

CHILD'S PARADISE DAY CARE CENTRE

2009-02-23

PARENT HANDBOOK

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1. WELCOME

Welcome to Child's Paradise Day Care Centre. We are delighted you chose to become part of our family.

Our goal is to provide a high quality, nurturing and safe learning environment for your child(ren) that will help him/her grow into a wonderful, curious, and happy person. We maintain a structured daily program with regards to scheduled meals; rest periods and activities because we believe children thrive best when their lives are predictable.

Your child(ren) will be exposed to an exciting theme-based program that includes a variety of music, science, reading, arts and crafts, indoor/outdoor and free play activities, all designed to stimulate his/her physical, intellectual, social and emotional growth in a loving and comfortable environment.

Outings within the community are part of what makes Child's Paradise Day Care Centre a fun place for your child to be. In order to participate in these activities, however, you must sign all the Permission Forms in your Registration Package. We keep a weekly activity chart posted by the Program doorway and will notify you in advance when planned trips will take place so you can prepare your child for the day. (Regular walking trips exempt.)

As a partner in your child's care, we will do everything in our power to keep the lines of communication open. Our interaction with you is as important as our interactions with your child. You are welcome to visit and/or participate in our Centre at any time. We have set up a bulletin board at the Main Entrance as well as within each of the Programs and will post information and resources we feel will be of interest to parents. Each child has their own cubby/place for their belongings at the entrance to their Program Room. Feel free to call at any time during the day or to set an appointment with me to discuss any problems or suggestion you have with regards to your child's care.

Please take the time to go over your Parent's Manual to ensure you understand the policies that are in place to help keep the Centre a happy environment for everyone involved. If you have any questions at all, I will be happy to go over them with you.

Thank you for choosing Child's Paradise Day Care Centre. And once again..... ***W.E.L.C.O.M.E.!!***

Sincerely,

Marcinda Pinsent

Operator

2. PHILOSOPHY

Child's Paradise Day Care is dedicated to providing outstanding childcare services. We aim to provide a bright and fun place for children to learn and grow. The childcare environment must be clean, comfortable and secure. The staff offers warm consistent care to teach and nurture children in a loving, respecting manner.

Parents are the most important teachers and caregivers of their children and their views are respected and valued. Children benefit from the open communication, cooperation and support between parents and staff.

Our goal is to meet the needs of the parents and children and to enrich each child's emotional well-being and cognitive stimulation through the child's daily routines, physical care, activities and interactions.

Staff are expected to accept all children of all ages and abilities and to focus on each child's individual abilities and successes. We expect that all children are treated with respect and dignity and are allowed the freedom to grow at their own rates. Staff members support children in their learning process and develop program plans in which care and education are combined. They support individual ways children learn by planning activities that nurture their curiosity, support and increase their abilities, and help children find creative solutions to problems.

We, at Child's Paradise Day Care Centre, believe that structure is needed in children's lives, but that they also need to have some freedom and a reasonable amount of control over their lives. Children will be encouraged to make choices and decisions whenever possible.

Our job, as caregivers, is to provide the children with the experiences and environment in which they are safe to explore and create; knowing that they will be successful by being themselves.

The goal is to promote happy, healthy, well-adjusted children that feel good about themselves, and parents that know that we care for and accept their children for themselves.

3. LICENSING

Child's Paradise Day Care Centre operates in compliance with:

- The Day Nurseries Act (of the Ministry of Child and Youth Services).
- All applicable Health and Fire Regulations.

4. ADMISSION AND DISCHARGE

As per the Parent Agreement, upon enrolment of a child, a non-refundable registration fee is required. The parent agrees to pay a deposit of two weeks' fees, which will cover the last two weeks of service. All registration forms containing legal documentation, information sheets, medical forms and immunization forms from the Health Department must be completed and returned to the Centre before the child begins. A doctor's signature is needed for verification of immunizations, and past and present medical information.

Movement to the next age group is available only if a space is open in that group. We cannot guarantee that there will be space open in the next age group, but will make every effort to move children into the next program whenever possible. Movement is based on the child's age as well as the child's developmental readiness and the registration date, and is determined by the Director and staff, in conjunction with the Ministry Program Advisor and parents. Fees are set so that the fee amount will change in accordance with the room the child is in, not the age of the child.

