

# **The Family Place Child Care Centre**

## **Parent Handbook**

**2017/2018**

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## Introduction

Welcome to The Family Place Child Care Centre. This handbook was designed to assist parents/guardians in understanding the policies and procedures of the centre.

Please feel free to contact the Child Care Supervisor at any time should you have any questions or concerns.

**807-887-5210**

## PHILOSOPHY

The Family Place Child Care Centre encourages learning through play in an environment that is secure, stimulating and promotes the holistic development of each child. Our centre offers quality child care in partnership with the Early ON Child and Family Centre.

Our belief is that every child is unique with individual needs and abilities. Our program is designed to foster the development of each child so that they can learn to live in harmony with themselves, others and the world.

Our Centre is committed to building partnerships with families to provide an extension of the family unit. We believe open communication and daily contact will provide our families with the trusting environment and relationship they seek.

Our staff members have chosen their work because of a belief in the importance of their skills and education, as well as the strong commitment to the healthy development of children.

# THE FAMILY PLACE CHILD CARE CENTRE

## PROGRAM STATEMENT

The Family Place Child Care Centre exists as a non-profit organization in partnership with the Early ON Child and Family Centre, to offer quality licensed child care programs for children 18 months to 12 years. Programs offer a warm nurturing environment, play-based learning and nutritious food.

Through play based learning, our goal is to promote the growth and development of children as unique individuals, while providing a safe, positive and rich learning environment. Our philosophy revolves around the four foundations of Belonging; Engagement; Expression and Well-Being. Our goal is to promote this through extended play experiences and provocations, while nurturing a positive self-image of the child as competent, capable and full of ideas. Children are valued as active contributors to their own learning, born with a natural instinct of curiosity to investigate the world around them. Educators provide opportunities for children to learn through play, inquiry and exploration of their environment.

Educators will provide opportunities daily to foster children's natural curiosity, initiative, independence and working together at every level, through collaboration among their peers, families, community, and children's agencies. Families are viewed as a partner in this process and contribute ideas to discussion around their child's day. Families are included in the program in many ways; welcoming upon arrival, discussing their child's day, adding their ideas to the programming, portfolios of their child, documentation and monthly newsletters. Families are welcome in the programs at any time and it is a Centre expectation to make them feel welcome.

Environments are based on the children's interests, skills and learning style, which are built upon from daily observations. This allows children the opportunity to engage in the environment with interest, challenge and enjoyment. Children have autonomy, they are an active participant in their learning and they are viewed as having rights, and daily activities are based on their interests. The Educator is a co-learner, enhancing learning and being a positive role model for children. The program supports the infinite number of ways that children can express, explore and connect their thoughts, feelings and imaginings. Educators encourage children to make symbolic representations of their ideas through visual arts, music, manipulative toys and by providing a rich environment with a wide variety of materials that are open ended. Children can investigate, using the space freely with materials and equipment provided in unexpected ways.

The Family Place Child Care Centre recognizes each child's individual feelings and actions. Support and time will be allowed to let each child express his/her emotions and moods in a positive manner. Positive measures are used in order to help a child learn to deal with all emotions in an appropriate manner, by providing purposeful opportunities for children to develop self-regulation skills.

The Family Place Child Care Centre will promote developmentally appropriate expectations to support and guide children's behaviour. The Centre's goal along with families, and outside agencies if required, is to teach the child safe, social and developmentally appropriate skills and abilities to increase both self-control and self-esteem. To encourage self-control and skill acquisition, a positive environment is created by skilled staff, who provide consistency, daily routines, and appropriate intervention strategies. Positive role modeling helps children then develop self-regulation, as well as providing challenging opportunities for children to advance their skills.

The Family Place Child Care Centre provides daily opportunities that include indoor/outdoor play, active play, rest and quiet times. Educators ensure that there are plenty of opportunities for children to be active inside and/or outside. Their environment is an extension of learning with many opportunities for discovery, creation, and exploration. A quiet time/rest period occurs daily after lunch for all children. At this time, the children

have available to them an individual cot to sleep or take part in restful activities. Throughout the day; books, puzzles and soothing items from home are easily accessible when children feel the need to have some quiet time.

The Family Place Child Care Centre will promote health and safety, and nutrition requirements recommended by the Thunder Bay District Health Unit and The Child Care and Early Years Act. It is mandatory that all staff are required to follow all policies and procedures around illness, cleaning and any safety concerns. A health and safety representative is in place to ensure the health and safety of the facilities for all persons that use them. All changes and/or concerns are met in a timely manner to adhere to health and safety standards. The Family Place Child Care and Early ON Child and Family Centre's are NUT-SAFE environments. Peanut or nut products are not allowed in the centre and we ask that any children attending our program do not bring peanut or nut products into the centre. We may have children enrolled that are anaphylactic (fatal allergy) to nuts and their derivatives. As a safety precaution we ask that children, who consume peanut butter before attending the child care centre, brush their teeth and wash their hands thoroughly prior to arriving at the centre. We pride ourselves in offering a high quality nutritious mid-day meal along with morning and afternoon snacks. There is an emphasis on providing an appealing, nutritious meal in a home like atmosphere. Children are encouraged to taste and try foods, but are not forced to finish their meal. Children and staff share meals together and it is considered a social and learning experience.

Water is available to children at all times. As part of their daily routine, children fill their own water bottle upon arrival to have available for their consumption throughout the day. Milk is offered during morning, lunch and afternoon meals and snacks.

Individual and special dietary needs including allergies and sensitivities will be honoured through our weekly menu planned with respect to the Canada Food Guide requirements. We welcome menu ideas that are special to children and families.

The environment is always evolving and changing as we respond to the children in the program. Observations of the children allow us to follow their lead on how we provide the appropriate opportunity whether it be, resting, food or outdoor play.

