



# **PARENT INFORMATION HANDBOOK**

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From the Owners, Joanne & Paul Slaney and all the staff, “WELCOME” to Adventure Place Childcare Centre. We are pleased that you have chosen us to care for your most valuable treasure, your child.

## **Section 1: Program Information**

### *a) Philosophy*

Our goal at Adventure Place Childcare is to provide children with a special kind of learning experience developing the child’s potential physically, socially, emotionally, intellectually, and creatively. We want this program to be a fun, safe place for children to come when their parents can’t be with them. We offer a stimulating program, caring staff and a high level of health and safety standards with better than adequate child/staff ratios. We strive, as you do, to encourage and to get children to accept responsibility for their actions and to solve problems. We believe that the best way for children to have these learning experiences is through varied play opportunities, which offer a choice between group and individualized play. A “Learning Through Play” philosophy is the basis of our day care program at Adventure Place Childcare.

For a child in our program to develop to the best of his/her ability, parent involvement is essential. As parents, you are always welcome in our program. We believe parents should be actively involved in growth and development of their child at the centre, and they are given an opportunity to do so in a variety of ways. Parents are invited to visit the centre at any time and are encouraged to volunteer and participate in outings. This parental involvement will enhance the program significantly and help maintain a high standard of care.

### *b) Adventure Place Childcare*

Adventure Place Childcare is a fully licensed child care centre, and is independently owned and operated. The centre is offering quality childcare for children ages 3-12 years old.

### *c) Daycare Staff*

The Centre operates with the following staff:

1. Owner
2. Program Coordinator
3. Child Care Professionals
4. Special Needs Worker (as needed)

All staff members have first aid in Child Care certification, and are qualified child care givers through Newfoundland Children’s Services Staff Qualifications department.

Each staff member and volunteer in the program who has unsupervised access to children is required to provide the Program Coordinator a criminal record check, including a

vulnerable sector search dated not earlier than six months prior to the date of commencement with the program and is renewed every three years after that.

We will always try and accommodate students at various levels of their education. Parents may therefore see student representatives from College of the North Atlantic. Please feel free to ask about our students.

*d) Hours of Operation*

Monday to Friday - 7:00 a.m. to 6:00 p.m.

The Center will be closed on the following Statutory Holidays:

New Years Day  
Good Friday  
Victoria Day  
Canada Day  
Labour Day  
Remembrance Day  
Christmas Day  
Boxing Day

\*Depending on numbers of children attending during the Christmas Holidays and Easter Monday, the hours of operation may vary on Christmas Eve, New Year's Eve, and Easter Monday or the centre may be closed for a portion of this time.

*e) Parent Bulletin Board*

A bulletin board is provided for all parents to observe. Information regarding menus, program planning, as well as Childcare Services monitoring reports and upcoming events will be posted for parents.

*f) Program Evaluation*

Regularly, the day care program conducts a program evaluation to measure the care being provided at the centre. The process involves gathering information from both parents and staff at the centre. This information is then reviewed and goals are set to be accomplished for the upcoming year. Parent involvement is essential in this process so that the program can improve and meet the needs of the families and children in our care.

*g) Smoking Policy*

Smoking is not permitted on the premises of the centre, or around children while they are in care. This includes outdoor areas. Staff members are not permitted to smoke where child care is being provided, on or off premises. Parents are also asked to abide by this

policy. Thank you in advance for keeping the daycare a smoke free and healthy environment for all.

#### *h) Arrivals and Departures*

Upon arrival each morning, parents are asked to initial on the appropriate day, in the **Sign in Book** to record their child's attendance. At the end of the day when parents pick their child up, they are asked to initial the appropriate place as well. For safety's sake, please accompany your child to his/her room and personally put them in a staff member's care before you leave the premises.

**Staff is provided at the centre for the hours of operation, parents are asked to please contact the centre if they are delayed upon picking up their child. If parents are past the closing time, they are required to pay the staff immediately for every 15 minutes they are late picking up. The late charge for picking up a child will be \$20.00 per 15 minutes. If children are still in care after 6:00 p.m., emergency contacts will be called, and if staff are unable to have the child picked up, we are required to notify Childcare Services of an abandoned child.**

Children in the program will only be released to the adults recorded on their registration form. If the child is to be picked up at the centre by anyone other than those recorded on the registration form, the centre requires **Prior Notice of the Persons Name in Writing**. If you are giving written notice, or, in an emergency, are calling in permission for someone not on the registration form to pick your child up, please include your child's health care number on the note, or give it to staff over the phone to confirm your identity. Also, please advise the person whom is picking up your child that he/she will be required to show picture identification before being able to take your child from the centre.

