

Stepping Stones Childcare

Programs of the Alberni Valley Childcare Society
4325 Neill Street, Port Alberni BC, V9Y 1E5
Phone: 250-723-5012 Fax: 778-421-8355

Infant and Toddler, Daycare, Multi-Age Care, Preschool, Before and After School Care
www.avchildcare.ca

WELCOME TO OUR PROGRAMS!

Attached you will find policies and procedures for Alberni Valley Childcare Society (AVCS) programs and services. Please take a few minutes to review this information. If you have any questions, you are encouraged to speak with the Program Manager or a staff member on duty.

Transitions:

The successful transition between home and group childcare or an old and new program begins with preparing both yourself and your child for the change. You are encouraged to visit the program with your child prior to starting. This will help acclimate your child to our programs and allow the program manager to review all necessary registration information with you. By visiting the program, you will also be given an opportunity to meet the teachers and have any questions you may have regarding our program, routines, etc. answered.

Application:

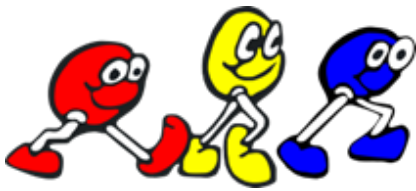
- Application and Non-refundable registration fee
 - Registration forms must be completed and filled in by the parent
 - A current picture of your child
 - Allergies and directions for care must be noted on file
 - Permanent medications or required medical intervention plans must be signed off by a physician
- Affordable Childcare Benefit (ACCB) is formerly known as subsidy, application package (if eligible)
- Affordable Childcare Benefit Arrangement Form (signed by the centre)

Preparing for your child's first day:

- Orientation visits – AVCS strongly encourages families to visit the program with their child/ren prior to their scheduled start day
- Label clothing and other personal belongings
- Prepare items needed for childcare – AVCS recommends that you have a backpack and lunch kit for your child to bring items to and from the centre each day
- Ensure that your fees are paid on the first day of care. *Affordable Childcare Benefit (ACCB) must be in place prior to the start of care arrangements
- Arrange extra time to drop off your child on the first day and for visits
- Keep the phone number of your child's program with you

Program musts:

- All children must be signed in and out of daycare programs each day
- All parents must check in with a staff member when dropping off and picking up their child(ren)
- Parents are required to phone or send a Lillio message if their child(ren) will be late or away from the centre for any reason. This is particularly important for our school age children and families.
- Only individuals noted on the registration form are eligible to pick up your child from our programs.
 - Written consent for an alternate person to pick up your child must be provided and signed by the authorizing parent.



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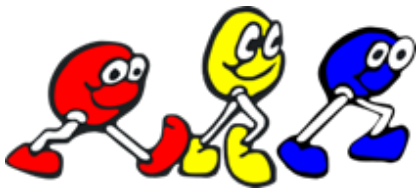
What to bring to the Center:

Infants and Toddlers:

- Extra clothing (weather appropriate)
- Prepared bottles, labeled with child's name and date (on caps too)
- Sippy cups filled with milk or water labeled with child's name and date
- Diapers
- Diaper cream or ointment for rash (will need to sign a consent form to apply)
- Lunch/food items for day. (AVCS programs provides a morning and afternoon snack)
 - We recommend that lunch consists of a sandwich or equivalent, fruit/veggies, drink and a small treat.
 - Please note that AVCS programs follow a healthy food choice lunch model. All children are offered and encouraged to eat healthy food items prior to treats/dessert items being offered.
- Extra formula or milk
- Soother if your child uses one
- Sunscreen after 6 months – labeled with child's name
- Special cuddly or blanket if needed
- Outdoor attire such as sun hats, mitts, warm coat, boots, etc
- A bike helmet that can be left at the centre. All children are required to wear a proper fitting helmet when riding scooters or wheeled toys in our outside play spaces.

