

# Our Lady of Mercy Youth Cat

We would like to thank all the OLM Youth Cat parents for their excellent feedback about *Our Lady of Mercy Youth Cat*. Your feedback helps us grow and create a wonderful experience for your children. We understand that this is still new for parents and we are excited to see its continued growth. Fees this year will be \$12.00 a day and \$15.00 for drop in.

We will be using the school library.

*New!* We have extended the hours! 3:00p.m. to 6:30p.m.

We encourage open communication with parents, so please feel free to ask questions and voice any concerns regarding your child. We provide a healthy, comfortable and stimulating environment and opportunities for children to gain self confidence and to develop good self esteem.

We are completely non-profit and all fees collected go towards Staffing and supplies for the Our Lady of Mercy Youth Cat

**Staff** Ferdeliza Lontok 604-809-3487, Nina Arinzol 604-440-9572

**Coordinator** Bruk Melles - [bmelles@bchousing.org](mailto:bmelles@bchousing.org)

**Education Committee Rep** Shun Chiang 604-787-8101, [shun\\_chiang@yahoo.com](mailto:shun_chiang@yahoo.com)

## **Policies**

### **Registration**

**Please register for September ASAP and send in October registration at the same time - Always register one month in advance**

Registration is done on a monthly basis, please have completed registration forms turned into the school office at the beginning of the prior month i.e.: registration for January should be handed in the beginning of December. It is critical that we receive the registration form the month prior so we can do our due diligence in ensuring that we have the proper staffing. Staffing is based on the number of children registered so it is very important that we get the registration forms on time.

Registration forms can be found on the Our Lady Of Mercy School website, please just update the form with the Month required and also please ensure you are clear on the dates you need. The School website also has the monthly calendar to help you in calculating the required days, we are closed on all school Pro-D days, early dismissal days and holidays.

Cancellations: All cancellations will require 30 days' notice, as mentioned above we are non-profit and staff the youth cat according to the number of kids registered.

### **Drop-off and Pickup of Children (Release of Child)**

Only parents are permitted to pick up children. If any other person is going to pick-up your child, please let us know in advance and have a written consent. The person picking up must be introduced personally by the parent and ID recorded. Please remember to phone and let us know when someone else will be coming to pick up your child.

### **Unauthorized Persons Policy**

An Unauthorized Person is anyone who parents have not given written consent as stated above and/or any person who is incapable (intoxicated, medicated, etc.) of caring for your child. It is important for the caregiver to know who is authorized to pick up your child thus the authorized person list on the registration form must be kept up to date. If an unauthorized person arrives to pick up your child, access will be denied. Your child will remain under the supervision of the caregiver until an authorized person arrives for pick up.

### **Closure Policy & Hours of Operation**

OLM Youth Cat is open from 3:00pm to 6:30pm Monday to Friday. We understand that there may be times when you will be late due to unforeseen circumstances, if you are running late please call Ferdeliza or Nina. If late pick up becomes a constant issue we reserve the right to implement a late fee of \$5 per 5 minutes after our scheduled closing time.

OLM Youth Cat will be closed according to school year calendar.

### **Changes or modifications**

The Our Lady of Mercy Youth Cat will try to be as accommodating as possible, we understand that schedules change from time to time and you may need to switch some days around or add some days. In these cases please send an email to Shun Chiang and Bruk Melles.

General questions can be addressed to Bruk Melles - [bmelles@bchousing.org](mailto:bmelles@bchousing.org)