The Centre supports and provides resources to families and their children through partnerships with a number of community organizations and agencies. These include; working collaboratively with the Early ON Child and Family Centre in connecting with and being part of the community; offering parenting supports; service coordination and intervention services. Other partnerships include (but not limited to)

- Thunder Bay District Health Unit
- Children's Centre Thunder Bay
- Dilico Anishinabek Family Centre
- Children's Aid Society
- Preschool Communication Services
- Nipigon District Family Health Team
- North of Superior Programs

The Community at large is welcome to be a part of and contribute to the program.

Continuous professional learning at The Family Place Child Care Centre is integral in ensuring optimal early learning care is provided. The Family Place Child Care Centre considers and encourages all our Educators to be Pedagogical Leaders within daily programming. The Centre encourages reflective practice, and supports Educators in the development of observation and documentation skills. Administration and educators will foster and support quality educational and cultural learning through: participation in Learning Institutes; workshops; collaborative learning with School Boards; community learning opportunities; webinars and regular team building sessions; as well, Educators are encouraged and responsible for their own professional learning journey.

On-going evaluations of our programs ensure that we are meeting the expectations of our children, families,

the Ministry of Education, and our local Thunder Bay District Social Service Administration Board. Families are asked to provide feedback annually through questionnaires. Families are encouraged to provide anecdotal feedback regularly. Reflections, Celebrations, Growth and Goals for staff are completed on an annual basis to promote reflective practice, while extending and setting goals for themselves with an action plan. All aspects of this document are considered in our performance reviews as well as our monthly professional development. The Child Care Supervisor along with the Early ON Coordinator and Executive Director will work to guide and support Educators in their day to day practice.

The Family Place Child Care Centre is able to foster ongoing engagement and communication with families, as being a small centre allows for consistent daily communication. The Child Care Supervisor actively communicates with all staff, children, and families on a regular basis.

Throughout The Family Place Child Care Centre, our daily practices encompass the Early Learning Documents from Ontario's Ministry of Education; How Does Learning Happen?; The Early Learning for Every Child Today (ELECT); and the Think, Feel, Act lessons. To learn more about how these documents align with our play based learning inspired practice, please visit the Ministry of Education website at: [www.edu.gov.on.ca](http://www.edu.gov.on.ca)

This program statement will be shared with all families, staff, and the community and be reviewed annually or as necessary. The Child Care Supervisor will review and take action regarding the impact of the program statement.

## CONFIDENTIALITY AND SOCIAL MEDIA POLICY

All information pertaining to the children, families and staff of The Family Place Child Care Centre is considered confidential.

- By signing a child care contract, **families agree to refrain from publicly discussing or posting on social media sites anything regarding the children, families or staff of The Family Place Child Care Centre.**
- **Should a social media posting breach occur:** Families will be asked to immediately remove any social media posting regarding the children, families or staff of The Family Place Child Care Centre and failure to do so will result in the loss of child care.
- **Should a public discussion breach occur:** Families will be asked to refrain from publicly discussing any matter regarding the children, families or staff of The Family Place Child Care and failure to do so will result in the loss of child care.

*\*Revised July 11, 2017*

## WAITLIST POLICY

The Family Place Child Care Centre enrolls children from the OneList, a community waitlist that is found at [www.thunderbaychildcare.ca](http://www.thunderbaychildcare.ca).

It is **mandatory** that all clients register and there is **no charge** to be on this waitlist. Parents may call to request where they are on the waitlist.

The Child Care Supervisor will offer spots when they come available based on the following criteria:

1. Priority is given to a family that wishes to enroll the sibling of a child currently attending.
2. Priority given to a family requiring a full-time spot.
3. If there are no requests for full-time, then the Supervisor will offer part-time care to families with set schedules. Every effort will be made to match families that have complementary schedules, for example a Monday, Tuesday, Thursday family will be matched with a Wednesday, Friday family. This will ensure maximum use of the available spaces.
4. Flex care will only be offered if no full-time or part-time clients are available.
5. Flex care clients will be given a spot on the understanding that if the spot is needed for another family with a set schedule, they may be given two weeks' notice to make other arrangements.
6. We will not have more than one flex spot per program as the financial loss is too great.
7. The Child Care Supervisor will remove a person from the waitlist if they refuse a spot three times.
8. The Child Care Supervisor will remove a client from the wait list if they do not call back within three business days of receiving an offer.
9. The Family Place Child Care Centre is an inclusive child care and discrimination during enrolment for any reason is not tolerated.
10. Children with special needs are accommodated provided the program will not exceed their manageable mix.
11. Children are not enrolled on the basis of whether or not they are subsidized. We make every effort to keep this information confidential

## ADMISSION AND WITHDRAWAL POLICY

Applications for enrollment are to be completed on line through the One List Child Care Registry at [www.thunderbaychildcare.ca](http://www.thunderbaychildcare.ca).

Once received, applications will be reviewed and applicants will be contacted to complete The Family Place Child Care enrollment package.

It is the responsibility of families to include all information relating to allergies or other issues.

Prior to enrollment, a tour of the centre will be arranged to familiarize the family with the staff, the surroundings and our policies, as well as complete the required admission forms.

## WITHDRAWAL

Written notice of permanent withdrawal must be given to The Child Care Supervisor two (2) weeks prior to an anticipated withdrawal. If notice is not received, the family will be charged for program fees for 2 weeks after the withdrawal of their child.

## PARENTS ASKED TO WITHDRAW THEIR CHILD

While every effort is made to accommodate every child's needs, occasionally a child's needs may be greater than staff are able to fulfill, or beyond our area of expertise. In this case, staff will turn to another appropriate agency.

Please be aware that if a child's behavior issues are deemed unsafe for themselves, other children or staff, parents will be asked to **find alternate care for their child immediately**. In the event that a parent is not following The Family Place Child Care Centre's policies, the parent may be asked to remove their child from the centre. The parent will be given written notice of 2 weeks to make alternate arrangements. Depending on the situation, the parents may be asked to remove their child immediately. In this event, childcare fees will not be charged for the 2 weeks. Families that have been asked to find alternate care for their child will not be considered for future enrollment at The Family Place Child Care Centre.

## DAILY OPERATIONS

### DAYS AND HOURS OF OPERATION

The Centre will be open Monday to Friday, 7:45 a.m. to 5:00 p.m.

