



Kinder Q4 Family Handbook

Dear Kinder Q4 families,

Welcome to GNAG! Some of you are new friends and some have been with us forever, regardless of when you came to join us, thank you, we are so lucky to have you as part of our family.

Each year GNAG works hard to bring together a group of individuals as unique as the kids in our program. These individuals become our before and afterschool team who are here to keep your kids safe and play with them everyday. Our Kinders program coordinator has a degree in Early Childhood Education, while all our staff have extensive experience working with young children, along with police background checks, and Standard First Aid and CPR level C.

The parents' handbook is designed to help prepare you and your child for the upcoming school year at GNAG. Whether it is your first year with us or your family is full of seasoned participants, we recommend that you read through this handbook and refer to it all year long as a source of information.

At Quest 4 fun (Q4) we are committed to offering a high quality program that your child(ren) will enjoy. We are driven by the opportunity to offer your children a safe and comfortable space afterschool for them to unwind after a long day at school.

We are excited to have parents as our partners and look forward to seeing you at pick up everyday. Our friendly staff members are more than happy to help you with any questions, comments or suggestions you might have. Our team is comprised of managers, coordinators, counselors and volunteers. Our managers are happy to address any administration needs. Our coordinators and counsellors are here to address any day-to-day issues that may arise throughout the week.

Please do not hesitate to contact us should you have further questions!

The GNAG Team info@gnag.ca

GNAG Kinder Q4 Program Statement

The program and curriculum at GNAG's Kinder Quest-4-Fun Afterschool Care Program for JK - SK (Kinder Q4) are guided by "*How Does Learning Happen? Ontario's Pedagogy for the Early Years*" (2014)(HDLH). This pedagogy has been implemented through the Ministry of Education as a professional learning resource for childcare workers and provides a fundamental framework, grounded in leading-edge research, for how we approach education. We provide an enriching and educational program that promotes inclusivity and cooperation in a fun and safe environment, while focusing on the types of environments, experiences, and interactions, which bring out the best in children, their families, and the educators. Learning through play is the cornerstone of our philosophy, and by demonstrating their interests and developmental needs through child-led activities, it allows children to be active and capable participants in the program content itself. Through observation and reflection, our educators are better prepared to create an environment that entices the curiosity of the children and fosters a lifelong love of learning.

The promotion of safety, healthy living, and nutrition is very important to GNAG. Everyday, during the Kinder Q4 program, a healthy homemade snack using fresh ingredients, and in accordance with Canada's Food Guide, will be provided. Snack will consist of 150-300 calories of food and include a balanced combination of carbohydrate, protein, and healthy fats. Kinder Q4 snack will reduce refined sugar quantities and include fresh fruits and vegetables on a regular basis. In response to potential allergens, no nuts or sesame seeds will be used in the snack preparation. Substitute ingredients will also be used for children with alternative food allergies and restrictions. Sanitary practices for all equipment, food preparation areas, as well as toys or other materials will be upheld. The Kinder Q4 snack will be prepared under the supervision of a certified Food Safety Handler in possession of a valid Food Handler Certificate issued by the Ottawa Public Health Department.

To further promote the safety of children within the program, staff will carry cell phones with them when picking up children from school or while on duty in the outdoor playground. There is also an intercom system in the Kinder's Q4 room that allows teachers to communicate with the office staff if necessary. In accordance with the *Fire Protection and Prevention Act (1997)*, a monthly fire drill procedure is also in place.

We strongly believe that the experiences had by the children, their parents, and the staff are greatly enhanced through the support of open, positive interactions. We strive to achieve this by creating a welcoming, "home-like" environment that fosters meaningful relationships and allows children to be themselves. We promote open

communication amongst the children and staff through daily “sharing” time and acknowledge the children as being capable and competent individuals. Staff consistently model appropriate behaviour, and promote a feeling of mutual respect with the children by getting down to the child’s eye level and engaging them in a manner which is developmentally appropriate.

Within the Q4 Kinder’s program, the staff prioritizes the social and emotional health of children by encouraging and modelling positive communication habits, and by providing the necessary tools for children to develop their ability to self-regulate. We achieve this by responding to children’s emotional needs appropriately and consistently. Children are encouraged to discuss their emotions, and the staff supports them by providing the appropriate language whereby they can express themselves, or by leading children to develop solutions to issues they might be experiencing on their own.

