



ROTHERWOOD
ACADEMY

Rothewood Academy Parent Handbook

August 2018

Welcome to Rothewood Academy

At Rothewood Academy believe in helping each individual child embrace their inquisitiveness and creativity through play based and natural play learning environments and activities. Our curriculum is based on inquiry and exploration with the goal of encouraging children to become life-long learners and to be curious about the world.

Rothewood children will discover the world and community around them through exploration and inquiry while building the knowledge and skills which will support them in the future.

We, at The Rothewood Academy, are confident our focus on individual needs and abilities will be achieved through maintaining strong partnerships with parents and the wider community. This, in turn, provides a comprehensive approach to challenging our students to achieve their best and build self confidence in their personal abilities. By building the foundations of academic and social capabilities of our students reflects The Rothewood Way.

This handbook has been prepared to provide you with an overview of our child care programs; an introduction to our policies and procedures; and to answer any other questions you may have about how we operate. Throughout this handbook, we use the term "Parent" to describe both parents and guardians of children.

Thank you for choosing Rothewood Academy!

Our Mission:

At Rothewood Academy our goal is to empower a community of learners who will change the world through passion and selflessness.

Our MISSION is to inspire children to:

Become lifelong learners
Know themselves and to seek self betterment
Contribute to the world

Hours of Operation

Rothewood Richmond will be open 7:00am-6:00pm Monday-Friday.

Rothewood South Surrey will be open 7:00am to 6:00pm Monday-Friday.

Closed for Statutory Holidays and for two weeks at Christmas (this will depend upon when the statutory holiday falls) and one week in the summer. Please see the important dates for exact dates.

Unscheduled Closures

Our child care programs are open Monday to Friday throughout the year. However, there may be times when we have to close due to unforeseen events (weather, power failure, etc.). For example; In the event of extreme weather conditions, such as a heavy snowfall, our child care programs will be closed if public transportation cannot operate.

In the event of a power outage, our programs may be unable to open or may be required to close early. When possible, you will be notified of a potential closure or called if we must close earlier than the scheduled closing time.

The Core of Our Company: The Rothewood Way

The Rothewood motto is Head. Hands. Heart. This is referencing the Rothewood Educational Method that is dedicated to teaching the whole child—head, hands, and heart—not simply academically, but socially, emotionally and physically. Each aspect of the Rothewood Academy program provides knowledge and stimulation to your child's brain in different ways. The enriched curriculum features a unique partnership of core subjects, such as Reading, STEM and Math, with Visual Arts, World Music, Yoga and Drama, providing children with the freedom to learn and grow through play.

Unlike many daycare and preschool programs, the Rothewood method is based on a contemporary approach to early childhood development and aims to ensure that your child is encouraged to develop the passion and curiosity to be a lifelong learner. Your child's special, unique individuality is celebrated, and they are encouraged to begin to explore and think of the world beyond themselves.

The Rothewood method:

- Uses a holistic approach to learning where children interact with the natural world with opportunities for challenge, risk-taking, and social development.
- Has elements of structured play-based methodology but also incorporates the emergent curriculum of methodologies such as Holistic Learning, Reggio Emilia, Montessori and the latest early learning research from around the world
- Enables your child to have a variety of learning experiences from core subjects, extracurricular activities, as well as ample outdoor play, field trips, free exploration of materials in the classrooms
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- Rothewood focuses on the individual child and uses Differentiated, Individual and Personalized Learning methods

Our Curriculum

At Rothewood Academy, our enriched curriculum was created by examining international best practices and is refined with the latest research in behavioural and developmental sciences and psychology. The Rothewood curriculum is carefully designed with the understanding that each child is unique and learning is geared to provide your child with world class individualized early learning and the opportunity to play with other children of the same age and intellectual level. As a result, we provide our students with engaging learning experiences aimed at building and enhancing their skills in all developmental areas. Our goal is to create a total learning environment where all the children at the Rothewood Academy experience success.

Field Trips

Neighborhood outings are part of our regular routine. These outings provide children with new experiences and foster a sense of community. Local trips may include: walking to a nearby park or beach, visiting a library or a Seniors Facility. Parents will be notified in advance if a major field trip is planned.