\*\*\*Children must be picked up by 5:00 p.m. otherwise late fees will be applied.

The Centre will be closed the following days from September 5, 2016 to June 30, 2017.

### Closure Dates for September 2017 to June 2018

Labour Day: September 4

Thanksgiving Day: October 9

**Wednesday, October 4 \*Staff Professional Learning\***

Holiday Closure: December 25, 26, 27, 28, 29, and January 1, 2, 3, 4, 5 2018

Family Day: February 19

March Break: To Be Determined (12 to 16th)

Good Friday: March 30

Easter Monday: April 2

Victoria Day: May 21

### Public and Catholic School Board Professional Development Days

**There will be no school age or kindergarten care offered on Tuesday September 5, 2017 (P.D. Day).**

P.D. Day care for the following days will be offered to children enrolled in the afterschool program providing there is sufficient interest.

P.D. Day: September 29

P.D. Day: October 27

P.D. Day: November 24

P.D. Day: February 2

P.D. Day: April 27

P.D. Day: June 8

**Note:** If busses are cancelled or sent home early due to inclement weather, families are responsible for transporting children to the School Age Program no earlier than 3:00 pm.

## RATIOS

Toddler Room 1:5

Preschool Room 1:8 not to exceed 16 children

School Age Room 1:12 or 1:15 this ratio fluctuates depending on Kindergarten enrollment

## **MONTHLY CHILD CARE FEES**

### **Toddler**

Full Day: \$45.00 each billable day in the month

Shared Spaces may be offered at a rate of \$45.00 a day depending on availability.

Full-time spaces will be given priority.

### **Preschool**

Full Day: \$40.00 each billable day in the month

Shared Spaces may be offered at a rate of \$40.00 a day depending on availability.

Full-time spaces will be given priority.

### **School Age**

Before School Care: \$10.00 each billable day in the month

After School Care: \$13.00 each billable day in the month

PD Day Care: \$40.00

## **SUBSIDIZED CHILD CARE FEE POLICY**

Families receiving subsidized child care are responsible for ensuring that The District of Thunder Bay Social Services Administration Board has the family's current information. It is up to the family to keep track of allowable absent days as they are responsible for payment when the allowable absent days are used up.

For more information on subsidized child care please contact The District of Thunder Bay Social Services Administration Board at 1-888-393-8953 extension 23.

## **Late Pickup Policy**

The Family Place Child Care Centre is open from 7:45 am to 5:00 pm.

Late pickups will result in late fee charges and or, families being asked to leave the program.

This policy is at the discretion of The Family Place Child Care Centre.

## **ABSENCES**

**Parents and Guardians are asked to inform staff if their child will be absent for any reason.**

## **PAYMENT POLICY:**

*We appreciate the cooperation of all families to respect and adhere to the payment policy.*

### **Child Care Invoices**

- Invoices will be e-mailed out on the first of the month for the previous month's child care fees.
- An active e-mail address is required.

### **Payments**

- ***All child care fees must be paid by interac e-transfer and are due no later than the 15th of the month.***
- It is imperative that all payments are received by the due date to ensure the viability of the Child Care program.
- Late payments may result in prepayment or loss of child care services. This will be at the discretion of Brass Bell Family Resource Centre and families will be advised in writing regarding the possibility of loss of child care services.
- Service charges of 1.5% monthly will be added on unpaid accounts.

### **Unpaid Accounts**

- Unpaid accounts will be handed over to a collection agency and will result in the loss of child care services.
- Account collection timelines:
  - 30 days overdue – letter sent out via e-mail, service charges will be added.
  - 60 days overdue – letter sent out via registered mail, service charges will be accumulated.
  - 90 days overdue – account sent to collection agency with a 30% surcharge added on to cover the cost of the collection agency.

### **Tax Receipts**

- Once annually (no later than February 28), an official receipt for Income Tax purposes will be provided to accounts in good standing. Official receipts will not be released to outstanding account holders.

## **Promoting a Fragrance Free/Smoke Free Safe Environment:**

Everyday items produce scents, which some staff/Parents cannot detect. These scents pose a problem for individuals with allergies, asthma and skin sensitivities. Inhalation or direct contact with fragrances or tobacco smoke may cause various medical conditions. Children are particularly sensitive to scents, so kindly refrain from wearing perfumes or colognes to the Centre, and being aware that tobacco also leaves a strong scent. Please be aware that it is our duty to report any scent of marijuana on a child or their clothing. It is also our duty to report any scent of marijuana on an adult that enters the Centre as per our policy regarding pickup.

## **ARRIVAL AND PICK-UP POLICY**

Young children are dependent on regular routines for their own sense of security. The Family Place Child Care Centre recommends that established hours of pick-up and drop-off be adopted.

- When child arrives, the parent/guardian notifies a staff member of the child's presence.
- When picking up your child, the parent/guardian should inform the staff that the child is leaving.
- Unless otherwise arranged, children will not be released to any person other than those specified on the admission forms (delegate must provide photo identification if unfamiliar to staff)
- Parents/guardians will be asked to sign their child in and out.

If in the staff's opinion, the pick-up person (parent/guardian or delegate) is not capable of caring for the child (e.g., intoxicated, inebriated, incoherent), the staff will offer to call a taxi and contact the designate person(s) listed in the child's file. If the pick-up person still insists on taking the child(ren) with them then the staff person will notify the proper authorities (i.e. Police or Children's Aid).

The staff member, who makes that decision, will write up an incident report to be included in the child's file, make a note of the incident in the daily journal, and call the Child Care Supervisor to advise them of the situation.

## **CAR SEAT AND BOOSTER SEAT POLICY**

The Family Place Child Care Centre's policy is that children being transported to and from Child Care by parents or care givers must be secured in a properly installed car seat or booster seat.

By law, children must be buckled up in a car seat made for their weight and height.