Learning through play is an integral part to our program philosophy, and as such, the staff work hard to promote learning experiences that are led by the children themselves. We do this by playing with the children and using documentation tools that allows us to map their interests and needs. This allows us to set up activities that are responsive to these interests and create play centres that reflect the various individual needs and learning styles of the children. To stay current with these ever-changing trends, staff programming meetings are held on a regular basis.

Our program philosophy is anchored in the belief that all children learn differently, and therefore, it is imperative that our program offers a wide range of activities and experiences that caters to the individual needs of the children. The children’s individual learning and development is further supported through open communication between the staff and parents as well. By taking a collaborative approach, we are able to create an environment that encourages, challenges, and empowers children to have an active role in their own learning.

As child-care providers, our ultimate goal is to create an environment where children feel safe and accepted, and where families feel that their needs and interests are being addressed and respected. By including children in the overall execution of the program, we create an environment where children feel they belong and have some ownership and input into the daily activities. One of the ways we achieve this is by designating daily duties to the children (hanging up coats and bags, clean up responsibilities, etc.), and by creating special “duty days” where children have the opportunity to help set up various activities taking place during the day (crafts, art, active games, etc.). Throughout all this, the staff are constantly tracking what the children are interested in, and how we can support their learning by capturing these interests through our program planning.

We also recognize that the families of the children are our greatest allies in support of creating the most successful program possible. Thus, It is essential that we maintain a strong level of communication with parents and caregivers to better understand what they are hoping to gain from the program and how we can further support their child's on-going learning. Staff are strongly encouraged to check in with parents on a daily basis, particularly at sign-out where we have an opportunity to discuss their child's day, talk about their experiences, or receive feedback about the program itself.

On a daily basis, the Q4 Kinder's room is divided into several play centres, supporting gross and fine motor skills, cognitive learning, as well as social and emotional development. Examples include but are not limited to, the block area, dramatic play centre, science and mathematical centres, free art table, as well as a cozy book corner. In order to keep up with changes in the children's interests and needs, the play centres are adapted or changed entirely on a weekly basis, or whenever the staff determines that changes are necessary. At any point during the program, and regardless of what other activities are taking place, children may go to the book corner for rest and quiet time as well.

At the Q4 Kinder's program, we also strongly believe it is extremely important to have a strong balance of indoor and outdoor play, and to play outside as much as possible. Therefore, weather permitting, the program will make use of the park out front of the Glebe Community Centre for a minimum of 30 minutes per day, or go over to the Mutchmor School park whenever possible.

As a program that is both a part of a community organization and utilizes space within a community building, we recognize that developing beneficial relationships with community partners is essential to the success of the program. Since the program takes place within a City of Ottawa facility, the Glebe Community Centre REC Supervisor and Facility Operator are our first line of contact with the City. Fostering a healthy relationship with these partners helps us to address any issues that might arise with the usage or physical aspects of the space itself, and to find solutions that are mutually beneficial and appealing to both parties.

During the morning portion of the day, the space is occupied by another licensed daycare program, the Glebe Cooperative Nursery School. As a shared space, the success of both programs is influenced by how we interact with and support each other. This relationship places us in a fortunate situation where we are able to share furniture and larger equipment, as well as cost-share purchasing for larger items. By sharing our program goals, we are also able to collaborate on how we set up the room, and how we

can create an environment that mutually supports our program philosophies. This partnership also allows us to share updates in research regarding child studies and legislation, and develop awareness for staff development and training opportunities.

As learning is a lifelong pursuit, we consistently encourage and provide opportunities for staff to promote their own professional development. Whenever possible, we encourage all staff to attend relevant workshops or seminars and conduct bi-annual in house staff training where we re-assess our program and individual goals and focus on key areas of development as determined by the program coordinator and management team. Along with our regular programming meetings, team meetings are held where we discuss the needs of the children and the status of centre initiatives.

* The Q4 Kinder's program statement will be reviewed on an annual basis to ensure that it continues to align with the Minister's policy statement.

Status

The Kinder Q4 is licensed (#) by the Ministry of Education under the Child Care and Early Years Act, 2014 and incorporated (000296173) as a non-profit organization under the Glebe Neighbourhood Activities Group (GNAG). GNAG is fully insured as required by the Child Care and Early Years Act, 2014 and the City of Ottawa's Recreation, Culture and Facility Services.

GNAG's Mission

The Glebe Neighbourhood Activities Group (GNAG) works to enrich our community by delivering recreational, cultural and social activities and services.

