
REGISTRATION POLICIES

We value our families and strive to provide education, care and nurturing for children who will make a difference. Although not necessarily the hallmark of our company, Wind & Tide has a number of policies to help ensure the integrity of our schools so that the programs we offer operate as smoothly and as professionally as possible.

Revoked Registrations

If there are concerns with a child's needs/behaviour or concerns with a parent or guardian's needs/behaviour, all efforts will be made to resolve these matters.

Resolution steps will include, but shall not be limited to, meetings between parent(s)/guardian(s) and teachers, discussions and meetings with Regional Directors and, in some cases, seeking input from Supported Child Development agencies.

If all efforts are unsuccessful in obtaining a resolution, and should the class be deemed a poor fit for the child and/or their family, registration/enrollment may be revoked at the request of Wind & Tide with no given notice. Such circumstances are uncommon, but may be a last resort for cases involving support needs, aggressive or abusive behaviour (by either child or guardian), or custody disagreements. A revoked registration must be authorized by a Regional Director and is contingent on the Parent Appeal process (*if applicable*).

Please note that for families with joint custody/guardianship arrangements, Wind & Tide must follow applicable mandates outlined in any provided court order(s) or prepared legal documentation, issued by the court, court counsellors and/or related mediators. In cases where parents (*separated or divorced*) cannot agree to authorization in matters relating to attendance, pick-up/drop-off and/or tuition payments (*including division of tuition payments*), registration may be revoked.

Wind & Tide also reserves the right to refuse or revoke a child's registration (including attendance) from any program, at any time, due to any unpaid/outstanding balance on a family's account.

Reasons for Revoked Registration (Termination of Services):

- Continued lack of payment
- Non-compliance with Wind & Tide policies
- Failure to work with the staff to meet the needs of one's child
- Inappropriate treatment (emotional, verbal, physical) of children within the Centre, or their parents, or Wind & Tide staff
- Inappropriate placement of a child (whereby adequate supervision to guarantee the safety of both this child and the other children within the Centre is not reasonably attained)

Steps Required to Avoid Termination of Services:

- Carefully planned and monitored parent-teacher meetings clearly outlining concerns, possible solutions and required outcomes
- One-to-one aid provided by Supportive Child Development (*requires both parent and Ministry consent*)

- Reasonable flexibility with payment schedule provided both parent and Administration office have expressed mutual consent.

Policy Related to Joint (Divorced/Separated) Guardians

A **Separated Guardians Agreement Form** (available on the Parent Portal in the Document Library) must be completed and submitted for any child with separated legal guardians who is registered in any Preschool, Junior Kindergarten, School Age Care or Childcare program.

The Separated Guardians Agreement Form must be completed, signed by both parties and submitted to Wind & Tide's Administration office, along with any other required documentation (*example: Court Order, Family Court Counselor/ Mediation documents, or mutual agreement between legal guardians*). The responsibility to provide completed documentation lies with both parents/guardians. Any requests to change any information initially provided upon registration, must be provided in writing, signed by both guardians and submitted to Wind & Tide's Administration office.

As per licensing regulations, any adult that is picking up/dropping off the child must be registered with Wind & Tide through the child's Student Information on the Parent Portal. **Unless restricted by court documentation, all legal guardians will be authorized to pick-up or drop-off the child.**

Any additional authorized persons can be permitted to pick-up and/or drop-off the child provided that both legal guardians have agreed (*unless otherwise clearly specified by court documentation*). In cases of dispute, legal guardians are solely responsible for seeking legal recourse that requires the other party to consent or seeking court documentation to support their request.

For any Wind & Tide event, all legal guardians and their selected guests will be permitted to be present. If both guardians choose to attend, it is the sole responsibility of the guardians to ensure that no disruption of the event occurs due to their presence.

Furthermore, **Wind & Tide will operate as follows:**

- Requests for information about the program in which the child is registered will be given, as requested, to any legal guardian. This information shall include registration information, class newsletters, class schedule and special events.
- Requests for information about the child's routine, education or behaviour will be given verbally, as requested, to any legal guardian. This information will be strictly limited to observations made by Wind & Tide staff members. No requests to allocate causation shall be tolerated.
- Without exception, any request for written documentation about the child's attendance, behaviour, or other details must be submitted through the guardian's lawyer as a legal request, with legal notification given to the other guardian's lawyer. Compliance with such requests will remain at the sole discretion of Wind & Tide.
- If there is any uncertainty, as deemed by Wind & Tide, as to any request or requirement of the court order, the legal guardians will be solely responsible for providing documentation consenting mutual agreement. If agreement cannot be reached, both guardians must go through their respective lawyers with regards to any request. No request will be granted without approval from both lawyers and in cases of dispute the child's attendance may

be suspended at the request of Wind & Tide without tuition compensation. Compliance with such requests will remain at the sole discretion of Wind & Tide.

