

the club
WHITE OAKS

Children's ACTIVITY CENTRE



PARENT HANDBOOK

HOURS AND CONTACT

MONDAY, WEDNESDAY: 9:00am – 7:30pm

TUESDAY, THURSDAY, FRIDAY: 9:00am – 5:00pm

SATURDAY, SUNDAY: 9:00am – 12:30pm

Please note that the Children's Activity Centre is closed from 12:00pm – 1:00pm during the week and closed on all Holidays.

TELEPHONE: 905-346-8739

EMAIL: daycare@whiteoaksresort.com

POLICIES AND PROCEDURES

Welcome to the Children's Activity Centre at White Oaks. We want you to feel comfortable and welcome your family to our program. Our goal is to provide a quality care environment for your convenience and peace of mind while you're enjoying the Club facilities. Our policies and procedures will give you an insight into your child's time with us and what we will do to ensure that we are providing the highest quality care program.

PARENTAL REQUIREMENTS AFTER DROP-OFF:

- Please ensure that you are on-site at all times
- No running outdoors
- Please advise the team of your location in the building
- If the fire alarm rings, you must return to the CAC immediately

BOOKING POLICY

The Children's Activity Centre is pleased to offer exceptional care at an incredible price. Active Club Members may utilize the Activity Centre at the following rates:

- **\$10 per 2 hour visit**
- **\$5 per additional child (same family) during the same 2 hour visit**

It is a **2-hour** visit within your allotted timeframe (mornings, afternoons, or evenings). Email works best when booking your children for childcare. Please email us at: daycare@whiteoaksresort.com. We begin booking 7 days + 1 night in advance. For example, if you are looking to book for a Tuesday, you would email us stating Monday nights after 5:00pm for Tuesday the following week.

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Email At 12:30pm for following Monday	Email At 5:00pm for following Tuesday	Email At 5:00pm for following Wednesday	Email At 5:00pm for following Thursday	Email At 5:00pm for following Friday	Email At 5:00pm for following Saturday	Email At 12:30pm for following Sunday

WAITLIST

Since we are a busy children's centre please keep in mind that we do tend to book up quickly. Once the centre is fully booked, we are more than happy to add your children to a waitlist for the specific day you are looking for.

When added to a waitlist you will be contacted if a spot becomes available. Unfortunately, spots do tend to become available the morning of, so we kindly ask that you check your email or phone messages from the centre on the morning of your waitlist days to ensure you are making the most out of the waitlist spot. You will have 15 minutes to respond to let us know whether or not you are coming before we have to proceed to contact the next family on the waitlist.

SICK POLICY

If your child has a fever, diarrhea or vomiting you will be called to pick them up. We ask that you ensure your child is symptom free for 24-hours before returning to the CAC. Any contagious outbreaks will be posted in the entrance area. Please notify the Centre if your child has become sick during the evening by email or leaving a message on the answering machine:

905 346-8739 or daycare@whiteoaksresort.com

CHILDREN'S SUPPLIES REQUIRED

Feel free to pack PEANUT FREE snacks for your child for their visit. We ask that you please label any snacks container and drinks.

Parents must also provide all diapers, wipes and creams for their child and keep their bag on their labelled hook in the cubby area.

Please ensure that your child is dressed for all kinds of weather conditions. We love going puddle jumping, tobogganing down hills and planning outdoor activities in the summer. Feel free to pack an extra change of clothes in case they get dirty outside.

We ask in the warmer months that you make sure your child has water and sunhat for when we go outside. We also ask that you have SUNSCREEN ALREADY APPLIED on your child so we can get everyone outside as quick as possible.

COMMUNICATION

Quality care is promoted through open communication between parent and providers. Feel free to approach us to discuss what kind of day your child has had. Please also share your thoughts with us, either positive or negative as both are important to us and help us provide the best care possible unique care for your child. We will share notes on your child's experience with you on a daily basis.

CONFIDENTIALITY

All information about your children, their families and your child's experiences will be kept strictly confidential. In the case of communicable illness, each family will be told of possible exposure and a notice will be posted. Please do not ask us any questions that could be a breach of confidentiality. If you require information about another family, please speak directly with them.