We believe...

-in creative and innovative programming, activities and events that keep up with trends and demographic changes.

-in the inclusion of all in safe and supportive surroundings.

-in the importance of having a rich recreational environment within the community.

-in serving the community with compassion, caring and commitment through a hands-on approach.

-in engaging highly competent, experienced and friendly staff alongside dedicated volunteers.

-community is stronger when its members care for each other, participate and contribute, share their skills and talents and celebrate together.

Contact Us

Our management team work year round to provide quality programming to our community. We are here to serve you! The GNAG office is located inside the Glebe Community Centre behind the front desk. Please feel free to come on back if you wish to speak directly with any member of the team. You can also send an email to info@gnag.ca, which goes to the whole team, so you're sure to get an answer quickly.

Executive Director	Mary Tsai	tsai@gnag.ca
Director Recreation	Paul O'Donnell	paul@gnag.ca
Financial Administrator	Peter Wightman	peter@gnag.ca
Office Manager, Events & Communication:	Clare Davidson Rogers	clare@gnag.ca
Department Manager Children & Family	Alison O'Connor	ali@gnag.ca
Department Manager Youth & Adult	John Muggleton	john@gnag.ca
Senior Coordinator: Q4, Children & Family	Lauren Fowler	lauren@gnag.ca
Senior Coordinator: Q4 Kinders, Preschool	Jason Irvine	Jason@gnag.ca
Senior Coordinator: Youth & Adult	Katie Toogood	Katie@gnag.ca

Q4 Kinders Program Services

The Q4 Kinders afterschool program operates from 3:00 - 6:00 pm, Monday to Friday for children in both junior and senior kindergarten. We provide a walk-over service from several nearby community schools (Mutchmor P.S., First Ave. P.S., and Corpus Christi Catholic School), where staff pick up children at the time of dismissal, and walk them over to the Q4 Kinders program at the Glebe Community Centre.

Upon arrival, children are provided with a daily snack and several transitional play stations before engaging in more organized daily crafts, games, and other activities.

Dates of Operation and Closures

The Q4 Kinders program will be closed on all statutory holidays and School Breaks. This includes the following dates for 2018/19 school year:

Labour Day - Monday, September 3, 2018

Thanksgiving - Monday, October 8, 2018

Winter Break - December 24, 2018 – January 4, 2019

Family Day - February 18, 2019

March Break - March 11 – 15, 2019

Good Friday - April 19, 2019

Easter Monday - April 22, 2019

Victoria Day- May 20, 2019

On PA days that do not affect all Ottawa school boards the Q4 Kinders program will continue to operate. On PA days for all participants in the afterschool program an extended camp day will be offered.

September 2018 Temporary Closure

The City of Ottawa will be closing the Glebe Community Centre for two weeks: August 27 – September 7 in order to complete renovations to retrofit the centre to meet the standards required under AODA – Accessibility for Ontarians with Disabilities Act. Kinder Q4 is a licensed daycare program that can only take place in the designated licensed room. Consequently, the program will begin on September 10, 2018.

All September fees will be prorated to account for the loss of care for one week, therefore the September 2018 Q4 fee is \$170.

GNAG Policies and Procedures

Allergies

Parents are responsible for informing GNAG Kinder Q4 staff of all allergies and food sensitivities that your child has by documenting them during the registration process. Parents of children with life threatening or anaphylactic allergies must fill out GNAG's Life Threatening Allergy Form with an attached photo to be kept in the Kinders Q4 Room during program operational hours. We kindly ask that parents refrain from sending their children to the program with nut or sesame seed products. Any such products discovered will be removed from the child's possession and returned to the parent upon pick-up.

If your child carries an EPIPEN or similar device, they must have two devices with them at all times, one on their person (in a device they wear on their body - fanny bag) and one left on site in the program medical kit for the duration of the school year. EPIPENS may not be kept in a participant's backpack. Any EPIPEN that expires during the course of the year will be returned to the parent for disposal and will need to be replaced.

Medication

Parents of children who require medication during the afterschool timeframe (3:30pm – 6:00pm, daily) must fill out a Medication Administration Request Form. All prescription and non-prescription medication should be given to the Program Supervisor in its original packaging and clearly labeled with the following information: child's name, the name of the drug, the dosage, the date of purchase and instructions for storage and administration of the drug.