- If there are concerns with a child's needs/behaviour or concerns with a parent's or guardian's needs/behaviour, all efforts will be made to resolve these matters. Resolution steps will include, but shall not be limited to, meetings between parents/guardians and teachers, discussions and meetings with Regional Directors and in some cases, seeking input from Supported Child Development agencies. If all efforts are unsuccessful in obtaining a resolution, and should the class be deemed a poor fit for the child and/or their family, registration/enrollment may be revoked at the request of Wind & Tide with no given notice. Such circumstances are uncommon, but may be a last resort for cases involving support needs, aggressive or abusive behaviour (*by either child or guardian*), or custody disagreements.
- Wind & Tide must follow applicable mandates outlined in any provided court order(s) or prepared legal documents, issued by the court, court counselors and/or related mediators for families with joint custody/ guardianship arrangements. In cases where parents/guardians cannot agree to authorization in matters relating to attendance, pick-up/drop-off and/or tuition payments (*including division of tuition payments*), registration may be revoked.

Parent/Guardian Agreement Contract & Conduct

Parents, guardians and family members all play an integral role in the learning and development of a child. At Wind & Tide, we value our partnerships with families, and seek to walk alongside them in a supportive, respectful and informative way.

Prior to enrolling in a Wind & Tide program, we ask guardians to thoroughly review Wind & Tide's Parent Handbook, policies and program-related information. Guardians are encouraged to work productively with teachers and administration by staying informed about their child's program, the curriculum and the routines. Thoughtful questions and suggestions are welcomed by Wind & Tide. It is incumbent upon Wind & Tide to provide guardians with timely and pertinent information. It is equally important for guardians to share information regarding events and situations affecting children outside of Wind & Tide, so teachers can approach issues with greater understanding and see behaviour in correct context. Note that during class time, drop-off, and dismissal times, the teacher's number one priority is the safety and well-being of the children. While communication is important at this time, it may be necessary to schedule a meeting time to best address any questions or concerns.

Open, honest and respectful dialogue assists us to work together with families to provide children with the very best educational and care setting. The guidelines below are meant to support teachers and guardians in their interactions, as clearly communicated expectations result in a better understanding of the important role of each adult in a child's development.

- Issues and situations that deal with children can easily become emotionally charged. For this reason, it is suggested that parents/guardians allow 24 hours to pass prior to engaging in dialogue with the classroom teachers.
- Every effort should be taken to resolve issues through calm dialogue between those directly involved while respecting the dignity of each person.
- Be prepared to actively listen to another's point of view.
- Try to remain positive. Approach situations in a spirit of cooperation and genuine partnership.

Parents/guardians are required to confirm that they have read and understand Wind & Tide's policies prior to beginning any Wind & Tide program. While several key policies are listed in the document, all policies should be thoroughly reviewed and are accessible through the Parent Portal.

PAYMENT AGREEMENT & WITHDRAWAL POLICIES

Payment Policy

Upon registration, parents/guardians must complete a **Payment Form** including a checklist and **Pre-Authorized Debit Agreement** as agreement that they are financially responsible to pay any tuition or applicable fees for all months (or semesters) their child is registered in a class/program, including NSF payments which will be subject to an additional NSF Fee. Monthly tuition fees and payments are applied and processed on the first of every month. Development Program tuition payment dates are outlined on their applicable Payment Forms. Under Wind & Tide's payment policy agreement, parents/guardians also acknowledge that any overdue, declined, or NSF payments must be submitted within 10 business days and that Wind & Tide reserves the right to refuse or revoke a child's registration (including attendance) from any program, at any time, due to any unpaid/outstanding balance on a family's account that is not paid by the requested deadline.

The registration fee is non-refundable and is payable upon accepting a placement in a Wind & Tide program. **The prepaid deposit is required and will be applied as payment towards the final month's tuition of the registered program**, with the exception for Development Programs (*see section for more information*). In cases, where a child has been withdrawn mid-program (*example: mid-year*); the deposit will be applied as payment based on the terms of the program's withdrawal policy.

Tuition will not be prorated due to a child's illness or for any absence regardless of length (*for example: family vacation, etc.*). Tuition will not be prorated for those months with statutory holidays, Wind & Tide Professional Development (Pro-D) days (includes three Pro-D days in total between September and June), scheduled holiday closures (*if applicable*), or in the event of closure due to extreme circumstances (*for example: gas leak*) or extreme weather conditions.

Withdrawal Policy

To withdraw from any Wind & Tide class/program, requests must be submitted in writing to the Administration office using the Withdrawal Form which is available online in the Document Library on the Parent Portal. The date of withdrawal from any class will always be set for the last day of the month, or semester (Development Programs only), with no adjustments or prorated fees for requests to withdraw mid-month, or mid-semester (Development Programs only), from a program.