Preschool and Daycare:

- Extra clothing (weather appropriate)
- Pull-ups/diapers if your child is still toilet training
 - Diaper cream or ointment for rash (will need to sign a consent form to apply)
- Lunch/food items for day. (AVCS programs provides a morning and afternoon snack)
 - We recommend that lunch consists of a sandwich or equivalent, fruit/veggies, drink and a small treat.
 - Please note that AVCS programs follow a healthy food choice lunch model. All children are offered and encouraged to eat healthy food items prior to treats/dessert items being offered.
- Sunscreen – labeled with child's name
- Shoes or slippers with non-skid sole to wear indoors
- Outdoor attire such as sun hats, mitts, warm coat, boots, etc
- A bike helmet that can be left at the centre. All children are required to wear a proper fitting helmet when riding scooters or wheeled toys in our outside play spaces.



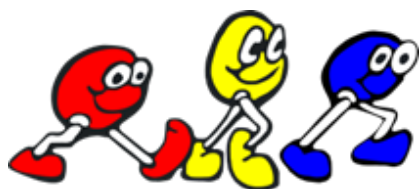
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School Age Children:

- Extra clothing (weather appropriate)
- Lunch/food items for non-instructional days. (AVCS programs provide a morning and afternoon snack)
 - We recommend that lunch consists of a sandwich or equivalent, fruit/veggies, drink and a small treat.
 - Please note that AVCS programs follow a healthy food choice lunch model. All children are offered and encouraged to eat healthy food items prior to treats/dessert items being offered.
- Sunscreen – labeled with child's name
- Shoes or slippers with non-skid soles to wear indoors
- Outdoor attire such as sun hats, mitts, warm coat, boots, etc.
- Umbrella for after school walks
- Portable water bottle for outdoor time and a pack sack suitable for day trips
- A bike helmet that can be left at the centre. All children are required to wear a proper fitting helmet when riding scooters or wheeled toys in our outside play spaces.



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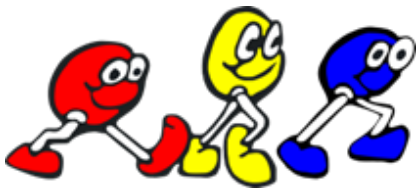
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Alberni Valley Childcare Society Site Address and Contact List

Updated July 2025

Location	Contact	Phone	Fax	Email
Central Administration 4325 Neill Street, Port Alberni BC, V9Y 1E5 Web: www.avchildcare.ca	Julie Spencer, Executive Director Dawn Hamelin, Finance Office	250-723-5012 250-723-7345	778-421-8355 778-421-8355	ss@avchildcare.ca finance@avchildcare.ca
Stepping Stones Programs 4325 Neill Street, Port Alberni BC, V9Y 1E5	Christina Dicks, Executive Administrator	250-723-5012	778-421-8355	christina.admin@avchildcare.ca
Stepping Stones Programs 4325 Neill Street, Port Alberni BC, V9Y 1E5	Kelly Simister, Program Administrator	250-723-5012	778-421-8355	kelly.admin@avchildcare.ca
Stepping Stones-Hilton 4325 Neill Street, Port Alberni BC, V9Y 1E5	Michelle Kunderman, Program Manager	250-723-5012	778-421-8355	sshilton@avchildcare.ca
Baby Steps 4325 Neill Street, Port Alberni BC, V9Y 1E5	Katie Peulen, Program Manager	250-723-5012 –ask for Baby Steps	778-421-8355	babysteps@avchildcare.ca
Stepping Stones Too 4222 Cedarwood Street Port Alberni, BC, V9Y 4A6	Cindy McArthur, Program Manager	250-723-5431	778-421-8355	sstoo@avchildcare.ca
Stepping Stones -Alberni 4645 Helen Street, Port Alberni, BC V9Y 6P6	Katherine Currie Program Manager	250-720-0957	778-421-8355	ssalberni@avchildcare.ca



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POLICY REGARDING CHILD ATTENDANCE AND ILLNESS

Policy:

The Alberni Valley Childcare Society will make every effort to ensure the safety and health of the children in their care. We recognize that young children are very susceptible to infections. It is often difficult for both parents and staff to determine when a child has a significant illness or when a child is too ill to attend a childcare program.

Parents and caregivers must consider:

- The protection of other children from communicable disease.
- The comfort and safety of the child who is ill.
- The capacity of the childcare centre to look after an ill child.