Guidance and Treatment of Children

Conscious Discipline

The Rothewood Academy behavioral philosophy is to encourage self-control, self-esteem, and respect for all children and adults. For this reason, we are training our staff to implement the principles of "Conscious Discipline" by Dr. Becky Bailey. This program takes a different approach to traditional classroom management. It is based on the basic idea that developing discipline with children instead of applying discipline to them, will help them become more emotionally healthy and happy adults.

The program is designed to help teachers take everyday discipline issues and turn them into teachable moments that convey the importance of impulse control, anger management, and conflict resolution. Conscious Discipline gives children the tools to understand that their emotions are not only important and deserving of attention, but they are also controllable and the power to control them lies within the child. We are striving to teach children how to progress from physical or verbal aggression to calm self-regulation, how to make better choices with cooperation and compassion, and the importance of respecting and empathizing with others.

Behavioural Philosophy

We believe that all domains of learning are supported during play and through strong, positive interactions with adults. Promoting healthy social and emotional development, including self-control, is one of the fundamental responsibilities our program.

The early learning period is a critical time for children to learn to control their thoughts, feelings, attention, impulses, and behavior. They are learning how to get along with others and how to be a friend. Children are not born with these skills. Teachers and caregivers must teach social and emotional skills just as they teach washing hands or learning colors and shapes. We know that when children are given the opportunities and support to develop (learn, practice, discuss, etc.), self-control and other social and emotional skills, it gives them the foundation needed for academic and life success.

When any child in our program presents with challenging behavior, teaching staff shall follow the guidelines below:

Observe the children, and then identify events, activities, interactions and other factors that predict and may contribute to challenging behavior.

Rather than focus only on eliminating the behavior, teaching staff shall focus on teaching the child social, communication, and emotional regulation skills and using environmental modifications, activity modifications, adult or peer support and other teaching strategies to support the child's appropriate behavior.

Teaching staff shall respond to challenging behavior, including physical aggression, in a manner that provides for the safety of the child and the safety of others in the classroom. Our response will be calm, respectful and provide the child with information on what is acceptable behavior and what is not.

We will document the challenging behaviors and the intervention methods that were attempted in a behavior tracking log.

Teacher-parent discussions regarding a child's behavior shall be held in private and shall focus on working as a team to develop and implement an individualized plan that supports the child's inclusion and success.

If necessary, intervention shall ensure each child has access to professional services, such as referrals to the educational cooperative behavioral specialist, the regional support network for early autism identification, community mental health center and/or a private therapist.

Guidance Procedures

We have found that behavior concerns usually indicate that a child needs more time, support, and practice to develop their social and emotional skills. When serious concerns arise, we will partner with parents and professionals who specialize in supporting children's social and emotional health.

When a child continues to be unable to control their actions, one method we use is called "safe place." When children are upset, angry, or being disruptive, they may be sent to or asked if they would like to go to the "safe place." This is a quiet spot in which they can allow themselves to take the time to relax, breathe, and try to get their emotions under control. Teachers will continue to watch children while they are in the "Safe Place" to make sure they are not hurting themselves or others. They will encourage the child to talk about their feelings and help with calming techniques so the child will be able to return to the classroom setting.

If further guidance is required, actions taken will always be individualized, consistent, and appropriate to each child's level of understanding. No physical punishment of any kind will be administered on Rothewood property. This policy restricts parents and staff from using physical punishment on their own children while on Rothewood property. In addition, staff may not yell at, shame, or humiliate a child in any way. Our goal is to correct children's behavior in a way that will help mold and perfect a child's mental faculties or moral character. The terms "bad" or "naughty" shall not be used about a child.

Biting

Biting is a normal part of early childhood development. Babies and toddlers bite for a variety of reasons, such as teething or exploring a new toy or object with their mouth ("mouthing"). As they begin to understand cause-and-effect, they also might bite a person to see if they can get a reaction.

Biting also can be a way for toddlers to get attention or express how they're feeling. Frustration, anger, and fear are strong emotions and toddlers lack the language skills to deal with them. So if they can't find the words they need quickly enough or can't articulate how they're feeling, they may resort to biting as a way of saying, "Pay attention to me!" or "I don't like that!"

Biting tends to occur most often between the first and second birthday. Biting is a normal part of early childhood development, however, biting that continues past two and a half to three years of age is not appropriate.