All medication will be stored in the GNAG office. GNAG keeps a written record of all medication administered by staff, including time of day and the staff who dispensed the medication.

If a child is receiving medication at home only, it is the parent's responsibility to inform the staff, and ensure that GNAG staff are fully informed of any side effects or special instructions that may be associated with the medication

Allergy Aware

The Glebe Community Centre is a public building and therefore it cannot be guaranteed as a nut free environment. GNAG makes every effort to maintain a nut-free afterschool program and a nut free kitchen. If you have any questions or concerns, please talk to your program supervisor.

Off-site Activities

The Kinder Q4 program will frequently visit the park across the street in the Mutchmor School field. As the site of the park is not on the property of the Glebe Community Centre, it is considered to be a “field trip” where parental permission is required. All parents will therefore need to sign the “Kinder Q4 Field Trip Permission Form” which will allow for their child(ren) to go to the park with the program.

Emergency Procedures

The Kinder’s Q4 Program has Emergency Management Policies and Procedures in place that all staff are trained in before commencing employment. We conduct Fire Drill evacuation procedures once a month with the Kinder’s Q4 Group. Corpus Christi School is the designated shelter for emergency evacuations. In the event of emergency conditions (i.e. blizzards, fire) parents should be prepared to pick up their child early, or make arrangements with their child's emergency contacts. Parents will be contacted by telephone.

Please note: In the event of evacuation, parents are not to go inside the Glebe Community Centre to pick up a child. Please proceed to the designated evacuation area. You may pick up your child after attendance has been taken.

Matters of Custody

Unless, a written separation agreement or court order to the contrary has been provided by either parent, both parents are equally entitled to custody of their child. In cases where custody is granted to one parent only, and GNAG has been provided with a copy of the court order, management will take reasonable steps to prevent unauthorized access to a participant by his/her parent, including contacting the police for assistance and intervention. It is the parent's/guardian's responsibility to notify the Program’s Supervisor with respect to any changes to custody or access rights and to provide the Supervisor with a copy of the most recent applicable separation agreement or court order at the earliest opportunity.

Photos and Videos

We like to take pictures of our after-school program in session. If you do not wish to have your child’s photo taken, please let us know. We use the photos of our participants in our community guide, on our website, in our social media including GNAG Facebook, twitter and instagram account and in promotional material.

Inclusion

GNAG believes all children should have a fun, rewarding and safe experience. If your child requires extra support please give us a call to discuss how we can accommodate your child's needs. Our Program Coordinators are pleased to meet with you to discuss any pertinent exceptionalities. We believe in the inclusion of all!

Keeping Track of Kid's Stuff

Label, label, label! Participants are responsible for all of their own belongings. We recommend labeling everything with the child's full name. Keeping track of all the stuff your child brings to school and afterschool can be a job in itself! Kids are responsible for their own belongings so it's a good idea to pack your child's bag with them and remind them of any key items. Please remember – things do get lost, so please do not send any valuable items. Please note: If a child loses something, staff will do their very best to help them find it, but will not be held responsible for any lost, stolen or damaged items.

Lost and Found

Our lost and found is located inside the Glebe Community Centre, in the front atrium under the stairs. Often, staff will keep separate items that are labeled and will give them back to children the next day. Our lost and found is cleaned out every 2-3 weeks and due to space issues we cannot keep belongings after such time. Due to sanitary concerns, after about a week any lunch bags left in lost and found may be thrown out. Please check the lost and found regularly to see if you are missing anything!

Trading Games

Every year it seems there is a different toy being traded in the schoolyard. While the popular trade used to be stickers it has grown into more expensive items such as Pokémon cards, bay blades etc. Q4 has a strict no trading policy. Children are asked to keep any tradable items at home as we cannot offer secure storage for these items.

Parent Issues and Concerns Policy

The purpose of this policy is to provide a transparent process for parents/guardians, the childcare licensee and staff to use when parents/guardians bring forward issues/concerns.

Parents/guardians are encouraged to take an active role in our child care centre and regularly discuss what their child(ren) are experiencing with our program. As supported by our program statement, we support positive and responsive interactions among the children, parents/guardians, childcare providers and staff, and foster the engagement of ongoing communication with parents/guardians about the program and their children. Our staff are available to engage parents/guardians in conversation and support a positive experience during every interaction.