### **Section 2: Registration/ Withdrawal Procedures**

#### *a) Registration*

Admission of your child requires filling out an initial registration form. If a day care space is unavailable, you may wish to have your name placed on our waiting list.

A registration fee of \$25.00 is required.

Before commencement, parents are encouraged to meet with the Coordinator to discuss their child's needs. You will be asked to complete standard registration forms, and to complete a form indicating your child's interests, likes and dislikes, etc. This information will be used to plan interesting activities for your child, and activities that will help him/her feel included in the group. Please note that you can help by sharing new information with your child's caregiver, or completing a new form if needed. By working together with your caregiver, you can help to ensure your child's happiness and satisfaction at the program.

When your child is accepted into the program, it is favourable to have him/her visit the centre and spend time in the new surroundings which will help him/her to adjust more readily to the experience of childcare centre.

Children's records must be maintained on site, and have the following up to date information:

- Children records, including name, date of birth and home address
- Completed registration form
- Parent's name, home address and telephone number
- The name, address and phone number of a person who can be contacted in case of an emergency
- Medication permission and requirements
- Particulars of health care requirements, and written consent by the parent
- Relevant health information

#### *b) Administrative Records*

The following up-to-date records are maintained on the program premises:

- Daily attendance of each child.
- Daily attendance of primary staff members, including arrival and departure times.
- Evidence of each staff members child care certification
- Current first aid certificates for all staff members as required
- Verification of criminal record checks required, and those are to be updated every three years.

#### *c) Portable Records (``Emergency Cards``)*

Portable records are maintained of emergency information that includes:

- The child's name
- Date of birth
- Home address
- Parent's name
- Home address
- Home and work telephone numbers
- The name, address and home number of a person that can be contacted in case of an emergency.

#### *d) Fees*

Parents pay childcare fees to the Program Coordinator. Payments are to be paid on a biweekly basis. **Please note that fees are not reduced for less use in a month.**

**First payment is due on child's starting day (two weeks advance payment) and then due biweekly thereafter.**

Fees are as follows:

3 years old – Kindergarten Room - \$34.00 a day

Before/Afterschool Room - \$22.00 a day (\$30.00/day for PD Days, Storm Days and Full Time Summer Program).

If payment is not received by the end of the second working day, a late charge will be applied to the parent's account on the third working day.

**\*\*Please note that care will not be provided after the tenth business day if parent fees and late charges are not paid in full.**

Parents may choose to pay by cash or cheque.

If payment is unable to process, parents will be charged the NSF fee that the centre is charged for trying to process the payment. This fee is \$25.00.

**Subsidy:** Eligibility for subsidy is not determined by the childcare facility. If you require information about subsidy or the process to apply for subsidy, please speak with the Program Coordinator.

If you are approved for subsidy, please have the necessary paper work to provide to the Program Coordinator upon enrolment.

#### *e) Holidays/Absences*

There is no adjustment made to fees for holidays/absences.

#### *f) Change to Essential Information*

It is vitally important that you notify the Childcare Centre in writing of any changes in your circumstances, i.e.: address, telephone numbers, emergency arrangements, family status, work or school schedules, to ensure we can contact you in the event of an emergency.

#### *g) Withdrawal Procedures*

Two weeks advance notice must be provided, in writing, prior to your child being withdrawn from our Centre, or you may be charged full fee for the same time period, in lieu of notice. Please refer to your Parent Contract for details.

If you have any problems or concerns about any of our policies, please feel free to contact the Program Coordinator by telephone.

### **Section 3: Health and Safety Procedures**

#### *a) Emergency Evacuation and Fire Drill Procedures*

Safety is a top priority with Adventure Place Childcare. Fire drills are practiced on a monthly basis, so that the children become familiar with the sound of the alarm and the evacuation procedures that follow. Monthly fire drills, along with the time taken to evacuate the building, are recorded. Portable information records are completed for each child and staff member in the centre. These portable emergency cards are taken on any off site activity, and in the event of an emergency evacuation. Parents will be called and advised of the emergency as soon as all children and staff are safe in the emergency location.

