



SKA:NA FAMILY LEARNING CENTRE

APPENDIX F

Chatham

25 Eighth Street,
Chatham, Ontario
N7M 4J4

(519) 351-8785

REVISED 05-2025

www.skanaflc.com

Child Care Operations Policy

Licensed Spaces:

10 Infants (under 18 mos.)
24 Preschool (30 mos. - 6 years)

15 Toddler (18 mos.- 30 mos.)

Hours of Operation:

Monday through Friday

Building Hours: 6:00 am - 6:00 pm

Program Hours: 7:00 am - 5:30 pm

DESIGNATED SHELTER AREAS

The designated place of evacuation for Chatham Centre is:

- Old Chatham Jail, 85 Stanley Street, Chatham. All rooms will line up and exit per procedures. Staff will assist the children to the site where everyone should take cover.
- In the event of an **area** evacuation, Chatham Site will proceed to 495 King Street West, Chatham.

Parking

Parents are encouraged to use the designated spots in the parking lot to pick up and drop off children. However, parking in the lot is limited, and there is additional parking on the parallel street in the most extreme cases.

Fee Structure and Payment Policy

Daily Rates

Fee structure as follows:

ROOM	Full Day	w/CWELCC	Half Day	w/CWELCC
<i>Infant</i>	55.00	22.00	30.00	14.18
<i>Toddler</i>	52.00	22.00	30.00	14.18
<i>Preschool</i>	39.00	18.43	22.00	12.00

Half day base rate includes one meal and one snack per day, supervision, and care of child.

Full day base rate includes two meals and two snacks per day, supervision, and care of child.

Parents will pay all days stated in the agreement as scheduled, including statutory holidays, child illness and/or absences over and above subsidized absence allotments, etc.

Parents are required to fulfill the obligation of subsidy contracts regarding attendance; use available absent days allotted by their municipality; submit required documents to maintain subsidy; report any changes in circumstances etc.

Full Fee parents will be invoiced according to their contract. Students will be allotted up to ten (10) days of uncharged, non-usage time *pro-rated for contracted days per week and per calendar year* **after three months of service** and must be pre-approved.

Non-Base Fees & Payments

Due to the re-profiling of CWELCC funding, SFLC will no longer charge a registration fee of \$100.00. Key fobs are \$20.00 each and are non-refundable.

Payments must be made by Pre-authorized Payment Plan (direct from account or on credit card, e-transfer, cheques, or in-person with Debit/Credit Card to Ska:na Family Learning Centre on or before the 1st, 20th, or 1st and 20th day of each month. SFLC has committed to maintaining child care rates for our parents, therefore, in order to allow credit card use, the extra expense will be levied in an Administration Fee to those choosing to use credit cards.

The Administration Fee for credit card charges will be per charge: \$10 for charges between \$0 - \$499.99; \$20 for charges \$500 - \$999.99 and \$30 for \$1000+. These are only for charges for which the credit card is **not present**, and charges must be processed through the system. The Administration fee applies to each credit card payment on the account. If the 1st or 20th of the month falls on a weekend or holiday, the payment will be processed on the first business day on our return to work.

Returned Payments

All returned payments may be subject to a \$25 service charge. Any direct debit payment returned must be paid by debit or credit at the child care centre before the next payment is. Example: if the payment for the 1st is returned, it must be paid prior to the 20th of the month due or it will be automatically added to the next billing cycle. Two consecutive returned payments will result in the voluntary withdrawal of the child(ren) from the Child Care Centre.

Subsidized Child Care Program Rates:

Application is made directly to the Children's Services of Windsor and the fee subsidy rate is determined by the municipality based on family income and communicated in the subsidy contract. Canada-Wide Early Learning and Child Care subsidy will be applied to the Base Rate based on the provincially mandated formula. All contracts are written with SFLC base rates and any subsidies, government or private, are applied at time of invoicing.

Receipts

Regular receipts will be issued for "cash" and debit / credit machine payments. Cheques, pre-authorized payments, or E-transfers are receipts unto themselves.

Refunds

Upon withdrawal or termination of services, any charges over and above the two weeks' notice payment or payment past termination, will be refunded by cheque within 5 – 10 business days.

Annual Tax Receipts

Annual tax receipts for total child care services will be issued by February 28th to accounts in good-standing and these receipts will reflect all payments made by December 31st of the previous calendar year. Families will be given the opportunity to put their accounts in good standing to receive their tax receipts before April 30th.