All issues and concerns raised by parents/guardians are taken seriously by GNAG and will be addressed. Every effort will be made to address and resolve issues and concerns to the satisfaction of all parties as quickly as possible. Whenever possible, issues and concerns will be responded to immediately, or when not possible, within 24 hours.

Issues/concerns may be brought forward either verbally or in writing via e-mail. Responses and outcomes will be provided verbally, or via e-mail when convenient or when a written record is necessary. The level of detail provided to the parent/guardian will respect and maintain the confidentiality of all parties involved. Investigations of issues and concerns will be fair, impartial and respectful to all parties involved.

Every issue and concern will be treated confidentially and every effort will be made to protect the privacy of parents/guardians, children, staff, and volunteers, except when information must be disclosed for legal reasons (e.g. to the Ministry of Education, College of Early Childhood Educators, law enforcement authorities or Children's Aid Society).

Our centre maintains high standards for positive interaction, communication and role modeling for children. Harassment and discrimination will therefore not be tolerated from any party. If at any point a parent/guardian, provider or staff feels uncomfortable, threatened, abused or belittled, they may immediately end the conversation and report the situation to the supervisor and/or licensee.

A) Concerns about the Suspected Abuse or Neglect of a Child

Everyone, including members of the public and professionals who work closely with children, is required by law to report suspected cases of child abuse or neglect. If a parent/guardian expresses concerns that a child is being abused or neglected, the parent will be advised to contact the local Children's Aid Society (CAS) directly.

Persons who become aware of such concerns are also responsible for reporting this information to CAS as per the "Duty to Report" requirement under the *Child and Family Services Act*.

For more information, visit;

<http://www.children.gov.on.ca/htdocs/English/childrensaid/reportingabuse/index.aspx>

B) Program / Room Related Concern

If the nature of a concern is related to the daily program itself (e.g. schedule, routines, activities...) parents/guardians can direct their concerns directly to the staff in the room. If the parent/guardian feels their concern has not been properly addressed, they can also bring their concern to the Program Supervisor or Licensee.

C) General, Centre or Operations Related Concern

If the nature of a concern is related to general operations of the program (e.g. child care fees, staffing, waiting lists, menus...) parents/guardians can direct their concerns to the Program Supervisor or Licensee

D) Staff Conduct Concern

If the nature of a concern is related to the conduct of a staff member, Program Supervisor, or Licensee, the parent/guardian may direct their concern to the individual directly or to the supervisor or licensee.

If the nature of the concern is related to the conduct of a volunteer, the parent/guardian should direct their concern to the Program Supervisor.

All issues or concern about the conduct of staff, volunteers, supervisors, etc. that puts a child's health, safety, and well-being at risk should be reported to the supervisor as soon as parents/guardians become aware of the situation

Absences

Did you know? When your child is missing from walkover, we activate our emergency search procedure.

If your child will be absent from Q4, you must notify the GNAG office in advance of 2:00 pm of that day by calling [613-233-8713](tel:613-233-8713) or emailing info@gnag.ca.

It is not enough to:

- notify your child's school/teacher
- tell our Q4 walkover staff (who is enroute)
- to pick up your own child up from school without telling us in advance
- tell your child's sibling or friend to pass on the message

This is extremely important because if your child does not arrive at the expected time for walkover, our staff will consider them MISSING and begin to search the school, playground, community and working the phones. This also delays the transfer of all the other children while we search for your child. This can take upwards of 15 minutes.

Please let us know of any special schedules or programs for your child. If your child will be away one consistent day all year, or for any extended period of time, please email us at info@gnag.ca. (Remember this includes school activities such as Dance class, pottery, art classes, etc.).

Pick up & Sign Out

GNAG staff are scheduled until 6:00pm everyday, so please arrive on time. In the event you are running late, please phone us immediately to let us know when we can expect you. Call the front desk at 613-233-8713.

When picking up your child(ren) please sign them out with a program staff. Plan to give yourself 5-10 minutes to pick up your child. This is to ensure you have enough time to park properly, come inside, and sign your child out. Please allow time for this. Anyone that is not a parent must be on the designated pick-up list provided by you in advance. Staff will not release a child to an adult who is not on the pick-up list and will ask for identification if they do not recognize the individual picking up.

Late Pick-up Policy

A parent is considered late if they arrive anytime after 6:00pm. In the event your child has not been picked up by 6:00pm, Q4 staff will attempt to contact the parent(s) to determine when the child will be picked up. If the staff is unable to contact the parent(s), they will then attempt to get in touch with the listed emergency contact. If the emergency contact has been contacted, it is expected they will pick up the child(ren) in a timely manner.