In the case of an emergency where the building is not fit for us to return to, the children will evacuate to the school parking lot next door.

#### *b) Health Policy*

If your child becomes ill or has a fever which exceeds 100 degrees, while attending the centre, we shall contact you promptly so that you may take your child home or to the doctor. We require two emergency numbers on file to be used in the event you can not be reached. Please note that if you are contacted by the daycare to pick up your child due to illness, it is your responsibility to do so, or arrange for someone to pick up within the ½ hour.

In addition, as soon as staff is aware or has reason to believe that a child is suffering from a communicable disease, it is the parent's responsibility to remove the child from the program as soon as possible (within ½ hour). This is a licensing requirement that we are required to follow. As you would want for your own child, we must protect other children in care from becoming ill. Your child will be kept resting as far away as practical from the other children in care, but will be directly monitored for changes in condition until your arrival.

When your child is suffering from a communicable disease, we require a certificate from your family physician or a public health nurse to authorize his/her return to the childcare centre. We are also required to notify Public Health any time there is a communicable disease, or suspicion of such.

In the event that your child has a serious accident or serious illness while in care, the program will immediately seek medical attention for your child and you will be notified.

Occasionally, outbreaks of lice occur where there are groups of children present. While lice are not a dangerous condition, it is highly contagious. Please note that we have a "nit-free" policy regarding the return of children who have lice. This means that once children are treated and are "nit-free", they may return to the program.

If your child is not well enough to participate in a full program of activities, both indoors and out, then he/she is not well enough to be in contact with other children at the centre. For safety sake, we encourage you to give your child an extra recuperating day at home.

You will appreciate this precaution when others have to obey it to keep your child free of their child's illnesses.

*c) Medication Administration*

Guidelines to administer any type of medication at the centre are clearly outlined by Government regulations. **Under no circumstances will medication be administered without the written authorization of the parent.** In the best interests of the child, medication is always administered by a senior staff member, i.e. Coordinator, who has a valid first aid certificate. Staff will observe your child after administering the medication to ensure no allergic reaction occurs. If this does happen, you will be contacted by staff. To ensure your child receives his/her medication as expected, please be sure to put the following information on the medication sheet supplied by the centre:

1. Date
2. Full name of child
3. Name of medication
4. Date and time medication is to be administered
5. When medication was administered prior to arrival at the centre
6. Amount of medication to be administered
7. Parent signature

Please note the medication must be in the originally labelled container. In addition, the medication must be administered according to the labelled instructions. (For example, if the label indicates the medication is to be administered in four hour intervals, we can not administer it in three hour intervals.)

If the medication sheet is not filled in completely and correctly, your child will not be administered the required medication. At no time is permission over the phone acceptable for administering medication. If, while signing in the medication you have any questions, please be sure to ask any staff member for clarification.

When you pick up your child, the following information will be recorded on the same sheet:

1. Date and time medication was administered
2. Name and amount of medication administered
3. Signature of staff who administered medication

All non-emergency medication is stored in a locked box, inaccessible to children in the kitchen. Please ensure that your child's medication is put there each morning and picked up every evening. Any medication that may be needed in an emergency is stored in each room, inaccessible to the children.

Medication that may be administered to your child at the day care can be grouped in two categories:



1. Patent Medications – are not administered at this centre. (i.e. Tylenol/ Advil, etc.)
2. Prescribed Medications - are those that are purchased with a physician's prescription. These medications need to be in the original container and labelled showing the name of the physician, patient's name, and date of issue, instructions and time period, when brought to the centre.

As parents, we are sure that you can appreciate the necessity of having strict guidelines around the administration of medications. We would like to thank you in advance for complying with these guidelines in all areas.

#### *d) General Hand Washing*

##### Hand Washing Procedure

In groups of children, infections and germs can be easily spread through cross-contamination. Therefore, staff and children practice thorough hand-washing throughout the day.