The Rothewood Academy Child Guidance Policy is posted on the Family Board and is based on the requirements of the Provincial Community Care and Assisted Living Act and the Child Care Regulation.

Reporting Suspicions of Child Abuse

The *Child, Family and Community Service Act* of British Columbia states: Anyone who has a reason to believe that a child or youth has been, or is likely to be, abused or neglected, is required to report it to the Ministry of Children and Family Development (MCFD). At Rothewood Academy, we take this responsibility seriously and understand the legal need to report suspicions/disclosures, not determine if abuse has occurred.

Investigations are the responsibility of the MCFD and/or the Police. It is the responsibility of MCFD and/or the Police to notify parents that a report has been made.

Why Uniforms?

Wearing uniforms helps build a sense of unity and community within the school. Instead of everyone as a separate team, uniforms create a bond where everyone is on the same team allowing children to focus on who they are and building self-esteem. Wearing uniforms also helps free students and parents of the stress of what to wear in the morning.

How to Place and Order

For your convenience, there is a size range of uniforms available at your school. You are welcome to use this size range to confirm your sizes prior to placing your order online.

1. **ORDER ONLINE:** We encourage placing your order online, as this is the quickest method of ordering. Please visit our website at www.cambridgeuniforms.com to create an account.
School code: Available September 15th
2. **VISIT OUR DOLLARTON HIGHWAY STORE:** As our stores are very busy during the summer months, we ask that between May 1st and August 15th you book an appointment with us. Visit our website at www.cambridgeuniforms.com to book a fitting. Clients with appointments will be served first.
3. **CALL US:** Should you require assistance, you are welcome to contact our customer service at 604-924-9069 ext 1 to speak with a team member.

Rothewood Teachers

The Rothewood Academy staff includes: certified Early Childhood Educators, Early Childhood Assistants, Infant and Toddler Educators and Special Needs Educators and meet all licensing requirements. As child care professionals, our staff have the necessary training and experience to deliver high quality programs and are dedicated to ensuring the safety and well-being of children.

All staff are thoroughly screened to confirm their suitability for working with children. Screening includes: an interview, a *BC Ministry of Public Safety and Solicitor General* Criminal Record Check with Vulnerable Sector Screening, Standard First Aid certification, three professional references, License to Practice in BC designation, as well as a doctor's certification of good health prior to placement. In addition, staff must also provide a record of work history, copies of diplomas or certificates detailing education, training and skills, and are required to attend training and relevant re-certification events in order to provide a high level of quality care for your child.

Please note: Staff are not permitted to offer outside care (i.e. babysitting) to families attending our programs.

Student Placements and Volunteers

Rothewood Academy may accept work experience students from Early Childhood Education programs or community volunteers to assist in our programs. We value the contribution that these individuals make to our programs. Students and volunteers are screened to assess suitability prior to working in our programs. All volunteers must undergo an interview, provide a *BC Ministry of Public Safety and Solicitor General* Criminal Record Check with Vulnerable Sector Screening, Standard First Aid Certification, three professional references, and a doctor's certification of good health and must attend an orientation to the program.

Students and volunteers are supervised at ALL TIMES and are never left alone with children.

Arrival Procedures

The morning routine is an important one as it can set the stage for how your child's day unfolds. Please let staff know any pertinent information about your child's previous night or morning that might help your child have a successful day.

Parents must sign their child in. Staff may be busy with the other children, so please ensure that a staff member has seen you and knows your child has arrived. Children may not be dropped off before the program begins.

Please phone to let staff know if your child will be absent from the school.

Departure Procedures

Your child must be picked up by 6:00pm. You must sign your child out from the school and ensure that a staff member is aware you're taking your child home. Please check with the staff to see if there are any messages related to your child or to simply hear about how their day was.

Children will only be released to authorized persons, including parents, persons listed on the *Authorized to Pick-Up List/Emergency Contact List* in the Registration Package or parents/guardians recorded on a legal document (i.e. custody agreement).

Children will not be released to anyone other than individuals listed on the *Authorized Pick-Up List/Emergency Contact List* in the Registration Package, unless staff are notified in writing. Should a parent wish to have an additional person added to the Authorized Pick-Up List, written consent must be submitted to the staff. Photo identification is required to verify the identity of the person picking up your child, if staff are unfamiliar with the person.