Please read the Ontario regulations for details at:

<http://www.tc.gc.ca/en/services/road/child-car-seat-safety.html>

**In the event that a parent is not following The Family Place Child Care Centre's Car and Booster Seat Policy, O.P.P. will be notified and the parent may be asked to remove their child from the centre.**

## FIELD TRIPS

Children learn from actual experiences. On the enrollment form, you were asked to sign for spontaneous walks close to the centre. This would include walks around the neighborhood, as well as nature walks.

When trips are planned to special places of interest, parents will be asked to sign a consent form, giving information of the destination, date, and times of departure and arrival. If you are interested in attending our field trips, please feel free to join us.

## PERSONAL BELONGINGS

Children may bring belongings from home.

Toys that encourage aggressive/violent play (e.g. war toys, guns etc.) as well as electronic devices are not permitted in the programs.

We will attempt to keep children's items and possessions safe; however The Family Place is not responsible for lost or damaged items.

## CLOTHING AND POSSESSIONS

Children should wear washable play clothes to the centre. A second set of clothing for your child should be kept at the centre to be used when necessary. Indoor shoes or slippers are required.

**\*\*All clothing and shoes should be labeled to avoid losing articles\*\***

It is stated in the **Child Care and Early Years Act 2014** that children enrolled at a Child Care facility spend a required amount of time outside every day. **If your child does not come to Child Care with appropriate clothing for the weather we cannot complete our programming and therefore the Centre will ask that your child be picked up.**

Soiled clothing will be doubled bagged and sent home for laundering. This is a policy from the Thunder Bay District Health Unit which we are required to follow.

We appreciate the fact the children like to bring familiar items from home to help them feel more comfortable in the program. **Therefore, to help avoid the loss of personal items, please label them.**

During the warmer months, Parent/Guardians are responsible for providing appropriate sunscreen/bug spray protection for their children.

## ITEMS TO BRING FROM HOME

### Toddler & Preschool Program

- Inside shoes
- 1-2 extra set of clothes: shirt, pants, socks and underwear
- Diapers/wipes with a container
- Creams/lotions/sunscreen
- Small Crib Sized Blanket/cuddly toy
- Bottle/soother
- Water Bottle

### Kindergarten & School-Age Programs

- Inside shoes
- Extra set of clothes
- Water Bottle

## ALL CHILDREN SEASONAL OUTDOOR WEAR

### WINTER

- Winter jacket/snow pants/snowsuit
- Winter boots
- 2 pairs of water proof mitts
- Hat-All SEASONS
- Lined jacket
- Splash pants
- Rubber boots

### SUMMER

- Sun hat
- Outdoor shoes with secure straps (flip flops & Crocs for children under the age of 5 is not recommended)

Please ensure all children's clothing and belongings are labelled

\*\*\*Refrain from sending children with mittens on strings or scarves as they pose a safety hazard on the playground. \*\*\*

Learning through play can be a messy business. Dress your child in comfortable, seasonally appropriate clothing. Despite our best efforts it is not always possible to keep clothing clean while children explore and learn through activities and meal times.

## ILL HEALTH POLICY

We know that health is a complex issue in a child care environment. In establishing our health policy, we considered the following factors:

- The inability of a child who is too ill to cope with the day's program.
- The need to protect our children from communicable disease.
- Parents' need for a guideline to assist them in deciding whether to bring a child that is "not quite well" to the child care.
- The responsibility and commitment of parents who work full time.

## WHEN YOUR CHILD IS SICK

If a child appears to be ill, the child may be separated from the other children and staff will notify the Child Care Supervisor and parents immediately. Obvious symptoms that indicate a child is ill can be but are not limited to:

- A fever over 38 degrees Celsius (100.4 F) and low energy.
- Unexplained pain.
- Cold with fever, runny nose and eyes, coughing and sore throat.
- Sore throat, difficulty swallowing.
- Rash or red eyes.
- Headache, stiff neck.
- Stomach ache, diarrhea or vomiting.
- Severe, itchy body or scalp.
- Known or suspected contagious illness, e.g., chicken pox, mumps, and measles.

Parents/guardians are strongly encouraged to keep ill children at home to prevent the spread of illness at the Centre.

**Children must be free from symptoms for at least 24 hours before returning to the centre. For example; if your child is ill and or sent home due to fever, vomiting, diarrhea, or any of the illnesses listed on Monday, your child can not return until Wednesday at the earliest or until symptom free. This is to protect your child, other children and staff from becoming ill.**

Please ensure you have alternate arrangements to accommodate any such spontaneous child care needs.

There are other times when a child is not showing signs of a definite illness but yet not able to handle the stress of the day. In these instances, it will be the discretion of the Child Care Supervisor and the staff as to whether the child should be sent home.

## COMMUNICABLE DISEASES

Children suspected of having a communicable disease such as but not limited to mumps, chicken pox, hand foot and mouth, roseola, ring worm, scarlet fever, strep throat, lice, pink eye, impetigo, scabies, should not be in the centre. Parents of children who develop symptoms during the day will be asked to pick up their child from the centre immediately. Children can return to the centre only with confirmation that they are no longer contagious.

## HEALTH AND ILLNESS

Regulations require daily outdoor play for each child. In light of such regulations, it is the Centre's policy that for a child too ill during the day for outdoor play, temporary care will be provided until the parent(s)/guardian(s) are contacted and the child is taken home.

If a child shows any of the following symptoms, he/she cannot attend The Family Place Child Care Centre until the symptoms have disappeared.

- **cold and flu symptoms that hinder regular activity (i.e. headache, severe cough, fatigue, muscle aches, sore throat)**
- **ear ache**
- **discharge from eyes or ears**
- **vomiting or diarrhea (diarrhea - two bouts in one day), must be symptom free for 24 hours before returning**
- **unexplained rash – cleared or diagnosed by a doctor that rash is not contagious**
- **swollen neck glands**
- **fever above 38 C (100.4 F), must be symptom free for 24 hours before returning**

If your child comes in contact with any of these diseases, please inform a staff member.

A child must remain home if diagnosed with any contagious diseases such as:

Measles	Mump	Lice	Hand, Foot & Mouth
Chicken Pox	Roseola	Ring Worm	Scarlet Fever/Strep Throat
Impetigo	Pink Eye	Scabies	

Unfortunately, payments cannot be refunded for days when children are ill as a space is being held for them. Please call the centre if your child is ill and will not be attending on his/her scheduled day.