The **first time** a parent arrives late, they will be informed by the staff present of the late policy and asked to sign the late pick-up log book.

The **second time** a parent arrives late, they will be asked to sign the logbook, and will be reminded that a third late will result in a financial penalty.

The **third time** a parent arrives late, they will be asked to sign in the logbook and will receive a fee for the amount of \$50.00. If possible, the fee will be paid immediately, however, if the parent is unable to do so, the fee will be added to the parent's profile to be paid as soon as possible. The parent will be notified by the program coordinator that another incident of lateness will result in a meeting with the program coordinator to discuss the infractions.

The **fourth time** a parent arrives late will result in a meeting being set between the family, program coordinator, and a GNAG manager to discuss the continued lateness. In order for the child(ren) to continue to attend the after-school program, the family must demonstrate a plan as to how they are going to manage to arrive on time moving forward. The family and program coordinator will also establish, in writing and signed off by both parties, what the consequences will be should there be any more incidences of lateness.

We understand that, on occasion, extenuating circumstances may arise which can cause a parent to be late for pick-up (i.e.; extreme inclement weather, family emergencies, etc.). In these circumstances, and at the discretion of the program coordinator or staff present, families will not be penalized for lateness.

Shoes

Children must always have footwear on while at the Glebe Community Centre. When there is rain or snow, all Kinder Q4 participants MUST have indoor shoes. Please provide shoes to be left at the community centre starting in mid October until late May. Please ensure that they fit; they can be outdoor shoes from summer (old running shoes are fine with us!) and are suitable for active play (no flip flops please!). We do not recommend Children transporting shoes back and forth from Kinder Q4 to school. We will provide a designated spot to store their shoes. All Shoes MUST be labeled with your child's first and last name. We also recommend labeling your child's winter clothing. With all the extra winter garments, it is very easy for items to be lost or misplaced. If shoes are lost or misplaced, our staff will do their best to help you and your child locate them, however, please be reminded that GNAG is not responsible for any lost or stolen shoes. We thank you in advance for helping us keep our centre clean and safe; (wet boots = slippery floor = falling children)

Volunteer and Supervision Requirements

In accordance with Ontario Regulation 137/15 of the Child Care And Early Years Act (CCEYA), all volunteers working in the Kinder Q4 program must be supervised by a GNAG employee and at no time are permitted to be left alone with any child receiving care at the centre. Volunteers are not counted in staffing ratios at the centre.

Prior to the start date, all staff and volunteers will review and sign off on the program statement and implementation policies, the anaphylaxis and emergency procedures, and the prohibitive practices policy. All staff and volunteers will review the policies and procedures on an annual basis. All staff and volunteers over 18 years of age are required to present a vulnerable sector check (VSC) to GNAG to be kept on file prior to their starting date. All volunteers under 18 years of age are required to provide a Criminal Record and Judicial Matters Check (CJMC) prior to their starting date.

Prohibited Practices

The following prohibited practices are never permitted at the Early Learning Centre:

- a. Corporal punishment of a child (which may include but is not limited to, hitting, spanking, slapping, pinching);
- b. Physical restraint of children (which may include but is not limited to confining to a high chair, car seat for discipline or in lieu of supervision, unless for the purposes described in the regulation (to prevent self-harm, harm to others and only until risk of harm/injury is no longer imminent);
- c. Locking the exits for the purpose of confining a child, or confining the area or room without adult supervision, unless such confinement occurs during an emergency;

d. Use of harsh, degrading, measures or threats or derogatory language directed at or used in the presence of a child that would humiliate, scare or frighten a child or undermine self-respect, dignity, or self-worth;

e. Depriving a child of basic needs including food, drink, shelter, sleep, toilet use, clothing or bedding; or

f. Inflicting any bodily harm on children including making children eat or drink against their will.

PA Days & Holiday Break Camps

Please remember that on PA days and Breaks (December and March), childcare is not included in your Q4 registration. Day Camp will be offered on all public school board PA days, Holiday Break and March Break. Families must register and pay separately for these programs.

Our Financial Terms and Conditions

Rates

The monthly fee for Kinder Q4 is \$220 for the 2018/2019 school year (September through June). Kinder Q4 registrants will be required to pay a non-refundable registration fee of \$275 per child. This fee represents a small portion of each monthly payment made at the beginning of the year to secure your child's space. If you decide to withdraw from the program, this fee will not be reimbursed, even if this withdrawal occurs before the start of the scholastic year.