Hand-washing routines must include:

- using warm water and soap
- thoroughly scrubbing both sides of the hands

Hand-washing must be done:

- before and after eating
- before and after food preparation and handling
- after diapering and toileting
- after playing in the sand or outside
- after wiping noses, sneezing or coughing
- whenever hands are soiled

#### *e) Laundry*

It is important to ensure proper laundry procedures are followed to avoid cross contamination. Please note the following:

- Personal items that become soiled throughout the day belonging to staff or children are to be taken home daily for laundering. Soiled items will be placed in individual plastic bags and tied to avoid cross contamination.

Personal items brought in from home, including all cups, toothbrushes and toothpaste are to be labelled and stored in the child's specified area.

#### *f) Accident Reports and Health Care*

All the staff at the Adventure Place Childcare work hard to keep the centre a safe place for all who play there. Unfortunately, in the busy, everyday world of your child, accidents may occur.

In the event of a minor mishap, such as a scratch or bruise, your child's needs will be attended to immediately, and then an accident report will be written explaining what happened and what was done after the injury. A copy of this report will be available for parents to review and sign at the end of the day. We can provide or allow for the provision of health care to a child only if the written consent of the child's parent has been obtained, or if the health care provided is in the nature of first aid.

In the event of a more serious mishap, such as a sudden serious illness, or cut requiring stitches or a broken bone, your child's needs will be attended to immediately and then the parent will be contacted. If immediate medical attention is necessary an ambulance will be called. In this case, the accident report will accompany your child so that the attending physician will have the necessary information to provide appropriate care.

If, as parents, you are uncomfortable with any of these procedures, please discuss your concerns immediately with the Program Coordinator.

#### *g) Clothing*

To help keep your child healthy and minimize illness, it is important that your child has appropriate clothing at the centre. Parents are reminded that the children do go outside everyday and they need proper clothing to keep them comfortable so that they may participate in the fun at hand.

To keep your child's clothing from getting lost, please be sure to label all items with your child's name. A complete change of clothing needs to be kept in your child's cubby in the event that he/she has an accident and needs to change. The day care has extra clothing, but to some children, it is a very uncomfortable experience to wear someone's clothing other than their own. Wet or soiled clothing is placed in a plastic bag and put in the child's cubby, along with a note explaining what has happened. Please be sure to take the clothing home to be laundered. Please return any clothing belonging to the centre laundered. A pair of Slippers or Inside Running Shoes are required to help keep feet warm and dry, especially during a Fire Drill when we need to evacuate the building immediately.

### **Section Four: Programming**

#### *a) Flexible Daily Schedule – Indoor and Outdoor Play*

Please see the daily schedules posted in each room for your child's specific schedule. When reviewing the schedule, please keep in mind that staff may change the schedules slightly to meet the children's needs. Our centre strives to maintain a good balance of indoor and outdoor play, recognizing the importance of both. Please ensure your child is adequately dressed for outdoor play, as we go outdoors daily, unless weather does not permit. After use, equipment is put away, cleaned and stored properly. Areas are inspected to ensure there are no toxic plants, and sand boxes are covered when not in use. The use of Electronic devices such as TV's or movies is restricted to special occasions. If a movie is brought in by a staff or child, staff will confirm that the movie is age and developmentally appropriate by viewing the movie beforehand, and other activity choices will be offered in addition to the movie.

#### *b) Groupings*

Children are grouped so that they are provided with a learning environment that encourages the child to develop to his/her fullest potential. Children may have the opportunity to participate in a family group and age appropriate grouping. The family grouping provides the child with the opportunity to interact with and learn from others of different ages and developmental levels. Younger children may learn from the more advanced play of the older children and the older children can learn from opportunities to help the younger children.

When children are grouped according to their ages it allows them the opportunity to socialize with others their own age and to participate in age appropriate activities. During these grouping times the children are with the same children and staff each day. These grouping methods also allow the children the opportunity to get to know the other children and staff at the centre. At all times we are sensitive to individual children's needs. If a child is uncomfortable with the grouping arrangements then staff will work hard to accommodate that child's needs so that he/she will have a successful day at day care.

#### *c) Meals*

All menus are planned using Canada's Food Guide, and are reviewed twice per year at minimum to ensure variety and that they reflect the changing nutritional guidelines of research and Canada's Food Guide. Kitchen staff will follow through with proper procedures to ensure that hot foods are kept hot and cold foods are kept cold at all times, and the best ways to sanitize the kitchen to ensure that food preparation and serving utensils as well as surfaces are sanitized after each use.