## HEALTH / MEDICATION

Children taking prescribed antibiotics must take the medication for 24 hours before returning, as well as being symptom free (child may not be displaying any of the symptoms listed above).

*Please inform staff if the child has been given over-the-counter or prescription medication overnight.*

**\*Fever control medication should not be given to your child before coming to the Centre\*.**

## **DRUG ADMINISTRATION**

The Family Place Child Care Centre will administer both prescription and non-prescription medication to children in accordance with provincial legislation.

The legislation requires that parents provide:

- i) A completed authorization form, including dosage and time medication is to be administered.
- ii) The medication must be in the original container, clearly labeled with the child's name, name of medication, the dosage, the date of purchase, and instructions for storage and administration.
- iii) To ensure clarity of instructions, parents must give all medication to a staff person, who will place it in a locked medication box

## **DAILY HEALTH CHECK**

The educator will carry out a \*daily health check of your child. As requested by the designated person in charge, the educator has the right to refuse admittance if your child appears sick. If the child has been admitted and is showing signs of illness that may affect the health of others, he/she will be withdrawn from the program and will be placed in an isolation room under the supervision of staff. Parents will be contacted immediately and will be required to pick up their child as soon as possible.

\*The Daily Health Check: In accordance with the requirements of the Child Care Early Years Act 2014, a daily health check of each child is made on the child's arrival at the Centre. This check is carried out in the presence of the parent(s) by the Agreeing of the Educator so they can exchange information about the child's health status and make decisions about the best ways to meet the needs of the child and parents and fulfill the expectation of the Centre.

In completing daily health checks, staff is asked to observe or learn through discussion with parents whether any of the following are present:

1. elevated temperature, flushed coloring, unusual pallor
2. nasal discharge or repeated, severe coughing
3. stomach ache, vomiting or diarrhea
4. red or discharging eyes or ears
5. undiagnosed skin rashes, sores or swellings
6. Unusual activity levels, irritability, restlessness or fussy listless behaviour.

By checking children at the beginning of each day, staff can identify specific signs or symptoms of illness in time to prevent the spread of infection. Staff is not expected to be able to diagnose illness but to become sensitized to a child's condition. On occasion, this examination may lead to a decision that the child is not well enough to attend the program. When there is disagreement, the Child Care Supervisor or designate will make the final decision.

Tiredness is also a health concern. A tired child is more prone to infection and communicable disease. Please ensure that your child has adequate rest and a reasonable length of day at the centre. Although, we are open from 7:45 a.m. to 5:00 p.m. we suggest that your child's day be not much longer than your own working day.



## EMERGENCY PROCEDURES

The Family Place Child Care Centre has adopted George O'Neill Public Schools' Emergency Management Policy

### EMERGENCY EVACUATION / CLOSURE

In the event of a fire or other emergency situation that makes the centre's premises unsafe, the staff and children will be evacuated from the building. **Staff and children will walk to the baseball field at the west side of the school, in the case of a winter evacuation; staff and children will walk to the Nipigon Legion.** They will remain there and be supervised until their parents or guardians can pick them up.

**In the event of a school closure (i.e. snowstorm), The Centre will be closed. If there was an announcement on the radio that George O'Neill Public School is closed, then The Family Place Child Care Centre would also be closed.**

In the event of a closure during centre hours, parents will be contacted to pick up their child as soon as possible.

### ACCIDENTS/INCIDENTS

Should a child receive any injury (i.e. when ice needs to be applied to a wound), while in attendance at The Family Place Child Care Centre, an accident report will be written up and the parent will be notified at the discretion of the Child Care Supervisor. The parent, staff member involved and the Supervisor will sign this report. A copy will be kept in the child's file, and a copy will be provided to the parent/guardian.

### LOCKDOWN POLICY

Children and staff in Child Care and Best Start settings, have the right to learn, play, work and be present in a safe and secure environment. However the possibility of a major incident of violence is a reality which cannot be overlooked. Everyone who spends any amount of time in a Child Care Centre or Best Start on a regular basis, needs to know how to protect themselves and how to protect the children, in the event of a major incident or threat of violence.

All staff are trained, that when information is received requiring a lockdown, whoever receives that information, will immediately announce the lockdown. There will be no hesitation in announcing the lockdown, and the decision to call the lockdown will be made immediately by whoever receives the call. There will be no delay for the purpose of checking with Administration before announcing a lockdown. If the lockdown is initiated by the school, school administration will inform The Child Care via phone and or intercom.

### Purpose

This procedure includes specific plans to keep children, staff and others safe in the event of a serious accident, medical danger, violent incident or act of terrorism.

## When Terminology is to be used

\*Terminology used to order a lockdown, will be clear and leave no misunderstanding as to what is expected. No secret passwords will be used.

**“Shelter in Place”** is used for an environmental or weather related situation, where it is necessary to keep all occupants within The Child Care are, to protect them from an external situation. Examples may include chemical spills, blackouts, explosions or extreme weather conditions. (i.e. a gas leak in the neighborhood).

**“Hold and Secure”** is used when it is desirable to secure The Child Care Centre due to an ongoing situation in the general vicinity of a school, but not on or near school property. In this situation, The Child Care Centre continues to function normally, with the exterior doors and windows being locked until such time as the situation near The Centre is resolved.

- This could be a police pursuit, a crime in progress or an active search by local police for a known dangerous offender. Staff, students and visitors are considered to be safe inside The Child Care Centre.

**“Partial Lockdown”** is used when there is a student disturbance in the school. This means only the classroom doors have to be locked and you are to keep children in the classroom. You may continue to function normally, however children are not permitted to leave the room.

**“Lockdown”** will **only** be used when there is a major incident or threat of violence within The Child Care Centre, Best Start, and School or in relation to The Child Care Centre.

A Lockdown requires that all children be kept in classrooms or other designated locations that are away from the threat. A Lockdown minimizes access and visibility in an effort to shelter children and staff in secure locations.