Should your child leave the Centre at your discretion, and subsequently return the re-entry date shall be the new registration date. In the event that your child is discharged, due to insufficient spaces, you will be placed on a priority waiting list for re-entry into the Centre.

In the year that a child reaches the age of 12 years the child will be discharged from the School Age program as of August 31st in that same year.

When a child is withdrawn from any program, two weeks written notice must be submitted to the Centre. Failure to do so will result in pay being withheld from the advanced pay received when the child was accepted into care.

5. INCLUSION POLICY

According to the Canadian Charter of Human Rights and Freedoms, "All individuals must be treated equally, regardless of their race, national or ethnic origin, colour, religion, sex, age, or mental or physical disability. The Canadian Human Rights Act also states "employers and service providers are required to accommodate special needs, including those of people with disabilities, short of undue hardship".

Children with special needs require child care for the same reasons as all children:

- To grow, develop and learn.
- Friendship building and social inclusion.
- Parental employment, training, respite and support.

("Children with special needs: the need for child care," Fact Sheet, SpecialLink: The National Centre for Child Care Inclusion and "What do we mean by inclusion?" Child Care Advocacy Association of Canada, Fact Sheet)

Definition of 'special needs':

The Ontario Municipal Social Services Association (OMSSA) defines children with special needs as, "children who, due to emotional, familial, physical, behavioural, developmental, cognitive,

communicative or emotional factors, are at risk of not maximizing their potential. 'Special needs' encompasses children who require support and assistance with daily living, whether formally diagnosed or not and whether a diagnosis is short or long term in nature."

Current research has determined that approximately 10% of children will require some level of additional support to ensure they can participate fully in community-based child care programs. These "special needs" can vary dramatically, from physical disability to intellectual delays, from social and behavioural challenges, to communication difficulties.

Disabilities may be visible or invisible; children may be born with them, or they may emerge later on; the cause may be known or unknown. Special needs can change over time with just about every child having extra support needs at some point in their childhood (Child and Family Canada, Fact Sheet #18).

Procedures:

Human Resources: All staff of Child's Paradise Day Care Centre understand and agree to support inclusive practices as outlined in the Inclusion Policy

Training: All staff attend special needs-focused training opportunities on effective inclusive programming whenever possible.

Programming: The staff adapts the environment and routines as necessary to meet the needs of the children enrolled. The staff develops flexible programming that can be adapted as needed.

Confidentiality: All staff have signed confidentiality agreements upon hiring. Staff are aware that they will receive and have access to confidential information about children and families and they agree to keep this information in strict confidence.

Partnerships: Child's Paradise Day Care Centre will work collaboratively with parents and outside service providers to ensure that the needs of the children are met. We will, with the consent of the parents, refer children to outside service providers when we feel, or the parents feel, that a child may require additional support.

Admission/Registration: All families interested in registering their child are dealt with in a fair and equitable manner.

Transitions: Children with special needs may require extra support when transitioning to a new age group. It is preferred that children move to the next age group as their same-age peers.

Withdrawal: If the Centre is having difficulties meeting the child's needs, we will ensure that:

- All families asked to withdraw are dealt with in a fair and equitable manner.
- The notice of withdrawal is consistent with the Withdrawal Policy of the Centre and is the same for all families.
- Reasonable care has been taken in assessing the child's needs and the Program's ability to support those needs.
- Special needs resources and outside agency support have been exhausted prior to the Notice of Withdrawal.

Special Facilities:

Child's Paradise Day Care Centre is wheelchair accessible and has wheelchair accessible toilet facilities. When a child requires assistance with personal care, it will be done in a private and dignified manner. Where possible, we adapt resources in our Program Rooms and will move furniture to create a positive safe environment and ensure all areas are accessible for all children.

6. INTEGRATION PERIOD

Your child's happiness is paramount, as it is for all the children in our care. To ensure everyone is happy with the child care arrangements provided for your child, a two-week trial period exists prior to the finalization of care. At the end of the two week trial period, the parents and the Centre may terminate the care without notice.

Children who begin in our Toddler and Preschool programs require an integration period of a few days. Typically, the child visits with the parents for an hour on the first day, then spends two hours the next two or three days, then three hours the next day towards full integration. The period of integration may be shorter or longer, dependant on the child's ability to cope within the program.

7. HOURS OF SERVICE/HOLIDAYS

Our hours of operation are 6:30 a.m. to 5:30 p.m., Monday to Friday.