Children must remain seated while eating and drinking.

Please do not allow your child to bring candy or gum to the centre. If you wish to bring food to the centre for a special occasion, such as a birthday or holiday, please make prior arrangements with the Program Coordinator. The centre will strive to provide a special

diet to those children with food allergies or restrictions. Please inform the centre in writing of your child's special dietary needs so that the proper arrangements can be made. If you wish to bring a snack for your child due to an early arrival or late departure, please ensure that it is nutritious and follows the Canada Food Guide recommendations i.e. toast, fruit, cereal. Snacks such as cake, chocolate bars and chips are not acceptable snacks at the centre. If a parent brings food to the centre that does not meet the Canada Food Guide recommendations, the daycare will supplement those meals or snacks, unless the food that is brought in is for a special event i.e. birthday. The Food Guide is posted in the hallway and in the kitchen for your information.

#### *d) Guiding Children's Behaviour*

This section is designed to inform you, the parent of our discipline policy and is also communicated to staff members through the Staff Handbook. Rules and discipline guidelines are shared with children on a developmentally appropriate basis.

Developing self-control and learning appropriate social behaviours are essential to children's social development. By encouraging children's self-respect and respect for others, the primary staff member can help children develop self-control and sensitivity in their interactions with others. Children are encouraged to respect others, develop self control, and verbalize feelings, rather than act out physically.

Children at the centre receive more attention for positive behaviours than they do for negative behaviour. When guiding the children's behaviour, staff members always ensure that the expectations and consequences meet the developmental level of the child. Disciplinary action taken must always be reasonable in the circumstances.

Behaviour management, or "discipline", is the process by which children are guided and encouraged to act in an appropriate way. Guiding children's behaviour is an important part of the primary staff member's role and one that takes place continually through the day. While guiding the children's behaviour, staffs ensure that they are protecting and enhancing the child's self-esteem. Under no circumstances will any physical punishment (such as pinching, hitting, shaking, slapping or restraining), or verbal, emotional or physical degradation (such name-calling, ridiculing, making a child "sit in a corner", etc.) be used by any staff member of Adventure Place Childcare. The use of physical restraint, confinement or isolation will not be used in any circumstance. Verbal abuse will not be tolerated by any adult in the centre toward children or other adults.

Staff will not deny or threaten to deny any basic necessity. Staff at the centre use natural or logical consequences to guide the children's behaviour. A natural consequence is the result of a child's actions. An example of this would be a child loses his/her favourite toy because he/she did not put the toy where it belonged. A logical or adult-constructed consequence may be used when a natural consequence has not worked or when a child has put himself/herself in danger as well as others around him/her. An example of a logical consequence would be, "If you cannot use the slide without pushing, you will have to play somewhere else."

#### *e) Toys and Equipment*

The centre provides a wide variety of developmentally appropriate equipment for the children at the centre. We ask that parents not allow their child to bring toys from home as they may not be appropriate for all age groups and are difficult for staff to keep track of at the center. The centre will not be responsible for broken or lost toys brought from home.

Once a week children will be provided with an opportunity to bring a toy from home for show and share.

#### *f) Field Trips*

Staffs are always looking for new and interesting activities for your child to do. Occasionally, a field trip may be planned off the childcare premises. You will be asked to sign a permission form to allow this trip for your child. This permission form will indicate what the off-site activity involves, and any transportation or supervision arrangements with respect to the activity. If you do not wish your child to participate, the program will make every attempt to accommodate your child in another room for the duration of the trip. If the entire centre is participating in the field trip, and your child is unable to participate, parents are expected to make other arrangements for the field trip date.

Excursions to the school playground and recreation complex are considered to be within the program premises. Signs will be posted for you if your child is in one of these locations.

To ensure that off-premises field trips and outings are safe and enjoyable experiences for the staff and children, the following procedures will be followed:

- An increased ratio of adults to children must occur. This may be secured through parent volunteers, paid staff, or other volunteers.
- Staff and volunteer responsibilities include:
  - Maintaining knowledge and direct vision of the children they are responsible for at all times.
  - Interaction with the children they are responsible for throughout the trip or outing.
  - Monitoring of the children in their charge to ensure they are having proper amounts of food and water throughout the day.