Procedure:

The following guidelines should assist staff and parent's in deciding if a child should or should not be excluded from a childcare program:

1. Any child who is too ill to fully participate in normal activities at the childcare centre should be excluded.
2. Children with upper respiratory infection but no fever need not be excluded for the protection of other children. Respiratory viruses are so common that it does not make sense to single out for exclusion those who exhibit minimal symptoms.
3. Children with suspected or known measles, mumps, rubella, whooping cough or chicken pox should be excluded until non-infectious (as determined by their family physician). Children with a generalized rash and fever are suspected of having measles and should be excluded pending diagnosis.
4. In addition to the illnesses mentioned in (3), there may be other less common communicable diseases which would necessitate exclusion for a period of time. In the case of communicable disease, the childcare centre will advise the Public Health Nurse at the local Health Unit. If there is an outbreak the childcare centre will notify Community Care Facilities Licensing through an Incident Report.
5. Children with chronic symptoms such as persistent cough or persistent fever (*normal temperature is 37 c or 98.6 f*) warrant medical evaluation. Once appropriate medical evaluation is obtained, they need not be excluded from the childcare centre unless they fall under the terms of (1), (3) or (4) above.
6. Whenever a child attending a childcare program develops new symptoms, the parent should be notified to take the child home.
7. A child with gastro-intestinal problems (i.e. vomiting, diarrhea) should be excluded from the childcare programs until the child is well again.



MORNING HEALTH CHECK

Signs to Observe:








- General mood and changes in behavior
- Fever or elevated body temperature
- Skin rashes, unusual spots, swelling or bruises
- Complaints of pain and not feeling well
- Signs/symptoms of disease (severe coughing, sneezing, breathing difficulties, discharge from nose, ears or eyes, diarrhea, vomiting etc.)
- Reported illness in child or family members



Use all of your senses. . .

- **LOOK** -for signs
- **LISTEN** -for complaints
- **FEEL** -for fever
- **SMELL** -for unusual odor

Keep Me Home If...

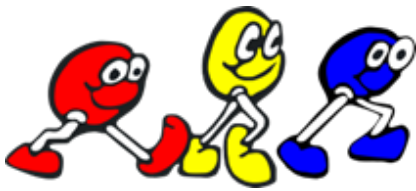
I have a fever.	I am vomiting.	I have diarrhea.	I have a rash.	I have an eye infection.	I am just not feeling well.	I have been to the hospital.
						
Temperature of 37.5°C (99°F) or more	Within the past 24 hours	Within the past 24 hours	Rash with itching, open sores with drainage	Redness, itching and/or mucus or pus draining from the eye	Fatigue, low energy, lack of appetite, Emotional or unusually unhappy	Hospital stay and/or emergency room visit

I am ready to go back to school when I am....

Fever free without medication for 24 hours (ie. Tylenol, Motrin, Advil).	Free from vomiting for 24 hours.	Free from diarrhea for 24 hours.	Free from rash and itching. I have been evaluated by my doctor if needed.	Free from drainage and/or been evaluated by my doctor if needed.	Energy level normal, appetite has returned and able to emotionally regulate.	Released by my medical provider to return to childcare.
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*** If your child requires antibiotics, they need to be on it for 24 hours before returning to the program. If we need to administer the medication it needs to be brought in the original container and a medication form will need to be filled out before it is administered.

*** If head lice is present, treatment is required before your child can return to the program.



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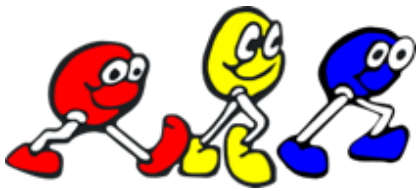
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SUPERVISION OF CHILDREN IN CARE

Alberni Valley Childcare Society abides by the Community Care Facilities Licensing Regulations and follows the standards set out for supervision of children in care as directed within the regulations. Minimally AVCS ensures that children are adequately supervised by qualified employees in sufficient numbers to meet the needs of each child. AVCS follows the group size and staff ratio's as directed by Community Care Facilities Licensing Regulations.

