



Out Of School Care Parent Handbook

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Welcome to Braefoot Community Association Childcare Centers, on behalf of the staff and Board of Directors thank you for choosing Braefoot Community Association Childcare Centers. Our centers strive to provide the highest quality care for children from three years of age to twelve, and create educational experiences that will last a lifetime.

The Braefoot Community Association has been a proud member of the community for over 30 years. Braefoot Community Association was founded and established in 1986, as a not-for-profit association developed by a group of executives who all lived locally in the City of Saanich, or Capital Regional District and saw a gap in community needs being fulfilled especially in child and youth development. It originally started by offering Summer Camps, bursaries awarded to post-secondary students to assist in tuition and donating to projects with a child, youth and physical activity focus with so many other projects the association donates to in assisting the surrounding community. Since 2020, it has expanded to providing Out of School Care, and outdoor education programming; because of the COVID-19 pandemic, a growing demand for families in need of childcare developed creating a need for a comprehensive and strategic approach to child care. Braefoot Community Association has the opportunity to open brand new Day Care Centers at Braefoot Elementary and Marigold Elementary expanding our services to additional Out of School Care and Day Care programs.

Braefoot Community Association Care Centers operates in compliance with the Ministry of Children and Family Development, following the guidelines of the Child Care Licensing Regulation and Community and Assisted Living Act. This package has been compiled to provide you, the parent/guardian, with general information about our centers. You will find information regarding the daily operation, requirements for payment of fees, policies regarding holidays, illness, behavior management, health and nutrition as well as the administration of medications. If you have any questions, concerns or general comments you would like to share with us, we urge you to do so. Your input is important to us and will only serve to enhance our programs and community.

Our Philosophy

Braefoot ChildCare Center was formed to provide a warm, nurturing and stimulating environment which contributes to the child's intellectual, social, emotional and physical growth. You and your family are at the heart of everything we do. We provide an environment of caring, dedication, integrity and quality through our skilled and professional team. We strive to meet and exceed your expectations by continuously improving our care programs and facilities. We seek to stimulate and develop children's creative thinking and problem solving skills through both teacher and child directed activities. We strive to promote a positive self-image for each child by encouraging exploration, fostering the development of social skills, and cultivating relationships. We support, encourage and facilitate a cooperative working relationship with parents/guardians in order to meet the needs of the children entrusted to our care.

Our Mission Statement

The Braefoot Community Association strongly believes that the more positive activities our youth are involved in, the less time they are exposed to potentially negative influences. The Braefoot Community Association encourages and enables youth to participate in activities that promote positive and active lifestyles, which contribute to healthy communities.

Our Programming Statement

The goal of our center is to create partnership with families in caring for their children. We promote the development of the whole child, with equal focus on emotional, social, physical, intellectual and language development. We believe that a secure, nurturing environment assists in creating respectful relationships, and encourages positive social interaction both between children and adults, and with peers. While exploring the natural environment, taking appropriate risks that challenge existing abilities, and learning through play; every child has the opportunity to be responsible for their learning, in a way that brings powerful meaning to their experience. Independent play, individual time with adults, small group interactions and membership in the larger group occur naturally, as the leaders take on the role of being "co-creators" in the child's learning. We honor the unique individuality of all children, and have a deep respect for diversity, welcoming those that require extra support, and have particular needs. Our qualified Out of School Leaders create a flexible program with a wide variety of stimulating, open-ended activities and materials. We actively explore our neighborhood, and the beautiful environment that we are in, and go on frequent walks, field trips and visits.

Braefoot Staff

Our qualified Out of School Leaders are sensitive, supportive and interested observers, using their observations as an ongoing process, so that children can be given the opportunity to succeed at their own level

of development. They work to enhance these skills and develop new abilities. The leader's function is to be a guide and facilitator nurturing your child's developmental needs through the Out of School Care Program. All staff are also required to be trained in up to date First Aid and CPR, trained in anaphylactic procedures including Epi-Pen administration as well as obtain a clear Criminal Reference Check.

Family Partnership

We believe that open, honest, respectful communication and cooperation between your family and our staff is important for the well-being of your child. We appreciate discussions with you regarding your child and our program. We also welcome and value shared information regarding your family dynamics, beliefs and observances. Your participation with our center contributes to our sense of community for everyone.