The withdrawal policy for each Wind & Tide program is listed below:

PRESCHOOL / JUNIOR KINDERGARTEN PROGRAMS

Preschool Programs include: *Three-Year-Old, Four-Year-Old classes, half-day & full-day Junior Kindergarten classes.*

Prepaid deposits are non-refundable after June 30 prior to the start of the school year (*example: Deposits due May 1, 2018, for classes starting for the 2018/2019 school year, will not be refunded after June 30, 2018*).

To withdraw a child from a preschool class between July 1 and before the first day of class, any future tuition payments will be cancelled, however, the deposit will not be refunded and the child's position in the class will be forfeited.

To withdraw a child from a preschool class after after the first day of class and before September 15, September's tuition will be refunded less a \$50 withdrawal fee. Note that September's tuition cannot be applied as payment

towards September's tuition.

To withdraw a child after September 15, the prepaid deposit will be applied toward a child's final month's tuition (*applicable for the months of October through to March only*), permitting the parent(s)/guardian(s) have provided the minimum 30 days written notice (*or 31 days written notice for those months with 31 days*) prior to the last day of the month in which they wish to withdraw, or one month's fees shall be paid in lieu of notice.

EXAMPLE: *If a parent wishes to withdraw their child from the Preschool program at the end of October (last day is going to be October 31), their **completed Withdrawal Form must be submitted** to the Administration office **before October 1**.*

Withdrawal requests must be submitted to the Administration office using the Withdrawal Form which is available online in the Document Library on the Parent Portal. The date of withdrawal from any class will always be set for the last day of the month with no adjustments or prorated fees for those requests to withdraw mid-month from a program.

Requests to withdraw from the class will not be accepted as of March 1 of any given school year. Similarly any biannual or annual tuition payments that have been prepaid will not be refunded for any withdrawal requestss received after March 1 of any given school year.

Families providing withdrawal requests for departures effective after March 31 will still be subject to monthly tuition payments for the remaining months of the school year (*April, May, June*). Applicable prepaid Four-Year-Old class payments will be canceled or returned; except the non-refundable registration fee.

Withdrawing a child from a current Three-Year-Old class, at any time, will also automatically forfeit their priority in placement and registration for the corresponding Four-Year-Old Preschool class for the following year.

In cases where a family wishes to maintain their child's registration in a corresponding Four-Year-Old class, but still chooses to withdraw them from their current Three-Year-Old class, concessions can be made providing the annual tuition for the current Three-Year-Old class has been paid in full, in addition to the completed Payment Form and required payments for the following school year.

CHILDCARE PROGRAM / SCHOOL AGE CARE PROGRAM

Whether registered part-time or full-time for any Childcare or School Age Care program, the prepaid deposit will only be applied towards a child's final month of tuition, permitting that the parents/guardian have provided a minimum of 60 days written notice to the Administration office. Withdrawal requests must be submitted to the Administration office using the Withdrawal Form which is available online in the Document Library on the Parent Portal.

EXAMPLE: *If a parent wishes to withdraw their child from a Childcare centre at the end of November (last day is going to be November 30), their **completed Withdrawal Form must be submitted** to the Administration office **before October 1**.*

Upon receipt of the Withdrawal Form, the withdrawal date will always be recorded, as the last day of the month and fees/payments will be charged accordingly.

No adjustments to monthly fees will be made for any mid-month withdrawal requests. Withdrawal date will always be recorded as the last day of any given month regardless of the last date of attendance at the facility and provided that the minimum notice has been provided (*as stated above*). Tuition is an applied monthly fee, and thus, will not be prorated.

DEVELOPMENT PROGRAMS

To withdraw a child from any Wind & Tide program, requests must be submitted in writing to the Administration office using the Withdrawal Form which is available online in the Document Library on the Parent Portal.

Registration Fees are non-refundable and non-transferable. Withdrawing a child from a Development Program before the first instalment payment date will cancel all future tuition payments for that program.

After the first instalment payment (*Term 1*), parents/guardians will have until 6:00pm on the day of the third class to withdraw their child from a Development Program. Any withdrawal requests received in this period will qualify for a refund of the first instalment, less a withdrawal fee. All future tuition payments will also be canceled.

If a parent/guardian submits a request to withdraw their child after the third class, they will be financially responsible for the tuition payments for the entire term. However, all future tuition payments for Term 2 (*if applicable*) will be canceled.

To withdraw a child from a Development Program after the completion of Term 1, but before the beginning of Term 2, the Withdrawal Form must be received by the Administration office by December 31 of the school year. Withdrawal requests received on/before this day will qualify for a refund of the first instalment for Term 2, less a withdrawal fee. All future tuition payments will also be canceled.