- Safety rules must be reviewed with children and their chaperones prior to each field trip.
- Each chaperone is to have a list of the children they are responsible for, and check at least every few minutes to ensure all children are accounted for.
- Chaperones are responsible for ensuring children are adequately shielded from the elements (ie. Applying sunscreen throughout the day, or ensuring mittens are worn while outdoors in winter.)
- Staffs enforce car safety rules that comply with Transport Canada guidelines.
- Staffs prepare children for outings by explaining where they are going, what will happen, whom they will see and who they need to listen to.
- Staffs ensure all emergency cards with emergency contact information, allergies, and any other pertinent information for all staff, children and volunteers are packed in the portable first aid kit.
- Staff must ensure appropriate outdoor protection, such as sun screen and hats, proper footwear, scarves and mitts, etc. are available and used by the children prior to departure.

#### *g) Bullying*

To ensure that children are safe and treated respectfully by peers and staff the following policy is observed by Adventure Place Childcare program.

Definition of bullying: Bullying is a conscious, wilful and deliberate hostile activity intended to harm. Bullying is not “misbehaviour”, it is intentional and unprovoked.

Procedure:

- Focus on team-building strategies such as age-appropriate child/staff meetings for input of all. Discuss the role of the bystander as being able to help by immediately speaking out and getting help from an adult.
- Work with children to develop tolerances for differences of others, through group and one-on-one discussion of individual cultures, family dynamics, and sharing of personal preferences.
- Incorporating cultural activities into everyday planning, including multicultural toys, music, and program guests.
- Post clear rules of conduct, including, but not exclusive to:
  - Following instructions of staff
  - No use of threats
  - No physical violence
  - Use only quiet and respectful tones when working through conflicts
- Staff will intervene immediately if bullying behaviours are observed or suspected.

### **Steps to stop Bullying**

1. Create opportunities for all children to “do good.”
2. Nurture empathy.
3. Limit the use of television viewing, video devices and other electronic activities, and participate in more engaging and entertaining and energizing activities, encouraging this outside of program hours as well.

Discipline – includes restitution, resolution and reconciliation. The bully will be expected to develop a way to make amends to the bullied child. The bullied child will be given the time needed to forgive and feel safe again around the bully.

Incident reports will be written and forwarded to parents to be signed. After the first incident, strategies are discussed with the parents to determine why the behaviour may be occurring, and to encourage parents to discuss the issue at home.

#### *h) Children’s Development*

The centre is currently using a Nipissing District Developmental Screen as a tool to help monitor the children’s development. The staff try to complete at least one screen per year on each child, and these results are available for the parents. If there are any concerns about a child’s development the daycare staff can complete another Nipissing District Developmental Screen, the staff may also recommend that the parent take their child to see their doctor or paediatrician. The staffs have access to a wide list of resources available to parents throughout the community that they can use, which can usually be found in the main office at the childcare centre.

### **Section Five: Important Information for Parents**

#### *a) Appeal Procedures*

To ensure that we are offering quality care, we have an appeal procedure for parents.

If you are not happy with any segment of the service we offer, please take your concern to the centre’s Coordinator. It is important that all involved parties work together whenever possible, to ensure the best environment for your child.

#### *b) Inspection Reports*

Each daycare is inspected and visited by a member of Newfoundland and Labrador Child and Community Services. The most recent report is available for parents to read at the childcare center on the Parent Information Board.

#### *c) Volunteer Opportunities*

Parents are welcome to become part of the Adventure Place Childcare team. We believe it is important that parents are recognized as the best authority on their children and that as such, parents need to have opportunity to make a difference in the days their children spend in our care. Please consider whether you can spare a few hours monthly to positively impact the programs offered at the centre.

*e) Open Door Policy*

Our “Open Door Policy” is in place to ensure parents have the ability to visit and make suggestions to the program to improve the success and enjoyment of their child’s day.

Parent suggestions for building relationships with their child are welcome (i.e., a suggestion for a short story time before snack to settle and quiet their body) and incorporated where possible.

You are also welcome to spend time throughout the day in the programs by coming for lunch, going on a field trip or helping with an art activity.

If you have any other questions or concerns please feel free to address them or talk with the Program Coordinator. Thank you.