Children's Rights

It is our belief that children must be provided a safe, healthy, and comfortable environment. They must not be subjected to corporal or unusual punishment, humiliation, mental abuse or sexual interference. Our center's staff is morally and legally bound to report all suspected and/or disclosed violations of these rights to the Ministry for Children and Family Development in accordance with the Community Care and Assisted Living Act. Staff is also legally required not to discuss concerns of this nature with the families of the child/ren involved prior to discussing the concern with a social worker and then only if advised to do so by the social worker.

Registration Procedure

Registration of your child requires:

- Completing a registration form and emergency cards
- Paying a \$50 non-refundable deposit which includes an accumulation of \$5 taken off each month and one month's fee's paid up front.
- Providing an up-to-date immunization record.

If you have chosen not to immunize your child, we require a letter acknowledging the risks involved. If you receive or will be applying for a child care subsidy, your transfer or application must be approved prior to starting at the center. Please keep staff informed of any changes to your address, phone numbers, emails, emergency contacts, doctors, and persons authorized to pick up your child. This information is required by our Licensing Officer. It also assists us in ensuring your child's safety and making quick arrangements when children are ill.

Arrivals and Departures

You are encouraged to say goodbye to your child before leaving the center, this provides for a smooth, safe transition for you and your child, as well as providing an opportunity for you to communicate with the staff.

Please be advised the center is unable to adjust routines for children arriving late. During departures all authorized pick up persons are required to sign your child out and ensure you notify the staff before departing. It is important that staff know who is in their care at all times. It is also essential for the protection of the children that they will be released only to those on the authorized list completed on the child's registration papers, unless a written note is received specifying otherwise. Below are the details specific to our Before School Care and After School Care.

Drop off/Pick up Protocols Morning Drop-Off Procedures:

Scheduled Drop-off time starts at 7:30am (please do not arrive any earlier than that). Parents are required to check in their child(ren) into the care of our leaders. If you need to communicate about any important information, please let the staff member know so they can make a note of it. If it is anything of greater importance please email the Childcare Facility Manager. Our staff are responsible for taking your child to their classroom line up when it is time for school. Those families who are from Lakehill/Doncaster Elementary, your children will be transported to school by a qualified staff member in our company vehicle and taken to their classroom line up.

Afternoon Pick-up Procedures:

Scheduled pick-up time is between 4:30- 5:30pm at the designated location assigned to your child (this information has been sent via email). Parents must come check-in with their child's leader to sign out and before taking the child. If there are any changes to pick up for any particular day, parents must communicate with our Childcare Facility Manager, at braefootprograms@braefoot.ca.

Safe Release of a Child

If a parent/guardian will not be picking their child up, we insist we are notified as soon as possible by the parent/guardian. Authorization to release a child to individuals other than the parent or guardian must be given either in writing or verbal consent. If a parent/guardian gives permission for an individual to pick up the child at any time without written or verbal consent being needed on a specific day, please indicate this on the registration form by marking this individual with a note "may pick up at any time", or request an information update form from the supervisor or leaders. If this procedure is not followed, the child will remain in the center until a parent/guardian is able to be contacted. Valid photo identification is required of individuals other than the parents/guardians.

Parents/guardians must keep us informed of any changes in the enrolment information provided. Please inform us if any contact information or addresses for all those listed on the emergency contacts as well as any authorized or unauthorized persons should change to ensure we may update your records. This is particularly important with respect to the health and safety of your child. For example, in the event of an emergency, having

quick access to current telephone numbers and alternate emergency contact persons is essential.

Late Pick Up Policy

If you are going to be later than our closing time due to unforeseen circumstances, please notify the center as soon as possible. A late fee of \$10.00 per fifteen minutes is charged to parents/guardians who fail to pick their child(ren) by our closing time (5:30 p.m.). Time will be calculated using the designated clock at the center. Parents/guardians must initial the attendance as they are leaving the center. Parents will be invoiced for the fees incurred and are responsible for full payment upon receipt, this fee is not tax deductible and will not be included in your year-end tax receipt.

“Excessive Lateness” – When a child has not been picked up from the child care center a half hour or more past closing time, with no phone call being made to advise staff of the circumstances involved and none of the identified “Persons Approved for Pick-up” reachable or available to come and get the child, there will be no other option left for Braefoot but to contact 911 to notify police and the Ministry of Child and Family Development. Families experiencing a high volume of late pick ups will be notified and reminded of Braefoot’s operational hours, if tardiness continues the families will be notified of their risk of termination of child care space.