All Program Staff will:

- Provide active supervision of children in their care. This means that staff will be interactive with the children during all indoor, outdoor and gym supervision.
- Staff will not cluster supervise.
- Staff will strategically place themselves around the areas of supervision and ensure that they are in close proximity to children playing.
- Staff will circulate in the play spaces and actively participate with children engaged in play.
- Staff will plan programs and activities that promote the active participation of children and promote the ability for staff to participate in activities in an active manner.
- Staff working in each program will work cohesively as a team and provide support to one another.
- As both Senior and new staff all individuals have a duty to ensure the full safety and well being of all children in our care.
- Staff will model and mentor safe practices with co-workers, practicum students and volunteers.
- Staff will provide the best possible care and work as a team to implement best practices.



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Guidance/Behavior management and Discipline Policy

Infant and Toddlers:

The Alberni Valley Childcare Society believes in child centered, positive discipline and a constructive, caring and firm approach. This philosophy respects the dignity of children and views them as able beings that can with guidance; acknowledge responsibility for their actions and participate in problem solving in order to manage their behaviors.

- Positive reinforcement and encouragement will help children learn pro-social behaviors.
- All children will be treated with care and respect.
- Your child's physical and emotional wellbeing is our primary objective.
- We will actively listen to you and your child; hearing and respecting what is being said and shared.
- We will ensure opportunities for your child to make choices and have control over his/her own environment.
- We will acknowledge that each family is unique with their own special qualities and needs.

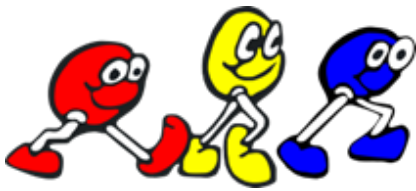
Preschool and School Age:

When a child is having a difficult time following directions or treating others or equipment with respect, developmentally appropriate guidance techniques are used.

1. **Positive Reinforcement:** The child will be encouraged when he/she is demonstrating acceptable behavior.
2. **Redirection:** The child is redirected to another activity and given an opportunity to try again at another time.
3. **"When...then" Statements:** A statement in which the child is encouraged to accomplish something before going onto something else. SAMPLE: "**WHEN** you finish picking up the blocks, **THEN** you can go outside."
4. **"If...Then" Statements:** A statement in which the child is encouraged to make a positive choice. SAMPLE: "**IF** you pick up the blocks, **THEN** you can go to the dramatic play area."
5. **Take a Break:** The child is separated from the group for a child regulated period of time. This technique is used only when a child is exhibiting temper tantrum type behavior, hurting self, other or equipment. When the child shows that he/she is ready to demonstrate acceptable behavior, the child is encouraged to join the rest of the group and try again. *** Separation from the group consists of staying in the same room but sitting away from the activity area.
6. **School age programs** provide an opportunity for all children in attendance to participate in the discussion and writing of a code of conduct specific to the program in which they are enrolled.

Summation:

All children enrolled in our programs are treated with love and respect and provided with the opportunity to engage in a wide variety of activities. Our most fundamental objective is to provide for your child a safe, clean and loving environment in which each child will feel that he/she is loved, valued and wanted.



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POLICY REGARDING RELEASE OF CHILD

Individuals authorized to pick up my child:

1. As the licensee we require **written** consent from the parent or guardian to release a child to someone other than the parent/guardian. Consent may be provided by;
 - a. listing individuals with consent to pick-up on the registration form.
 - b. via a note/letter in advance of the requested alternate pick-up, signed by the authorizing parent.
 - c. via fax or electronic copy as long as the request is signed by the authorizing parent.
2. When a new alternate individual with written consent picks up a child from our programs they will be required to show proof of identification prior to releasing the child into their care.

Sign of impairment by person authorized to pick up a child:

If a staff member suspects that you, or the person authorized to pick up your child may be impaired and intend to drive with the child, the staff member will offer to call you a taxi or call one of the alternate contact persons listed on your child's registration. If you, or the person authorized to pick up your child insists on leaving with the child, the staff member will be obligated to call the RCMP to inform them of the situation.