Child's Paradise Day Care Centre will be closed from Christmas Day to January 2nd.

Statutory Holidays:

- Christmas Day
- Boxing Day
- New Years Day

The Centre will also be closed on the following Statutory Holidays:

- Family Day
- Good Friday
- Easter Monday
- Victoria Day
- Canada Day
- Labour Day
- Civic Holiday
- Thanksgiving Day

Fees remain the same regardless of absence due to statutory holidays, holidays or illness.

8. ARRIVAL AND PICK-UP

Children should arrive at the Centre no later than 9:30 a.m. in order to participate in all aspects of the Program. In the summer months, the programs often go on excursions off the premises. The departure time for these activities is usually 9:30 a.m. If, due to appointments, you will be bringing your child in after 9:30 a.m., please check into the office before proceeding to the programs. If your child will be absent from the Centre, you must notify the staff as soon as possible. On a daily basis, you are required to sign your child in and out of the attendance book. Please ensure that your child has been acknowledged by a staff member upon their arrival to the program and at time of departure.

Only authorized names that appear on the registration forms will be permitted to pick up the child, unless a written note is received specifying otherwise. Staff will ask for proof of identification (photo I.D. required) from any individual not authorized or from any individual they do not know. Otherwise, the child will not be released from the Centre.

Please note that the childcare centre or staff must not be listed on the school's records as the emergency contact person. Children in the Kindergarten and School Age programs who are ill during the school day cannot be accepted into the Centre.

Please also note that Staff of Child's Paradise will not release a child to a parent or guardian who comes to the Centre clearly under the influence of alcohol, unless there is a designated driver. That driver must accompany the parent to the door so that we can ensure the child's safety prior to releasing him/her.

Likewise, we will not release a child to a designated pick-up person or to a parent when appropriate child seating is not available in the transporting vehicle. Under both instances, we have a legal obligation to call the Police if a child leaves despite our best intentions at this time.

9. FEE POLICY AND LATE PICK-UP POLICY

Upon enrolment, the Parent agrees to submit payment equivalent to two week's fees, along with the required registration forms and medical certification. All fees are paid in advance. Payment is to be made by a series of post dated bi-weekly cheques or by other arrangements as mutually agreed between the Centre and the Parent. The cheques are made payable to the Child's Paradise Day Care Centre and must be provided to the Director prior to the commencement of each month.

Fees remain the same regardless of absence due to statutory holidays, holidays or illness.

There is a \$30.00 fee charged for any NSF/bounced cheques. Fees thereafter are to be made by cash, Money Order or certified cheque only.

Parents will be charged a Late Payment Penalty of \$10.00 per day for a maximum of 5 days after payment is past due. If payment is not received within 5 days, the Child Care Centre has the right to terminate care WITHOUT NOTICE. At this point the Centre will use whatever means necessary and allowable by law to collect the outstanding fees or to withhold the applicable fees from the advanced payment fee. Should the collection of fees proceed to Small Claims Court, the parents will be responsible for all legal and collection fees as per the Agreement for Child Care Contract.

Non payment, late payment and dishonoured cheques will, at the absolute discretion of the Centre, be deemed to be a breach of this agreement by the Parent, giving rise to the termination of services and withdrawal of the Child from the Centre.

Late Pick-Up Policy

The Centre closes promptly at 5:30 p.m. Parents are required to notify the Centre as soon as possible, if they are unable to arrive by closing time. If a child remains in the Centre past 5:30 p.m., a late fee of \$5.00 for the first five minutes and \$2.00 per minute thereafter will be charged. Time will be calculated using clocks at the Centre. Parents must sign a late sheet as they are leaving the Centre. Cash payment must be made to the office within 24 hours. Violation of the late fee policy may, at the absolute discretion of the Centre, result in termination of childcare services.

Fees:

Fees are based on the following:

- Toddler Program (18 months - 2.5 years old) \$38.00/day
- Preschool Program (2.5 -5 years old) \$37.00/day
- Kindergarten (4-5 years old) \$34.00/full day, \$24.00/Before and After School
- School-Age (5-12 years old) \$32.00/full day, \$22.00/Before and After School

****Parents will receive one month notice of any upcoming rate increases****

10. CONFIDENTIALITY POLICY

Information that is disclosed to the Centre regarding children and families is considered confidential. Request for any such information is to be referred to the Supervisor or the Director. The Centre may release information regarding a child or his/her family, without parental consent to,

1. *Officials of: the Courts (following a warrant or a court order)*
2. *The office of the Ombudsman*
3. *The Ministry of Community and Social Services*
4. *The Children's Aid Society*

A child's record is considered privileged and confidential.