## **PROHIBITED PRACTICES**

In order to protect the emotional and physical well-being of every child, staff, students and volunteers are prohibited from engaging in discipline prohibited practices as outlined below.

Non-compliance by staff, students and volunteers, shall be seen as a serious occurrence and will result in disciplinary action, which may include dismissal.

### **Discipline Prohibited Practices**

1. Harsh or degrading measures, threats or use of derogatory language directed at or used in the presence of a child that could result in humiliation, shame or frighten a child or the undermine a child's self-respect, dignity or self-worth
2. Deprivation of basic needs including food, drink, shelter, sleep, clothing, bedding or toileting.
3. Inflicting any bodily harm on children including making children eat or drink against their will.
4. Corporal punishment by staff, another child or a group of children. Corporal punishment includes, but is not limited to, the following:
  - Striking a child with or without assistance of an object.
  - Shaking, shoving, spanking or any other forms of physical aggression against a child.
  - Punishment of a child by another child or group of children that is condoned or instigated by staff.
  - Requiring or forcing a child to assume and uncomfortable position (i.e. squatting, bending or standing against a wall).
  - Requiring or forcing a child to repeat physical movements as a method of punishment.
  - Interference with, or interruption of, a child's sleep as a method of punishment.
  - Secure isolation of a child. Locking the exits of the Child Care Centre for the purpose of confining the child or confining the child in an area or room without adult supervision, unless such confinement occurs during an emergency and is required as part of the licensee's emergency management policies and procedures
5. Using a locked or lockable room or structure to confine a child if he or she is being separated from other children.
  - Locking the exits of the Child Care Centre for the purpose of confining a child.
6. Physical restraint of a child, such as confining a child to a high chair, car seat, stroller or other device for the purposes of discipline or in lieu of supervision, unless the physical restraint is for the purpose of preventing a child from hurting himself, herself, or someone else, and is used only as a last resort and only until the risk of injury is no longer imminent.

## **CHILD CARE PROGRAM POLICY ON SUPERVISION OF VOLUNTEERS AND STUDENTS**

This policy will be reviewed with employees before they begin their employment and annually afterwards; and with volunteers and students who will be providing care and guidance before they begin placement and annually there afterwards. This review will be signed and dated.

Additional policies including prohibited practices/guidance and anaphylactic policies and procedures will be reviewed with volunteers and students providing care and guidance before they begin placement and annually there afterwards. Reviews will be signed and dated.

The Family Place Child Care Centre vulnerable reference check policy applies to all employees, students and volunteers with the exception of students who are under the age of 18 and placed by an educational institution, example high school co-op students.

Direct unsupervised access (i.e. when the adult is alone with a child) is not permitted for persons who are not employees of this centre. No child is directly supervised by a person less than 18 years of age. Volunteers and students are not counted in the staffing ratios. Volunteers and students are assigned a supervising mentor/staff member throughout their placement.

### **Roles and Responsibilities**

#### **The Child Care Supervisor/Designate will be responsible for:**

- conducting the orientation process using the orientation checklist;
- developing the expectations, roles and responsibilities of the students and volunteers;
- assigning a mentors/staff members to supervise students and volunteers;
- update the parent handbook statement to include information on students and volunteers;
- inform parents/guardians of volunteers and students in placement at the centre;
- training for mentors/staff members on their roles and responsibilities when supervising students and volunteers;
- monitoring the prohibited practices of student and volunteers;

#### **The Supervising Mentors/Staff Members will be responsible for:**

- reviewing the expectations, roles and responsibilities with the students and volunteers;
- supervising the students and volunteers;
- fulfilling the administration requirements of such placements;
- communication with other staff members and operator;

#### **The Students and Volunteers will be responsible for:**

- reviewing and signing off on all policies and procedures relevant to this placement;
- adhere to the policies and procedures of the centre;
- fulfilling the objectives and responsibilities of their role;
- fulfilling administrative requirements of such placements;

## NUTRITION / REST TIME

### NUTRITION

**The Family Place Child Care Centre is a NUT-SAFE environment.**

This means that there will not be any peanut or nut products allowed in the centre. We ask that any children attending our program do not bring peanut or nut products into the centre. We may have children enrolled that are anaphylactic (fatal allergy) to nuts and their derivatives.

We ask that children, who consume peanut butter before attending the child care centre, brush their teeth and wash their hands thoroughly prior to arriving at the centre.

A nutritious mid-day meal, morning and afternoon snacks, will be provided for the children.

There is an emphasis on providing an attractive, nutritious meal in a home like atmosphere. Children are encouraged to taste and try foods, but are not forced to finish their meal. This is considered a social experience where children and staff share meals together.

**\*\*We ask that parents do not send snacks; this will help ensure a nut safe environment. \*\***

If sending bottles or sippy cups please ensure they are clearly labeled. Individual and special dietary needs including allergies and sensitivities will be posted in the kitchen and both play rooms. Weekly menu plans will be posted for the current and following week. Menus are planned with respect to the Canada Food Guide requirements. We welcome menu ideas that are special to your child's family or background.

### REST TIME

There is a two-hour rest period after lunch for children attending the centre full day. At this time, the children lie down on cots in a darkened room. This is a time for the children to sleep or take part in restful activities (i.e. puzzles, books, etc.). Please feel free to send a favorite blanket and /or stuff animal to help your child rest; ensure these items are clearly labeled.

Children who are awake after one hour of rest will have the opportunity to participate in quiet activities.

## Sleep Supervision Policy

The Family Place Child Care Centre realizes that for healthy development, children must have an adequate amount of sleep. Nap time is respected in our centre and we make every effort to help children relax and enjoy the experience. Each age group has a different routine but we endeavor to adapt the procedure to each particular child as much as possible.

The Family Place Child Care Centre will consult with parents respecting their child's sleeping arrangements at the time the child is enrolled and at any time there is a change such as at transitions between programs or at the parent's request. Written documentation will be included in the child's file to reflect the child's sleep patterns and updates will be added when they occur.