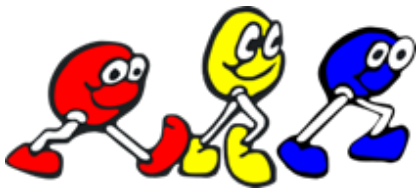
Children's Safety is Our Job

Apprehension by the Ministry of Children and Families:

The Child, Family and Community Service Act defines when a child is in need of protection. Decisions related to; when, how and where the Ministry of Children and Families can apprehend a child rests with the Ministry. If and when a Social Worker from the Ministry for Children and Families intends to apprehend a child at the childcare centre, the Program Manager and/or Program Administrator on duty will be responsible for responding to the situation. In the event that the Program Manager or Program Administrator is not available, the most senior staff member on duty will assume responsibility for responding to the situation. Prior to the child being removed, the centre staff member will verify with a Ministry Supervisor that the Social Worker is authorized to apprehend the child. It is the responsibility of the Ministry to make all reasonable efforts to notify the family of the apprehension.

POLICY REGARDING SUSPECTED CHILD ABUSE

The Child, Family and Community Service Act states that all children in the Province of B.C. "are entitled to be protected from abuse, neglect and harm or threat of harm." The Act also states that any "person who has reason to believe that a child needs protection must promptly report the matter" to the Ministry of Children and Families. If you have any question, or would like more information, please contact the Program Manager or Program Administrator.



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Alberni Valley Childcare Society

Title:	NUTRITION POLICY
Effective Date:	April 28, 2008
Authorized by:	AVCS Board of Directors
Replaces:	N/A

1. POLICY

Nutrition

2. PURPOSE

The purpose of this policy is to establish a system that ensures that all children in our care receive the nutrients they need to grow and thrive.

3. SCOPE

This policy applies to all AVCS employees who work directly/indirectly with children enrolled in our centers.

4. RESPONSIBILITY

The Program Manager is responsible for ensuring this policy is known to and understood by any person working with children for AVCS

5. DEFINITIONS

AVCS Alberni Valley Childcare Society
CCFL Community Care Facilities Licensing

6. REFERENCES and RELATED STATEMENTS OF POLICY AND PROCEDURE

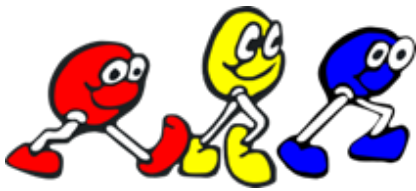
CANADA FOOD GUIDE WEBSITE
COMMUNITY CARE FACILITIES LICENSING MANUAL (Part 4- Operations, section 48)

7. PROCEDURE

To supply children in care, healthy snacks with at least two food groups for morning and afternoon snacks as per CCFL legislation. Staff to ensure lunches from home are healthy and nutritious and to supply healthy food choices to those children whose lunches do not meet the requirements set for in the Canada Food Guide. Staff to ensure that all children in care have access to clean drinking water throughout the day. Staff to respect any/all instructions of a child's Care Plan that includes special instructions around food consumption unless it puts the health of the other children at risk. Staff is to post a monthly snack chart for the parents who have children in care.

8. ATTACHMENTS:

None



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Alberni Valley Childcare Society

Title: SCREEN TIME

Effective Date: March 1, 2018

Authorized by: AVCS Board of Directors

Replaces: N/A

1. POLICY

Screen Time

PURPOSE

The purpose of this policy is to ensure that children attending Alberni Valley Childcare Society programs are participants in a program that follows the Standards of Practice for Screen Time made under the authority of section (4) (1) (e) of the Community Care and Assisted Living Act.

2. SCOPE

This policy applies to all AVCS employees who work directly/indirectly with children enrolled in our programs.

3. RESPONSIBILITY

The Administrator and Program Managers are responsible for ensuring the policy is known and understood by the Program Staff.

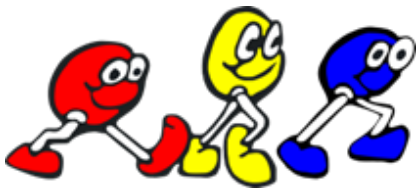
- Program Staff are responsible for ensuring the policy is implemented and followed on a daily basis.

4. DEFINITIONS

"Screen time" is a term used for activities done in front of a screen, such as watching TV, working on a computer, or playing video games. Screen time is a sedentary activity, meaning you are being physically inactive while sitting down. Very little energy is used during screen time.