Additional Registration Policies for Childcare & School Age Care Programs

There are **additional terms and conditions applicable to Wind & Tide's Childcare centres and School Age Care programs**, and are noted below:

- For any reduction of registered days, a minimum of 60 days written notice is required prior to the last day of the month in which the withdrawal (reduction) is desired.
- Requests to temporarily swap registered days cannot be accommodated.
- Drop-In days may be accommodated based on availability at the Centre. Parents/Guardians must contact the Administration office directly (not the Centre) to request any additional Drop-In days with 24 hour prior notice. Upon confirmation, parents/guardians will be obligated to pay a Drop-In fee for any additional days their child is registered to attend. If Drop-In days are canceled, 24 hours notice must be provided to the Administration office.

EARLY DISMISSAL DAYS AND PROFESSIONAL DEVELOPMENT (PRO-D) DAYS

For some School Age Care programs (*currently excluding Evans Elementary*), additional care may be available on Early Dismissal school days, Professional Development (Pro-D) Days and other school closures permitting that there is sufficient enrollment. Parents are required to sign-up for care on such days and additional charges may apply. Availability varies at each School Age Care program, and parents are encouraged to discuss their care needs with the Administration office prior to registering.

CLOSURES: SCHEDULED & UNEXPECTED

Scheduled Closures

All Wind & Tide programs and the Wind & Tide Administration office are closed on the following days:

- Statutory holidays
- Easter Monday
- Four (4) Professional Development days per year (*September, October, February and June*).
NOTE: that the September and June closure dates are not within the school year, thus only affect applicable full-year programs, including Childcare and full-day School Age Care during the summer months.
- Christmas Eve until New Year's Day (*inclusive*)

Wind & Tide Preschool, Junior Kindergarten and Development programs are also closed for Spring Break and Christmas Break (*any scheduled closure dates are outlined on a child's online class calendar available on the Parent Portal*).

Unexpected Closures

In the event of extreme weather conditions, Wind & Tide Preschool, Junior Kindergarten and School Age Care programs will be closed if the public school district of the specific campus location is closed. This information is readily available on local news broadcasts. Every effort will be made to continue Childcare programs. Childcare closures will be posted on the Wind & Tide website, and families will be notified by email.

Class closures may result from unexpected events, including (but not limited to) flooding, gas leaks, power outages or multiple staff illnesses. Every effort will be made to contact families by phone and/or email.

Tuition will not be prorated for those months with statutory holidays, Wind & Tide Professional Development (Pro-D) days, scheduled holiday closures (if applicable), or in the event of closure due to unexpected circumstances (*example: gas leak*) or extreme weather conditions.

Wind & Tide reserves the right to cancel programs due to insufficient enrollment and/or unavailability of instructors and will make every effort to transfer a child's registration to another suitable class. In the event that another class is not available, Wind & Tide will refund all fees, including the registration fee. Please note that thirty days notice will be given in the event of a class cancellation.

Power Outage Closures & Procedures

Extended power outages can present a safety and health hazard. As such, extended power outages may result in the closure of the affected campus. All Wind & Tide classrooms are equipped with an emergency kit containing flashlights, batteries and corded telephones. These items are readily available in the event of a power outage.

If a power outage occurs prior to class start time:

- The supervising teacher will phone BC Hydro to find out approximately when the power will be back on.
- If it is going to be an hour or less, class will carry on as per normal.

- If it is going to be more than an hour, children will be sent home with their guardians at drop off time and the class will be cancelled.

Provided it is safe to do so, staff shall remain at the campus to greet any incoming families and to complete housekeeping chores and curriculum planning.

When a power outage occurs while a class is in session:

- The supervising teacher will phone BC Hydro to find out approximately when the power will be back on.
- Classes will remain open, unless the classroom becomes very cold and/or dark.
- Weather permitting, the class will go outdoors for additional light.
- Flashlights from the emergency kit will be used for additional light in the washroom facilities.
- If the classroom becomes cold and/or dark, guardians will be called to come and pick up their child.

If class is cancelled due to a power outage:

- The teachers will contact their Regional Director and the Administration Office to inform of them of the closure due to a power outage.

DEVELOPMENT PROGRAMS: CLASS CANCELLATIONS

Development programs run in the late afternoon, once or twice per week. Due to the later time frame and reduced number of total class hours, decisions on campus closures will be made on a case-by-case basis.

For any cancellation of a Development Program class, guardians will be contacted by the Supervising Teacher.

STATUTORY HOLIDAY CLOSURES FOR DEVELOPMENT PROGRAMS

Any Development Program class scheduled on a statutory holiday (*example: Remembrance Day, Thanksgiving, etc.*) will automatically be rescheduled for the proceeding Friday afternoon.