All furniture and equipment is compliant with current standards, is sturdy and is in good repair. Each child will have their own bedding and each toddler and preschooler have their own cot. Cots are cleaned and bedding is washed weekly. Furniture is checked on a quarterly (regular) basis during the Health and Safety Inspection.

## Nap Procedure

1. Upon enrollment every family is consulted about their child's sleep arrangements.
2. The supervisor or program educator will review the sleep policies and procedure with all families upon enrollment.
3. If any educator observes significant change in a child's sleeping habits or behaviors the educator is required to communicate/document the observations which will be discussed with the families to determine if alternate supervision is required for the child.
4. Educators in the toddler and preschool programs must position themselves in a manner that allows them to directly observe the resting or sleeping children.
5. Educators in toddler and preschool programs will document (how) each day that direct observation was completed during the sleep and rest period.
6. Educators will complete direct visual checks more often if required. (e.g.) A child is having trouble settling for sleep, a child is coughing.
7. Toddlers and preschoolers are encouraged to self-soothe and supported to learn how to do this.
8. Music if played during rest time should not interfere with staff being able to hear children's movement and sounds.
9. There is sufficient light at all times to ensure educators can conduct direct visual checks. (small lamp, night lights).

## **PROGRAM DESCRIPTION**

The Centre is committed to working toward the following goals:

### **For the Children:**

- To provide a safe, nurturing environment enabling all children to gain trust in themselves and others, to enhance their self-esteem and to form positive relationships with others.
- To recognize and celebrate the similarities and differences among all children
- To support and respond to the child's sense of curiosity and innate need to explore.
- To provide numerous opportunities for play so that children can gain an understanding of their world and the people around them
- To enhance their self-help skills and provide experiences for children to develop self-discipline, independence and problem solving skills.
- To encourage creativity with emphasis being placed on the learning process rather than the end result.
- To design a balance between:
  - \*planned and spontaneous learning experiences
  - \*structure and nurture
  - \*active and quiet play
  - \*teacher directed and child initiated play

### **For the Families:**

- To build a strong foundation of trust, and a relationship of respect with all families.
- To enhance the parent-child-educator relationship with open, honest, and positive communication.
- To value all families and encourage each of their unique contributions to the centre.

### **For the School and the Community:**

- To work in partnership with the school to enhance the care and education of all children.
- Networking with agencies to identify areas of need and support, while developing a collaborative and cooperative relationship to support a holistic approach in meeting the needs of children and their families.

## **EARLY ON CHILD AND FAMILY PARTNERSHIP**

Please be aware that our space is a shared space with Early ON Child and Family Nipigon Hub, Canada Prenatal Nutrition Program and the Community Action Program for Children. These programs are mandated to offer a variety of services for families, including a Daily Drop-in Program, Parenting Programs, Pre & Post Natal Programs, Toy & Resource Lending, School Readiness, Fair Start, Gross Motor/Family Fitness, Literacy Programs and Early Screening and Intervention, and The Thunder Bay District Health Unit, Preschool Communication Services provides service from the Best Start Hub one day each week. The Early ON Hub also partners with many community groups to offer programming including: Kids in the Kitchen, the Community Garden, Community Kitchens, Car Seat Safety, along with participation in a variety of community events. We do our best to manage all of these programs with limited space.

## **BOARD OF DIRECTORS**

The Family Place Child Care Centre is under the auspices of Brass Bell Family Resource Centre and is governed by a volunteer Board of Directors.

## **CONFLICT RESOLUTION POLICY**

### **Purpose**

Parents/caregivers have the opportunity to express their concerns and complaints to staff without fear of retribution. The parent's concerns are important and are a natural step in providing an inclusive environment which meets the needs of children and families. Building and maintaining positive relationships with parents is valued at our centre.

This policy is to support open communication between staff and parents. Communication is essential in preventing and resolving conflict. Parents and staff who openly communicate with one another regarding the care of their child (children) can potentially avoid dissatisfaction with services.

Families are composed of individuals who are competent and capable, curious, and rich in experience. Families love their children and want the best for them. Families are experts on their children. They are the first and most powerful influence on children's learning, development, health, and well-being. Families bring diverse social, cultural, and linguistic perspectives. Families should feel that they belong, are valuable contributors to their children's learning, and deserve to be engaged in a meaningful way. (HDLH)

Fostering good relationships with children and their families is the single most important priority for educators in early year's programs. The ability to establish constructive relationships with children and families is a requirement for Registered Early Childhood Educators in Ontario, as set out in the College of Early Childhood Educators Code of Ethics and Standards of Practice. (CECE 2011)

### **Procedure**

All concerns will be addressed in a professional manner and kept confidential, documented and filed.

Parents may have views or goals which are different from the beliefs and value system of the child care centre. It is important that both sides have the opportunity to voice their opinion or point of view in hopes that open communication will lead to understanding. It is important that these discussions are respectful, timely, in the spirit of collaboration and focused on the best interests of the child.

Staff will provide clear and consistent messaging to ensure concerns received are addressed in a transparent and timely manner. Staff will provide information collected from policies and procedures to align with the concern.

The first line of communication for parents is with their child's classroom Educator.

If the concern is not program related and cannot be handled by the child's classroom Educator, then the parent or staff member will take the concern to the Child Care Supervisor.