Children will not be released from the Child Care Centre if the authorized pick-up person appears incapable of providing safe care (i.e. suspected intoxication/drug use). Should this occur, staff will suggest that the person call a friend or taxi for alternate care of the child and/or transportation home. If staff feel that a child is at risk, or the authorized pick-up person makes an unsafe decision to drive, staff will phone the police.

If a child is not picked up five (5) minutes after closing time (6:00pm) and there has been no contact with the parent, the staff will follow these procedures:

- Check the sign-in sheet for any information regarding alternate arrangements for the child's pick-up.
- Call the parents at home/work; if alternate pick-up arrangements were made, staff will call the alternate pick-up person.
- 15 minutes after closing: if parents cannot be reached, emergency contacts will be phoned.
- 30 minutes after closing; if parents or any of the designated emergency contacts still have not been reached, staff will call the Emergency Services of the Ministry of Children and Family Development.
- An MCFD Social Worker will sign your child out and will place your child in care until you can be located.

Late Pick-Up

If a parent is late picking up their child, the first occasion will be noted on our Late Pick-Up Form. The parent will be required to initial the Late Pick-Up Form. On the second and subsequent occasions, a fee of \$10.00 will be levied for each 5-minute period after the scheduled closing time. Please note that 4 late pick-ups in any 6-month period may result in withdrawal of services.

Custody

If a custody agreement is in place for your child, a copy of your custody agreement or court order must be on file. Staff will act in accordance with this legal document. If issues around custody exist and there are no legal documents, the enrolling parent must provide written information on access. Staff will follow information provided by the enrolling parent. The parent with whom the child resides will be deemed to be the custodial parent and staff will only follow instructions of this parent unless otherwise instructed by a court order.

Emergencies

In the case of an emergency or natural disaster, staff will attempt to contact parents as soon as possible. It is essential that parents advise staff of any changes to residence, place of employment or phone numbers (home/cell). These updates include alternate emergency contact information. If local phone lines are down, staff will notify any Out of Town emergency contacts regarding information pertaining to your child (where they can be picked-up).

All Rothewood Academy (staff and children) practice fire and earthquake evacuations monthly.

Fire and/or site Evacuation

In the event that we need to evacuate the building, you will be notified of where to pick up your child.

Rothewood Academy's Emergency Preparedness Program involves issuing and maintaining comfort kits and Personal Photo ID tags that provide vital medical information as well as information assisting a safe and speedy communication and reunion with family. A form for, and describing, comfort kits and photo ID tags will be provided to you from your school. Once complete please hand into your Administrator.

Earthquake

In the case of an earthquake, we will remain on site (if possible). If the centre is badly damaged, emergency crews may redirect us to the nearest emergency centre.

Health/Medical

Our policy is to notify parents if their child is ill or requires medical attention. If immediate medical help is required, staff will call an ambulance and then will notify parents/emergency contacts.

As per Licensing Regulations, we cannot provide care to a child unless we have received completed registration forms detailing any medical/health related information and parent/emergency contact information. Registration forms must be fully completed a minimum of 2 days before your child begins care. If the paperwork is incomplete, your child will not be allowed to start the program.

Illness and Immunization

Parents are strongly encouraged to keep ill children at home to prevent the spread of illness at the school. A child who is too sick to participate in the program or to play outside is too sick to attend the program.

Please call and let staff know if your child will be absent.

Illness

A child needs to be free of the following symptoms before returning to the school:

- **Acute Cold:** Contagious with obvious discharge of infected green or reddish brown mucus. Child can return when discharge has subsided.
- **Cough:** 3-5 times per hour, and especially if choking and/or vomiting accompanies the cough. Child may return when coughing has subsided.
- **Sore Throat:** Trouble swallowing.
- **Fever:** 38.3 degrees Celsius (100.4F) or over – may return when fever has remained at 37 degrees Celsius (98.6 F) for 24 hours without the aid of medication.
- **Vomiting:** Child can return after 48 hours of the last bout of sickness.
- **Diarrhea:** Must be symptom free for 48 hours and have one solid bowel movement.
- **Antibiotic:** Can return 24 hours after the antibiotic is first taken as long as criteria above are also met (i.e. coughing is minimal).
- **Infected Skin or Eyes:** A doctor must examine undiagnosed skin irritations, and provide written medical clearance prior to a child's return to program. Conjunctivitis (pink eye) is very contagious and must be treated and the eyes clear before the child may return.

