a child or a month's fee's in lieu of notification.

If your child will not be attending daycare on a specific day we require a phone call by 9:00 am that morning. If you do not call by 9:00 am you will be charged the full days fee's.

All staff members will demonstrate confidentiality within the daycare. Parents and children will not be discussed by name or by description outside of the daycare with anyone.