5. REFERENCES and RELATED STATEMENTS OF POLICY AND PROCEDURE

- Director of Licensing Standards of Practice – Screen Time
- Community Care Facilities Licensing Regulations
- Community Care and Assisted Living Act



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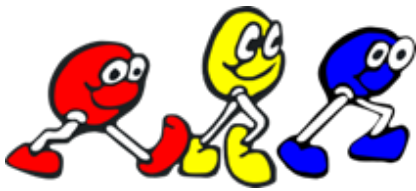
6. PROCEDURE

Alberni Valley Childcare Society understands that TV and other electronic media can get in the way of exploring, playing, and interacting with others, which encourages learning and healthy physical and social development. Therefore, we will restrict screen time with in all of our Childcare Programs and only offer screen time for special occasions.

- ❖ In accordance to the Standards of Practice, all AVCS child care programs will limit screen time (TV, computer, electronic games) to 30 minutes or less a day for the following age categories:
 - Group Daycare (+3 hrs. of attendance)
 - Group School Age (+3 hrs. of attendance)
 - Multi-Age Care (2+ yrs.)
- **AVCS does not and will not engage in screen time within their typical program delivery.** For the purposes of special occasions (for example, a movie day on a pro-day), a program may choose to accumulate screen time to a maximum of 2.5 hrs. in a given week to facilitate a screen time activity.
 - ◆ AVCS Childcare providers will gain the approval of the Program Administrator prior to planning and/or accessing screen time.
 - ◆ AVCS Childcare providers will limit prolonged sitting activities and schedule frequent short bursts of activity for one to two minutes.
- ❖ Programs where children are in attendance for 3 hours or less **will not** include screen time activities into the daily routine.
 - Preschool
- ❖ Screen time is not offered to children less than two years of age and not offered in any of AVCS Infant and Toddler Care Programs.
 - Baby Steps
 - Multi-Age Care (-2 yrs.)
- ❖ Childcare program staff will share the Screen Time Policy with families.

7. ATTACHMENTS

None



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Title: ACTIVE PLAY
Effective Date: March 1, 2018
Authorized by: AVCS Board of Directors
Replaces: N/A

1.POLICY

Active Play

2.PURPOSE

The purpose of this policy is to ensure that children attending Alberni Valley Childcare Society programs are participants in a program that follows the Standards of Practice for Active Play made under the authority of section (4) (1) (e) of the Community Care and Assisted Living Act.

3.SCOPE

This policy applies to all AVCS employees who work directly/indirectly with children enrolled in our programs.

4.RESPONSIBILITY

The Administrator and Program Managers are responsible for ensuring the policy is known and understood by the Program Staff.

- Program Staff are responsible for ensuring the policy is implemented and followed on a daily basis.

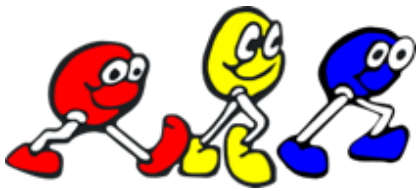
5.DEFINITIONS

Active play is the physical activity which includes moderate to vigorous bursts of high energy, raises children's heart rate and may make them 'huff and puff' such as running or jumping.

- For an infant or toddler, active play may include reaching out for a toy, rolling over, balancing in a sitting position and crawling/walking.

6.REFERENCES and RELATED STATEMENTS OF POLICY AND PROCEDURE

- Director of Licensing Standards of Practice – Active Play
- Community Care Facilities Licensing Regulations
- Community Care and Assisted Living Act



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7. PROCEDURE

Whenever possible, active play and physical movement will be incorporated in the childcare environment throughout daily routines and activities for a total of 120 minutes.

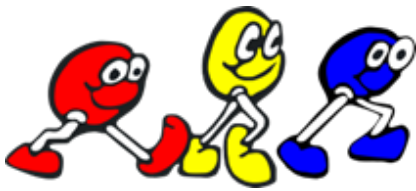
1. The following licensed child care programs must ensure a minimum of 60 minutes per day of outdoor active play (indoor active play is acceptable when weather is poor or outdoor physical space is limited). Active play may be accumulated through 15-minute portions of time throughout the day or continuously.
 - Infant and Toddler Care
 - Group Daycare
 - Group School Age
 - Multi-Age Care
2. A licensed Preschool care program must ensure the minimum outdoor active play corresponds with the length of time the Preschool program is offered, as outlined in the table below (indoor active play is acceptable when weather is poor or outdoor physical space is limited):

Length of Preschool program	Amount of Active play
1 - 2 hours	20 minutes
2 - 3 hours	30 minutes
3 - 4 hours	40 minutes

3. Active Play will consist of un-facilitated play and facilitated games and activities.
 - i. Staff will incorporate fundamental movement skills.
 - ii. Injury prevention strategies.
 - iii. Provide activities guided by the concepts of physical literacy.
 - iv. Share the active play policy with families.