- **Ear Aches and Infections:** Because VCH states that untreated ear infections can lead to hearing loss and are potentially infectious, we require children to see a Doctor for direction and that children stay home for a minimum of 24 hours with or without antibiotic medication. This allows for the child to be monitored and assessed. Children may return when symptoms such as fever and ear tugging have subsided.
- **Lice:** Child may return once they have been treated with an effective lice treatment and **all lice and nits** have been combed or picked out of hair. Follow up shampooing must be administered to complete treatment.
- **Communicable Diseases:** Communicable diseases such as chicken pox and measles must be reported to staff as soon as they are diagnosed. The duration of the child's treatment and exclusion from child care will depend on the Health Authorities Communicable Disease recommendations – which staff will be able to provide.

If a child arrives at the centre ill, parents will be asked to find alternate care for that day. If your child becomes ill during the day, you will be called to take your child home. If staff cannot contact you, they will call your emergency contacts to pick up your child. Your child will be placed in a quiet area to rest, away from the group but still supervised by staff, until an authorized person arrives to pick up your child.

Immunization

It is important for parents to inform the staff of illness or communicable disease. Island Health recommends that your child's immunizations are current before your child enters the program. A written record of each child's immunization must be on file and be up to date. If a child is not immunized, a letter stating this must be provided for the child's file. If an outbreak of a communicable disease occurs, the non-immunized children will be excluded from the program immediately. In the event of an outbreak, Community Care Facilities Licensing and or the Centre for Disease Control will be notified. Children should not attend the centre for at least 48 hours after their last symptom or as directed by the Health Authority or designate.

Medication

It is preferred that parents administer medications at home; however, staff will administer medication if your child is on a strict medication schedule, provided the following procedures are followed:

- Only medications (including Epi-pens) prescribed by a doctor can be administered in program.
- Medications must be in their original container with the prescription stating your child's name, dosage and time to be given.
- Parents must complete the Consent to Administer Medication form.

If your child is receiving medication for a communicable disease, they must be on the medication for a minimum 24-hour period and provide a doctor's note indicating that they are able to return to the program.

Items to Bring from Home

Clothing

Regardless of the weather, children attending a Rothewood Academy spend time outdoors every day. Your child should wear Rothewood uniforms and have Rothewood outerwear each day that they attend school. Please ensure that your child has the following items.

- ✓ Rothewood pants and rain coat
- ✓ Rothewood Uniform
- ✓ Hat and gloves/mitts (winter)
- ✓ Wide brimmed sun hat, sunglasses, and sun screen
- ✓ Boots
- ✓ Spare clothes
- ✓ Indoor shoes

Please ensure your child's clothes and belongings are labeled. Rothewood Academy is not responsible for any lost or damaged clothing or other items.

Necessities

To ensure that your child has everything they need to make them comfortable – please provide the following items:

Rothewood Baby and JK 1's:

- ✓ Rothewood uniform
- ✓ Spare clothing: 2 complete outfits (socks, undershirt, top and bottom)
- ✓ Please Note: Outside food is not permitted with the exception of breast milk and formula.
- ✓ Bottles (labeled with your child's name)
- ✓ Diapers and diaper cream (at least 5 per day)
- ✓ Training underwear
- ✓ Blanket, favorite soft cuddly toy for sleeping

To ensure that your child has everything they need to make them comfortable – please provide the following items:

JK 2 and JK 3's:

- ✓ Rothewood uniform
- ✓ Spare clothing: at least 1 complete outfit (socks, underwear, top and bottom)
- ✓ Blanket, favorite soft cuddly toy for sleeping
- ✓ Please Note: Outside food is not permitted

Personal Items

Please keep personal toys at home. Children who bring toys will be asked to keep them in their cubbies until they are picked up at the end of the day. Personal toys have been proven to prompt arguments and promote exclusive play.

Show and Share Days: children may bring in a toy from home that they can talk about and show to their friends during Show and Share. Toys will be put away in cubbies at the end of Show and Share.