**THE FAMILY PLACE CHILD CARE CENTRE**

**CONFIDENTIAL ENROLLMENT FORM**

Child's Name: _____ <div style="display: flex; justify-content: space-around; font-size: small;"> <span>Last</span> <span>First</span> <span>Middle</span> </div>	
Date of Birth: _____ Male ____ Female ____ <div style="display: flex; justify-content: space-around; font-size: small;"> <span>Year</span> <span>Month</span> <span>Day</span> </div>	
Allergies/Medical Alert _____ Dr. _____ Clinic: _____	
Home Address: _____ PO Box _____ Postal Code: _____ Phone: _____ Email Address _____	
Mother	Occupation
Employer & Address	Work Phone#  Cell #
Father	Occupation
Employer & Address	Work Phone #  Cell #
<p style="background-color: yellow; padding: 5px;">List of people who may pick up your child from the Centre t anytime: * Children will be released to the parent(s) who register their children in the centre. * CHILDREN WILL NOT BE RELEASED TO ANYONE NOT LISTED ON THIS FORM, UNLESS WE ARE ADVISED OF THE CHANGE IN PERSON.</p> Name of persons whom child may be released to (other than parent)	
Name _____ Phone _____  Name _____ Phone _____	
Have there been any major changes/crisis in the family since your child's birth that may have affected your child or any particular fears he/she may have (i.e. dogs, loud sounds, nightmares) _____ _____	
What usually comforts your child? _____ _____	

MEDICAL INFORMATION

Reaction or Medical Procedures to follow

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Does your child have a history of significant health or medical problems? (asthma, diabetes.)  
Please explain the symptoms.

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Is your child on any regular medication? \_\_\_\_\_ Reason: \_\_\_\_\_

Is there any specific information regarding diet, rest or exercise that you have for your child?

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Other information

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Parent Signature \_\_\_\_\_

Date \_\_\_\_\_

Staff Signature \_\_\_\_\_

Date Received \_\_\_\_\_

Immunization Record Sent to Health Unit Yes \_\_\_\_\_ No \_\_\_\_\_ Date

Reason Immunization record not received

OFFICE USE

Start Date \_\_\_\_\_

Withdrawal Date \_\_\_\_\_

## Developmental Assessments

(Please check all that apply)

Speech: \_\_\_\_ Name of agency \_\_\_\_\_ Date: \_\_\_\_\_

Vision: \_\_\_\_ Name of agency \_\_\_\_\_ Date: \_\_\_\_\_

Hearing: \_\_\_\_ Name of agency \_\_\_\_\_ Date: \_\_\_\_\_

Dental Screening \_\_\_\_ Name of agency \_\_\_\_\_ Date: \_\_\_\_\_

Please list any developmental aids your child requires? (i.e. glasses)

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**PARENT/GAURDIAN CONTRACT FORM**

I/We hereby agree to pay The Family Place Child Care Centre for childcare services according to the fee schedule established by the Board of Directors as listed in the Parent Handbook and discussed.

I understand that payment for contracted time is made regardless of absences or day(s) child is ill.

A TWO-WEEK WRITTEN NOTICE will be required for withdrawal from the program to be excused from the contract.

Fees will be paid according to a set schedule and will be required to be paid on the due date.

I/We agree to keep The Family Place Child Care Centre updated in any changes to contact information (phone number and mailing address).

Families receiving subsidized child care are responsible for ensuring that The District of Thunder Bay Social Services Administration Board has the family's current information. It is up to the family to keep track of allowable absent days as in certain circumstances they may be responsible for payment when the allowable absent days are used up. For more information on subsidized child care please contact

**\* Thunder Bay District Social Services Board at 1-888-393-8953.\***

I/We have read the parent handbook and understand the policies of The Family Place Child Care Centre and agree to abide by them. Failure to abide by the information and policies contained in the parent handbook may/will result in the loss of a child care space in our program.

I/We agree to ensure children, families and staff information remain confidential by refraining to publicly discuss issues or problems I/We may have at The Family Place Child Care Centre on social media sites. Failure to abide may/will result in the loss of a child care space in our program.

I/We acknowledge that The Family Place Child Care Centre's hours of operation are **7:45 a.m. to 5:00 p.m.**

The Family Place Child Care Centre schedules the staff based on the approximate drop off and pick up times parents/guardians provide. I/We agree to follow the drop off and pick up times listed below to the best of our ability. If a situation occurs where the pickup and drop off times change we agree to inform the Child Care as soon as possible while still **ensuring children are picked up prior to 5:00 p.m.**

DAY	MON	TUES	WED	THUR S	FRI
Hours					

**Signature**

Parent or Agency: \_\_\_\_\_ Date: \_\_\_\_\_

Child Care Supervisor: \_\_\_\_\_ Date: \_\_\_\_\_

# The Family Place Child Care Centre

## AUTHORIZATION FORM

I \_\_\_\_\_ (parents name) give consent for the staff of  
The Family Place Child Care Centre to allow my child \_\_\_\_\_ to  
participate in the following procedures while attending The Family Place Child Care Centre.

\_\_\_\_\_ Media Consent (Photos only, no names)

\_\_\_\_\_ Taking of pictures or video

\_\_\_\_\_ Application of sunscreen or bug spray or diaper cream provided by Family/Guardian

\_\_\_\_\_ Walks to the park and area

Parent Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Child Care Supervisor Signature: \_\_\_\_\_

\*Please Note: All records will be kept for 3 years after discharge.

## SERVICE COORDINATION IN CHILD CARE

The District of Thunder Bay Social Services Administration Board (DSSAB) – as Service System Manager is responsible for the delivery of special needs services within the child care programs through effective use of resources.

The DSSAB provides supports and resources to families and their children through agreements and protocols with a number of agencies to provide enhanced services and supports to The Child Care Centre. The scope of the agreements includes service coordination, program observations, consultation regarding child development and children’s mental health, parenting supports, intervention services, case management, and other global services.

The agencies include (but not limited to)

- Early ON Child and Family Centre
- Thunder Bay District Health Unit
- Children’s Centre Thunder Bay
- Dilico Anishinabek Family Centre
- Children’s Aid Society
- George Jeffery’s Treatment Centre
- Preschool Communication Services
- Nipigon District Family Health Team
- North of Superior Programs

In the event that a child requires further specific and individualized services permission from the child’s parent or legal guardian is required. Confidentiality will be maintained.

Child Care Centres work collaboratively with agencies and services listed above; however, any specific individualized services children will only be allowed with parent/guardian signed authorization.

Child’s Name: \_\_\_\_\_

Parent/Legal Guardian: \_\_\_\_\_

Date: \_\_\_\_\_

**I have read and understand that our families’ child care service works collaboratively with services listed above and that any specific individualized service for my child will only be allowed with my authorization.**

Director/Supervisors Signature: \_\_\_\_\_