Payments

Monthly fees will be charged by the midpoint of the previous month. (i.e.; September payment will be charged on the first business date after August 15, 2018)

Upon registration you will be required to provide a method of payment for the next year. There are two options for payment:

- Option one: By credit card by placing a current credit card number on file with GNAG. Please fill out the monthly visa payment form and submit it to GNAG by May 25, 2018. This option includes an additional 5% fee incurred by the credit card company (total monthly fee of \$231.00)
- Option two: Pre-Authorized Debits (PADs). If you pay by PAD, please fill out the PAD form and submit it to GNAG by May 25, 2018.

Admission to Program

GNAG retains spaces each year for all children returning to the program, as well as all siblings of children currently attending who are newly entering the program. For all other new registrants, GNAG operates a lottery system, as demand for the program is high and spaces are limited. Applicants who are successful in obtaining a spot through the lottery system will be notified via email that the space is available to them. Successful applicants will have two business days from the date of notification to register for the spot and submit their application fee. If an applicant does not register for the spot within the allotted time frame, the spot will be offered to the next applicant on the waiting list.

For those interested in entering the program for the 2018 - 2019 year, the submission of applications to the lottery will be accepted by email info@gnag.ca or in person at the Glebe Community Centre between June 1 – 8. For more details, please go to our website at gnag.ca.

Waiting Lists

All applicants who are unsuccessful in obtaining a spot in the program from the initial application period between June 1 - 8 will be placed on a waiting list in the order that their application was drawn. Applicants will then be notified that they were unsuccessful in obtaining a spot and are now on the waiting list. Any applicants who apply after the initial application period of June 1 - 8 will be placed at the end of the waiting list on a first come, first serve basis.

When a space becomes available, the family at the top of the list will be notified via e-mail, and if no response is received, by telephone, and will be given two business days to decide if they would like the space. If the family decides to take the space, their child does not need to start immediately, but may begin in the program anytime within the next calendar month. If the family declines the space, or fails to respond in a timely manner, the space will be offered to the next family on the list and the process will begin anew.

At no point, will GNAG ever charge a fee to a prospective client to enter the waiting list for any program we offer. If an applicant wishes to know their placement on the waiting list, they may place their inquiry in writing to Alison O'Connor at ali@gnag.ca.

Withdrawal Policy

We at GNAG understand that your family's needs may change, and that Kinder Quest 4 Fun programs may no longer work for your family for a variety of reasons. Should you decide to withdraw from the Kinder Q4 program, we require one calendar month (not 30 days) notice in writing via e-mail to info@gnag.ca. Should you not be able to provide 30 days, your effective withdrawal date will be one calendar month from the date an email is received. (For example: If you withdraw on March 21, your withdrawal date will

be April 30). This will allow us enough time to fill your child's spot.

Financial Assistance

As a not-for-profit organization, GNAG is committed to ensuring that its programs and services are available to all in our community. While we strive to make our programs affordable, sometimes families and individuals may need financial assistance to help cover program costs.

Where does the GNAG subsidy fund come from?

The Subsidy Fund is drawn directly from GNAG's Community Development Fund. The fund is raised through fundraising and through program fees from our participants. Please note, we receive no funding from Municipal, Provincial or Federal Governments for our subsidy program.

The process is as follows:

1. Financial assistance will be considered based on the client's need. Applicants may be asked to provide copies of formal documentation (ex. Receipt of Ontario Works, Receipt of Ontario Disability Pension, Receipt of Childcare Benefits, a current T4 Slip/Income Tax Return.)
2. The maximum amount per person is \$165 per year. The term runs from July 1 - June 30.
3. We ask that clients pay a minimum of 25% of the cost of the program.
4. Subsidies are transferable from parent to child only.
5. Please fill out the "Request For Financial Assistance" form and return it in a sealed envelope to the GNAG office. A member of GNAG will be in contact with you regarding your request. Please allow for at least 3 business days for processing.
6. For participants who wish to apply for assistance prior to registration, please contact 613-233-8713 to make arrangements. Subsidies cannot be applied to an already completed registration, you must have a processed application in order to receive the subsidy upon registration.
7. Payment plan options are also available. Please enquire at 613-233-8713.