Hours of Operation

Both Braefoot and Marigold locations are open Monday through Friday from 7:30 a.m to 8:45am (BSC - School Bell) and 2:30pm (ASC - School Bell) to 5:30 p.m during the months/days school is in session (September-June) excluding non-instructional Pro-Development Days and the following Statutory Holidays listed below:

- New Year’s Day
- BC Family Day
- Good Friday
- Easter Monday
- Victoria Day
- Canada Day
- B.C Day
- Labor Day
- Truth and Reconciliation Day
- Thanksgiving
- Remembrance Day
- Christmas Day
- Boxing Day

Child Care Scheduling and Fees

Braefoot prides itself on its flexible scheduling procedures; with both full time and part time care available. Program fees vary depending on the approved CCFRI fees, whether enrolled in part time or full time care and what grade your child is in. Please pay close attention to what fee will pertain to you. Below are the fee rates for both Braefoot and Marigold:

Braefoot Full Time Kindergarten (BSC & ASC) - \$200/per month (5x week)
Braefoot Part Time Kindergarten (BSC & ASC) - \$265.50/per month (Up to 3x week)
Braefoot Full Time Grade 1+ (BSC & ASC) - \$353/per month (5x week)
Braefoot Part Time Grade 1+ (BSC & ASC) - \$349/per month (Up to 3x week)

Braefoot Full Time Kindergarten (BSC Only) - \$155/per month (5x week)
Braefoot Part Time Kindergarten (BSC Only) - \$155/per month (Up to 3x week)
Braefoot Full Time Grade 1+ (BSC Only) - \$202.50/per month (5x week)
Braefoot Part Time Grade 1+ (BSC Only) - \$155/per month (Up to 3x week)

Braefoot Full Time Kindergarten (ASC Only) - \$287.50/per month (5x week)
Braefoot Part Time Kindergarten (ASC Only) - \$245/per month (Up to 3x week)
Braefoot Full Time Grade 1+ (ASC Only) - \$317.50/per month (5x week)
Braefoot Part Time Grade 1+ (ASC Only) - \$252.50/per month (Up to 3x week)

Marigold Full Time Kindergarten (BSC & ASC) - \$200/per month (5x week)
Marigold Part Time Kindergarten (BSC & ASC) - \$292.40/per month (Up to 3x week)
Marigold Full Time Grade 1+ (BSC & ASC) - \$353/per month (5x week)
Marigold Part Time Grade 1+ (BSC & ASC) - \$349/per month (Up to 3x week)

Marigold Full Time Kindergarten (BSC Only) - \$155/per month (5x week)
Marigold Part Time Kindergarten (BSC Only) - \$155/per month (Up to 3x week)
Marigold Full Time Grade 1+ (BSC Only) - \$202.50/per month (5x week)
Marigold Part Time Grade 1+ (BSC Only) - \$185/per month (Up to 3x week)

Marigold Full Time Kindergarten (ASC Only) - \$287.50/per month (5x week)
Marigold Part Time Kindergarten (ASC Only) - \$215/per month (Up to 3x week)
Marigold Full Time Grade 1+ (ASC Only) - \$317.50/per month (5x week)
Marigold Part Time Grade 1+ (ASC Only) - \$252.50/per month (Up to 3x week)

In order to maintain your child's space in the program, families continue to be responsible for fees of absent days and when a child is unable to attend due to illness.

*****Braefoot Community Association reserves the right to modify, suspend or add to all policies, practices and information listed in this handbook at any time without notice.***

Payment of Fees

Parents/guardians will be invoiced for all dates registered for by the last day of each month. Families are responsible to make payment by the 30/31st of the month via scheduled direct deposit. Please note, payments must be paid in full, refunds will not be given for any days your child was booked but did not attend (i.e. sick time or vacation days). Failure to comply with the fee policy Braefoot will proceed as follows:

1) An updated invoice including the late payment administrative fee will be placed in your child's cubby or sent via email serving as a first notice. Please be reminded that if your child is not booked into daycare this does not relinquish your responsibility to make payment on time. Payment is due by the designated date written within the notice; please remember to check your child's cubby or your email on a frequent basis.

2) If payment is not received by the designated date written in the first notice a final notice will be delivered. Families that receive a final notice will be notified that if payment is not received within the specified date their child care space will be forfeited. If payment is not received, Braefoot reserves the right to obtain the services of a collection agency and release all relevant information in order to pursue the outstanding account. You will be invoiced any additional costs incurred.