Rothewood Academy is not responsible for lost, broken or missing items.

Food/Allergies

Rothewood Academy promotes healthy eating habits and uses the Canadian Food guide as a resource when providing meals and snacks for children. We provide a morning, afternoon snack and homemade nutritious lunch.

- NOTE: All Rothewood Academies are **NUT FREE**. We host care for children who have anaphylactic reactions to nuts. The staff will notify parents of any other anaphylactic allergies brought to our attention.

Sun Safety

To help your child become “sun smart”, please make sure your child has a wide brimmed sun hat, sunglasses, and sunscreen at the centre (please label). We do not recommend baseball hats as they do not provide enough coverage for small ears or the back of the neck.

Physical Care

Diapering routines are important, not only for infants and toddlers physical comfort, but also because diapering time provides opportunities for quality interactions and communication. Rothewood Academy staff follows the diapering procedures as outlined by child care licensing regulations and Rothewood Academy Policy.

When children are ready, staff will encourage individual responsibility for dressing and toileting and will assist and support children develop these self-help skills. Depending on the age of your child, staff will encourage them to clean themselves after toileting and will help those who require assistance.

Nap and Rest Time

Naptime allows children to physically rest and emotionally unwind. It provides a balance to the day’s active program. Although some children require a nap during the day, naptime is not mandatory for all children. We ask that all children rest for a short time, followed by quiet activities (to allow those who need to sleep the quiet space to do so). Most children are comfortable lying down with their stuffy, having their back rubbed or looking at a book quietly. Children’s nap time schedules may vary depending on age or individual needs.

Gradual Entry

The gradual entry process is required for each new child. Even though your child may have had other group experiences, this will be a new group for them with unfamiliar faces. This gradual orientation to the program allows time for your child to feel comfortable, to start developing new friendships and to become familiar with staff.

We recognize that this process can be stressful for parents, but it allows your child to become acclimatized to the program and feel more comfortable and confident when it comes time to leave them for the whole day. If this process is difficult for you to arrange, you can have a friend or family member substitute for you.

Our gradual entry process is as follows:

Day 1: 9:00am-11:00am - Child attends for two (2) hours. Parent remains with child.

Day 2: 9:00am-12:00 pm - Child attends for the morning and stays for lunch. Parent stays as long as child needs them, but should leave for at least one (1) hour.

Day 3: 9:00am-3:00pm - Child stays for nap time. Parent stays for a short time until their child is comfortable.

Days 4&5: Child can stay all day. If possible, child stays for a shorter day.

Moving to the Next Age Group

When your child reaches the age for moving to the next age group, they will be put on the internal wait list for space. Any vacant space will be filled in the following priority:

1. Children who are currently enrolled and who are ready (meet age requirements) will move to the next age group.
2. Siblings of children enrolled at the school.
3. Applicants on the waitlist will be called: this is based on the date/time the application was received. If there are no vacancies in the next age group, we cannot guarantee that your child can stay at the school (i.e. if a child turns 36 months in January and there are no vacancies in the next age program until July). We will apply for a retention request to keep your child in the program, but as this decision is made by Community Care Facilities Licensing (CCFL) – we cannot guarantee the retention will be granted. If the request is unsuccessful, we will contact our other facilities to see if space is available.

Fees and Enrollment

Payment

Child Care fees are due on the 1st day of the month. Payment must be in the form of a post-dated check, cash or a credit card charge. A Pre-Authorized Payment Form must be completed at the time of registration and is included in the registration package.

If your child is absent due to sickness, vacation or for other personal reasons, it will be necessary to pay the full fee in order to maintain your child's space.

Deposit

A **non-refundable** deposit of **one months tuition** is required at time of registration to secure a child care space for each child. Deposit will be applied to last month's child care fees.

Withdrawal from Program

If you wish to withdraw your child, **withdrawals are effective on the 1st of the month with one month' prior written notice**. Withdrawal notices need to be submitted in writing to your Principal (i.e. for a May 1st withdrawal, written notice must be received by or before April 30th). In lieu of notice, one month's fees must be paid.

Parents agree to this duration of notice when signing the deposit confirmation form within the registration package.