8. ATTACHMENTS

Director of Licensing Standard of Practice – Active Play



Stepping Stones Childcare

Programs of the Alberni Valley Childcare Society
4325 Neill Street, Port Alberni BC, V9Y 1E5
Phone: 250-723-5012 Fax: 778-421-8355

Infant and Toddler, Daycare, Multi-Age Care, Preschool, Before and After School Care
www.avchildcare.ca

HEALTH AND SAFETY PLAN FOR PLAYGROUND

Alberni Valley Childcare Society maintains several outdoor play area's for its programs. Community Care Facilities Licensing requires both the outdoor space and the equipment be maintained and free of hazards. To ensure the safety of our outdoor play spaces the following inspections are regularly undertaken.

DAILY INSPECTION:

Prior to using the outdoor play space a staff person will take a few minutes to inspect the equipment and yard for any health and safety concerns.

1. Garbage will be disposed of appropriately
2. Equipment damage will be reported to the Program Manager
3. Any sweeping or raking will be completed by the staff to ensure safe, clear and level surfacing is maintained daily.
4. A check for Insect (wasp/bee) nests will be completed. Any concerns will be reported to the Program Manager to ensure safe removal can take place.
5. Seasonal maintenance of walkways will be completed daily (salting, sweeping and/or shoveling)

Once the inspection is complete, the staff person will document the inspection by initialing the daily playground inspection calendar.

MONTHLY INSPECTION:

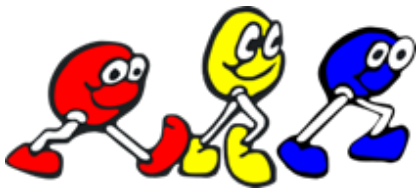
At the beginning of each month the Program Manager will inspect the play space to ensure that the day to day upkeep is being performed. The equipment will be inspected for wear and to check for any health or safety concerns.

The Program Manager will initial the Monthly calendar.

YEARLY INSPECTION:

The Program Manager will complete a thorough annual inspection of equipment and outdoor play areas.

The Manager will ensure that any maintenance needs are scheduled and any need for repair/replacement of equipment is reported to the Administrator.



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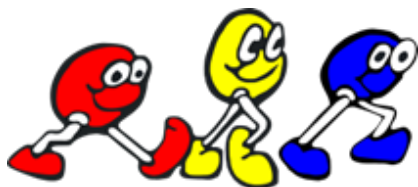
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This center uses Lillio to stay in touch with families!

The Lillio app bridges communication between educators and family members. With Lillio, families receive real-time updates about their child, including:

- Photos & Videos
- Daily Reports & Activity Schedules
- Developmental Observations & Assessments
- Family Messaging & Newsletters
- And much more



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PAYMENT POLICIES FOR ALL PROGRAMS OF THE ALBERNI VALLEY CHILDCARE SOCIETY

Dear Parents and Legal Guardians:

The following are the childcare fee policies you are responsible for regarding your child(ren)'s attendance in our programs.

GENERAL FEE PAYMENT:

1. Fees paid in cash may be dropped off to any program staff of Alberni Valley Childcare Society (AVCS) at any of our program locations. Fees paid by e-transfer to: finance@avchildcare.ca, Fees paid by cheque are payable to: Alberni Valley Childcare Society (AVCS).
2. Any regularly scheduled full-time or part-time, or regular drop-in care will be billed in advance and payable based on your child's schedule.
3. Fees for children on a regular full-time, part-time, drop-in schedule will be paid, regardless of whether your child attends or not.
4. All fees are due on the first day of each month in which care is to be given. An unscheduled drop in attendance needs to be paid for in advance of care.
5. Fees not paid by the 15th of each month will be considered past due. If fees are not paid by this date, we will give notice advising you of the status of your account.
6. It is not our policy to grant refunds regardless of circumstances. However, if one month's notice is given, the child is withdrawn from the program and the account is paid in full; any remaining monies on the account will be returned by AVCS via cheque.