Withdrawal Policy

Families are required to provide a minimum of one month written notice to withdraw their child from Braefoot Childcare Center. Families will remain responsible for their child's fees for one month of services if notice has been received. A withdrawal from the program does not guarantee that space will be available if you wish to re-enter the program. Parents are responsible for re-adding their children onto the Centralized Waitlist by emailing admin@braefoot.ca.

Dismissal Policy

All parents/guardians are expected to be familiar with and adhere to Braefoot's policies and procedures at all times. If a family fails to comply with Braefoot's policies and procedures the following will apply:

- 1) Written warning by the Supervisor
- 2) Written warning by the Board of Directors
- 3) Failure to comply after written warnings will result in the discharge of your child.

Every effort will be made to resolve differences and correct issues however Braefoot may require parents/guardians to withdraw children from the center when: Parental disregard for center policies such as:

- Failure to comply with our fee payment policy or our late pick up fee policy.
- Consistent disregard for hours of operation
- Failure to comply with family policies and practices
- Failure to treat staff, children and/or families with respect.

In extreme circumstances, the Management and Board of Directors at Braefoot may determine that circumstances warrant termination of care for a child. Braefoot is committed to delivering high quality care to children and their families, should circumstances arise where we believe that the children or staff's safety is at risk due to the behaviors of an individual. Appropriate efforts will be taken to assist the family and provided support, Braefoot's intervention strategy and termination policy are as follows:

- The supervisor and program staff will observe the behaviors and will meet with the parents/guardians to develop strategies.
- Regular communication will occur between the program staff, parents/guardians and supervisor regarding the child's behavior and ongoing observations.
- All efforts will be made to accommodate the child's needs. During this time, parents/guardians will be asked to provide staff with pertinent information that may help Braefoot support the child's developmental needs.
- The supervisor and program staff will review the child's progress and a meeting will be arranged to discuss the observations with the parents/guardians.
- If significant improvement is not observed, parents/guardians will be asked to seek professional counseling to aid in a solution. If parents/guardians refuse these services this will be reported immediately to the Board of Directors, who with the suggestions of the Director may terminate services immediately.
- If the Director and Board of Directors determine that despite all efforts being made the child's needs are unable to be met within the center child-staff ratio, a meeting with the parent/guardian, Director and Board representative will be held to address termination of service.
- If it has been determined by the Board of Directors and Director that it is in the best interest of the child that she/he be withdrawn from Braefoot termination of services will be effective two weeks from the date of the scheduled meeting.

Health Policy

When your child is absent due to illness, please call our center and notify the staff of the type of illness so the appropriate precautions can be made for all families and staff. If your child cannot participate in all

aspects of our daily program, he/she should be at home. While we are sensitive to the stress illness may cause your family, we also want to ensure a healthy environment for all our families and staff. If any of the following symptoms occur, a staff member will phone and ask that you immediately pick up your child:

- *A temperature of 100F or higher*
- *Vomiting*
- *Open sores*
- *Diarrhea*

Your child may return to the center when the above symptoms have been absent without the assistance of medication for 24 hours or your child is no longer contagious. If your child is unable to participate fully in the program, including outdoor play they will be unable to stay for the programming. Children are not permitted to stay inside, as staffing ratio does not allow for this. These policies are set in place to ensure the health of the children as well as our staff. Our staff are expected to uphold the same policies for their own health.

Head Lice Policy

If head lice are found in the center, all parents/guardians will be notified. We ask all families to assist us in preventing the spread of the lice, please check your children for nits for the week following the first posting. We will follow the following to prevent and eliminate further spreading.

- 1) All children will be screened each day for signs of head lice.
- 2) You will be notified should we discover lice on your child and will be requested to pick up your child from the center.
- 3) Should you discover that your child has head lice you must notify us and take the necessary treatments for your child.
- 4) Your child must be treated with a head lice treatment and free from live lice and/or nits before returning to the center.

This process is in place for best practices to prevent further spreading and to aggressively eliminate the head lice outbreak and we appreciate our families following these guidelines.

Snacks and Lunches

Included in fees* are the provision of a nutritious snack each day. You are welcome to bring a special treat or food so the center can share in family celebrations such as birthdays and holidays. Please let the Out of School staff know ahead of time so they can plan appropriately. Please inform us of any allergies or religious observances. These requests will be respected.