Provincial Child Care Subsidy, Ministry of Children and Family Development (MCFD)

The government child care subsidy program is available to families based on provincial eligibility requirements. Parents who receive the subsidy are responsible for the difference between the subsidy and the Rothewood Academy Parents are responsible for keeping their subsidy current and are responsible for the full fee if their subsidy expires. We will refund the subsidy portion of the payment to parents once subsidy has resumed and payment has been received from the Ministry. Please contact MCFD at 1-888-338-6622 or online at www.mcf.gov.bc.ca/childcare for more information.

Termination of Services

When a conflict arises, staff will make every attempt to work with the family to resolve the issue to their mutual satisfaction, provided the arrangement does not:

- Compromise the Mission and Values of Rothewood Academy;
- Put the child, staff or other participants at risk;

- Diminish the value of the Rothewood experience for other participants.

All situations are dealt with on an individual basis taking into account the specific needs and circumstances of the family and the capacity of the program to meet those needs. After working with the family and making every attempt to resolve the situation, the Supervisor, in consultation with the General Manager, may come to the decision that it is not appropriate for a child to continue their involvement in the child care program. The following are some situations where this might occur:

Behavioural Concerns:

Rothewood Academy is not equipped to deal effectively and appropriately with a child whose behaviour requires ongoing significant intervention (i.e. persistent unprovoked physical violence; persistent bullying; verbal harassment of peers or staff; or continual unauthorized departure from the school). The Principal, in consultation with the Owner will make every attempt to link the family and child to the appropriate support services.

Unresolved Custody Issues:

If a family's custody issues result in conflicts at the school (i.e. the non-custodial parent continually attempts to pick the child up at a time/day not specified on the court order) and places the child, staff and other participants at risk, then the family will be asked to make alternate child care arrangements.

Philosophical Differences:

If the needs and opinions of a family do not fit with the principles, policies and procedures of Rothewood Academy, the Principal, in consultation with the Owner will attempt to find a resolution with the family. If this is not possible, Rothewood Academy reserves the right to ask the family to find a more suitable child care arrangement with a mutually agreed upon timeframe.

Inappropriate Conduct:

Services will be immediately terminated if a family member behaves inappropriately (i.e. threatens, harasses, commits a violent act or similar significant act) towards a staff member, child or other participant in the school.

Late Pick-Up Issues:

As stated in the *Late Pick-Up* section, if a parent is late picking up their child, the first occasion will be noted on our Late Pick-Up Form. For second and subsequent occasions, a fee of \$10.00 will be levied for each 5-minute period after scheduled closing time. If the program is unable to satisfactorily resolve problems of ongoing late pick-up with a family, services may be terminated.

Non-Payment of Fees:

School fees are due on the 1st day of the month. If payment is not received on the due date, a warning will be issued; after one week you will receive a letter of notice; after three weeks you will receive final notice which may result in the immediate cancellation of services.

Rothewood Academy may charge an NSF fee of \$50 if funds are unavailable at the time of withdrawal. Rothewood Academy will not be responsible for any costs charged by your bank/financial institution. When appropriate, the Principal, in consultation with the Owner, will work with families to develop alternate payment plans.

Communication

We strive to create an environment where parents and staff can communicate openly and discuss questions or concerns in a respectful way. The School Principal is responsible for ensuring that Rothewood standards are followed and that all issues and concerns are addressed in a timely fashion.

We ask that parents check the Family Board for important program updates and notices. The Family Board includes program highlights, staffing/student and volunteer placements information, administrative, and other information.

Code of Behaviour

Rothewood Academy is dedicated to the spiritual, physical, mental and social development of people. We are committed to providing a friendly, respectful environment and reinforce socially responsible behaviour. We do not tolerate abusive behaviour. Employees, volunteers, program participants and others using Rothewood Academy facilities are expected to treat others with courtesy and respect.

Thank You!

Thank you for taking the time to read our Family Handbook. Please use it as a reference during your child's stay in the Child Care Centre.



**ROTHERWOOD
ACADEMY**

Fees and Enrollment Policy Sign Off

I have read, understood and agree to follow the Rothewood Academy Fees and Enrollment Policy.

Rothewood Academy Location: _____

Parent (Please Print Name): _____

Parent Signature: _____

Date: _____