REGISTRATION FEE:

1. A registration fee applies to all the Alberni Valley Childcare programs.
2. If your child has discontinued attendance for more than one (1) year, you will be required to re-register and provide another registration fee.

OVERDUE ACCOUNTS:

1. You will have until the end of the month to correct the status of your unpaid fees. If fees are not received by the last day of the month, and you have not made payment arrangements with the finance office, you will be notified that your child(ren)'s space will be considered open. You will not be permitted to bring your child unless fees are paid.
2. Overdue accounts will be issued a notice to withdraw, and the overdue account will be listed with a collection agency.
3. If you have difficulty making your payments, please contact the finance office to discuss alternate arrangements. The finance office will review each situation on a case-by-case basis.

NSF CHEQUES:

1. You will be notified by the finance office of any NSF cheques and will be required to replace the fees plus the NSF charge immediately in cash.

SCHEDULE CHANGES, WITHDRAWAL NOTICE:

1. Changes in schedule which affect billing outcomes or withdrawal require 30 days' notice in writing. If you plan to withdraw from the programs, you may also pay one month's fees in lieu of 30 days' notice.
2. AVCS will request information from you regarding your child's attendance for pro days and seasonal breaks. This is an organizational planning tool for staffing and activities, and these scheduling requests do not indicate a discount in fees.

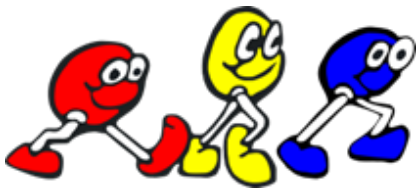
REGULAR SCHEDULED DAYS OF ATTENDANCE THAT FALL ON DAYS OF ILLNESS or GENERAL ABSENCE:

In order to cover regular operating costs, we still require payment of the following:

1. Regular scheduled days that your child is not in attendance due to illness, or general absence are still considered payable.

SCHOOL NOT IN SESSION AND SEASONAL BREAKS - FEES

1. Fees associated with days where school is not in session will be billed at the current full day or half day daycare rate.



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PAYMENT POLICIES FOR ALL PROGRAMS OF THE ALBERNI VALLEY CHILDCARE SOCIETY

HOLDING FEE

1. If you wish to maintain your child's space, **fees must be paid regardless of attendance.**

SUBSIDIES:

1. For the calculation of discounts and cost of care, AVCS recognizes subsidies as any monies a parent/caregiver receives to help offset the cost of fees. This includes, but is not excluded to monies from service clubs, other agencies and organizations, and government subsidy such as Affordable Childcare Benefit (ACCB)
2. Agencies administering subsidies for child care will not be eligible for any special discounts that AVCS implements to help parents bear the cost of fees. These agencies are expected to pay the full cost of care.
3. Parents receiving subsidies are responsible for paying any balance of fees owing (parent portion) on the first of each month.
4. Parents/Guardians receiving ACCB are responsible for ensuring that ACCB renewals are kept up to date. If ACCB renewals are not kept up to date, the parents/guardians are responsible for paying the full amount of fees.
5. We will give you a reminder notice 4-6 weeks before your ACCB requires renewal. You are then responsible for showing us written proof of ACCB renewal by the end of the month for which the subsidy expires.
6. If confirmation of ACCB is not received by the finance office, your child will not be permitted to attend our programs.

New applicants to our programs, who are awaiting ACCB, will not be permitted to start attending AVCS programs until written confirmation of ACCB is received.

RECEIPTS:

1. Official Receipts for income tax purposes will be issued on an annual basis before the end of February. Receipts are emailed to the parent and if requested printed for the parent to pick up.
2. Official Receipts will not be issued for accounts that are in arrears.
3. Programs will provide unofficial receipts at the time of payment.

I have read the above policy and agree to abide by the payment procedures mentioned herein.

Child's Name: _____

Parent's/Guardian's Name: _____

Parent's/Guardian's Signature: _____

Date: _____

Alberni Valley Childcare Society: _____