**This only applies to those registered to After School Care*

Braefoot Community Association is a NUT free organization therefore families should avoid bringing snack items that have any form of nuts in them. If our Out of School Care staff find items with nuts, children will not be allowed to consume them and we will provide a snack in place of it if there are no other items available in the child's lunch kit.

Outdoor Play

Children are required to participate in outdoor play for at least one hour twice per day, weather permitting. Children will have the opportunity to participate in gross motor activities and programming provided by the staff members while outdoors. Our program has a unique Earth Science and Outdoor Educational theme following our in house EcoQuest Adventures curriculum designed as an educational, fun and engaging tool for all ages. Children also have the opportunities to enjoy walking excursions to see the excitement around our neighborhoods. During the warm weather, please provide sunscreen for your child, the center will have a spare. All children must use sunscreen when participating in outdoor play. Children unable to use our provided sunscreen will be responsible for providing their own product, which must be approved by the site supervisor. The products must be peanut, nut and dairy free. Children must be provided with appropriate clothing for outdoor play. Children will be kept indoors to participate in gross motor activities when heat and cold weather warnings are issued by Environment and Climate Change Canada.

Recommendations for Clothing

Winter: snow pants, hat, neck warmer, coat, waterproof mittens, waterproof boots and warm jacket. We also suggest placing a spare sweater in your child's cubby for the days he/she is wearing a t-shirt.

Spring/Autumn: splash pants, rain boots, light mittens, sun hat and winter hat, sweater and coat.

Summer: sun hat, light sweater, outdoor shoes.

Field Trip Policy

From time to time throughout the year, teachers take the children on field trips. In order to manage these trips in a safe and successful manner, the following steps will continue to be used by our center:

- 1) Field trips are posted outside the classroom at least the day before the trip
- 2) No child will attend any trip without a signed permission form allowing the child to attend the specific trip and thus acknowledging the timeframes away from the center that were established when the form was signed. Children scheduled for care on the trip date however are expected to attend the trip.
- 3) Children are to be dropped off and picked up at the center. The rationale for this is that children may become

confused if they do not have consistent rules to follow or may become excited when a parent/guardian arrives causing them not to be aware of their surroundings, possibly causing injury to themselves. It is also difficult for staff to continually manage the children and the coming and goings of families while participating in the activities.

4) Children who arrive late for a trip and are not present for the departure will be unable to attend an alternate program. Classrooms are staffed according to the children on the approved attendance and spaces and age groupings may not permit your child's unexpected attendance.

Behavior Management Policies & Procedures

We use the following positive guidance strategies in order to foster your child's developing confidence, competencies and social problem-solving skills. These guidelines serve to ensure the safety and well-being of everyone in our environment. We respect your child's unique personality and developmental level, whilst keeping in mind that particular situations and circumstances also determine and shape behaviors.

1) Expectations or limits are established using one or more of the following: Positive phrases with simple explanations

"Please walk inside. Running is for outside because there is more space."

"Please use your quiet voice because some children are still sleeping."

Focus on the behavior, not the child:

"Hitting hurts your friend." instead of "You are so bad"

Advance information

"In 5 minutes, we will clean up and then go to the bathroom."

"We are going to have circle time, then wash our hands and eat lunch."

Appropriate choices

"Do you want to wait here for your turn, or play with something else?"

Natural consequences

"If you play with water, you might get wet." "If you don't eat your lunch, you will be hungry."

Redirection

"I can see you are upset right now. Let's read a book while you calm down."

2) Problem Solving Educators model

a three step approach to problem solving which is designed to support your child's developing social skills. As your child becomes more familiar with the process, he/she will be encouraged to suggest solutions on his/her own. Ask about or acknowledge the problem *"S, tell me why you are upset and then we will listen to how B is feeling."* *"I can see you feel frustrated when your block tower falls over."*

Brainstorm possible solutions *"Can you ask to have a turn when he is finished?"* or *"Let's go look for another truck"*

you could use. "Try using some bigger blocks on the bottom." or *"Ask a friend to help you build your tower."*
Choose a solution

Braefoot Childcare Center has a zero tolerance bully policy. The approach our staff includes all children participating and focuses on teaching social and emotional vocabulary and skills that are essential in preventing bullying behaviors and ensuring a safe environment. Your child will learn about the following principles through group activities, daily interactions and through modeling and support from our educators:

- Safe/Not Safe/Safe Center Rules
- Friendly/Not Friendly
- Four Universal Feelings (happy, sad, angry, afraid)
- Fair/Not Fair and Problem-solving

Incident Procedures

In the event of an accident the following steps will be taken:

- 1) Child will receive comfort and first aid
- 2) An incident report will be completed by a staff member who will determine if the parent/guardian needs to be called
- 3) The supervisor will sign off acknowledging that they are aware and understand the information on the incident report
- 4) Parents/guardians will be informed of the incident upon pick up unless the incident requires immediate parent/guardian attention

In the event of a serious incident, the following steps will be taken:

- 1) First aid will be given
- 2) If required the child will be transported to the hospital via Ambulance
- 3) Parents/guardians will be informed immediately

*If a parent/guardian is not present at the time the ambulance arrives a staff member will accompany the child to the hospital

Suspected Child Abuse

The four areas covered under the term child abuse are: physical abuse, sexual abuse, emotional abuse and child neglect. In an individual case, there could be only one form of abuse or a combination of types of abuse. It is the legal responsibility of every person including parents/guardians, volunteers, students, or support staff that has had contact with a child in Braefoot to report suspicion of child abuse to the Ministry of Child and Family Development. Personnel failing to report the suspicion of child abuse are subject to legal action and a

fine, if convicted.

Emergency Procedures

Evacuation procedures for fire and other emergencies are practiced monthly. When severe weather is in the area, the Supervisors monitor the weather reports and alert staff to be prepared to quickly move children to safety if necessary. Emergency procedures are posted in each classroom. The staff know and periodically review procedures for emergencies and become familiar with our alternate shelter locations

Picture Policy

From time to time throughout the year, teachers and or supervisors may take pictures in the classrooms. Please ensure you complete the section of the form included in your registration forms indicating your authorization of specific photo regulations

Parent/Guardian Communication and Involvement

Programs cannot adequately meet the needs of children unless they also recognize the importance of the child's family and develop strategies to work effectively with families. It is important that leaders and families communicate frequently about family practices at home to avoid confusion for the children. Verbal or written systems are appreciated in regard to the happenings that may be affecting your child, changes in a child's physical or emotional state should be reported regularly to teachers. The staff at the center will attempt to communicate with parents/guardians regarding their child(ren) on a regular basis. The center encourages parents/guardians to contact staff with any questions. Parent/guardian-teacher meetings can be scheduled on an as needed basis.

Parents/guardians will be kept informed of any seminars, workshops, and meetings related to child development and family life topics. If you have questions regarding any portion of the program, we encourage you to discuss them with your child's program staff. In every case, we will attempt to respond to concerns and questions in a timely and satisfactory manner. If your concern still is not resolved to your satisfaction, you are encouraged to place your concern in writing to our supervisor.

Parent/Guardian Comments or Concerns

If you have any comments or concerns, it is important that you voice these concerns to ensure Braefoot can continue to offer high quality care for your child(ren). This can be done in multiple ways, we would like to suggest the following procedure when possible:

1) Parents may bring forth any concerns or complaints to management as soon as possible. If further action is required to resolve the concern or complaint, Management may request a written complaint.

2) If unsatisfied with the response to the concern or management is not available, the Program Director is available to contact at admin@braefoot.ca.

Steps for employees/employers to take in responding to a concern brought forward by a parent:

1) Management will acknowledge a parent's written complaint within 24 hours unless management is not in the office during this time.

2) Management will review any circumstances that lead to the concern from the parent.

3) Management will develop a plan to solve the issue involving any factors of the daycare or staff that are involved.

4) If assistance is needed from the Program Director or Management will contact them via email to address the concern or complaint.

5) If Management and the Program Director need extra assistance in the matter, they will contact our Program Advisor at the Ministry of Education.

6) The parent will be contacted within a week to confirm that the concern or complaint has been addressed depending on the severity of the issue. If outside resources were contacted for assistance, a response to parents can take longer. Management will share any steps taken to resolve the issue

Thank you for your attention to the important information in this Parent Handbook. If you have any questions or concerns, please contact management at braefootprograms@braefoot.ca (Braefoot Facility) or marigoldprograms@braefoot.ca (Marigold Facility)

Braefoot Childcare Centers

Braefoot Community Association