- *The right to every child and family to privacy is recognized and protected to the greatest extent possible.*
- *Parents have access to their child's records at any time.*
- *Written consent of a parent is required prior to the release of personally identifiable information to third parties. A release of information form is to be used.*

A child's file is never to leave the premises of the Child's Paradise Day Care Centre.

Release Without Consent

Access to a child's records without parental consent may only be given to officials of the following jurisdictions:

1. *Coroner's Office*
2. *Courts in response to a warrant or court order*
3. *Ombudsman*
4. *Authorities vested in provincial or federal statutes*
5. *Minister and officials to whom he/she has delegated the authority*

11. FIELD TRIP POLICY

The children may go for walks in the local community. These excursions are considered part of the daily program and will not include motor transportation. No private vehicles, other than the case of a parent/guardian transporting his/her own child, will be used for transportation of any child in any program provided by the Centre. An authorization form, in the registration package, acknowledges parental permission for a child to leave the premises for neighbourhood walks and visits to local parks.

On field trips where transportation is required, parents will be notified in advance as to the details of the scheduled field trip excursion and written parental authorization forms will be distributed and must be signed and returned to the Centre in order for your child to participate. Parents are encouraged to accompany his/her child on field trips.

During all trips and walks, the individual ratios of each program will be maintained for all children.

12. PROGRAMMING

Daily and Weekly schedules will be posted in each individual Program Room with Themes of the Week based on the interests of the children and of the community.

The plans allow for indoor and outdoor, quiet and active play and teacher-directed and child-directed play to encourage the development of the entire child.

The areas of the Programs include:

- Creative (Art and Sensory)
- Housekeeping/Dramatic Play
- Block Play
- Quiet/Book Area
- Table-top Toy / Manipulative Play
- Computer Area (Preschool+)
- Sports Zone (School-Age)

FREE PLAY: According to the American Academy of Paediatrics, "Play allows children to use their creativity while developing their imagination, dexterity, and physical, cognitive, and emotional strength. Play is important to healthy brain development. It is through play that children at a very young age engage and interact with the world around them. Play allows children to create and explore a world they can master, conquering their fears while practicing

adult roles, sometimes in conjunction with other children or adult caregivers. As they master their world, play helps children develop new competencies that lead to enhanced confidence and the resiliency that they will need to face future challenges. Undirected play allows children to learn how to work in groups, to share, to negotiate, to resolve conflicts and to learn self-advocacy skills. When play is allowed to be child-driven, children practice decision-making skills, move at their own pace, discover their own areas of interest, and ultimately engage fully in the passions they wish to pursue. Ideally, much of play involves adults, but when play is controlled by adults, children acquiesce to adult rules and concerns and lose some of the benefits play offers them, particularly in developing creativity, leadership, and group skills. In contrast to passive entertainment, play builds active, healthy bodies." Free Play Time encourages the children to understand that it is their brain and their world. They can make their life just the way they want it.

CIRCLE TIMES: Circle times are group times that involve group activities. These activities include Show and Tell, storybook reading, calendar time, singing songs, doing finger and action plays, performing science and cooking experiments. Circle time is sometimes planned around a specific theme.

REST TIME: "Sweet Dreams" Time is a rest period in the afternoon for all children. All children in the Toddler and Preschool Programs are to have a rest on their individual cots. We encourage parents to bring in the child's favourite blanket or soft toy to ensure that the child feels safe and secure during this time. Children who are unable to sleep or who awaken early will be brought to a quiet area of the room for quiet activities until the end of Rest Time. Kindergarten and School-Age children are encouraged to be involved in quiet activities (or a rest/nap if they prefer) during this time in the afternoon.

13. PARENTAL INVOLVEMENT

At Child's Paradise Day Care Centre, we operate with an Open Door Philosophy. Parents are welcome to visit the Centre at any time and in any location where their child will be receiving care. All we ask is that parents respect nap times so that children are not disturbed.

Parents who would like to take an active part in their child's care are more than welcome to do so. Whether it is chaperoning on field trips or offering suggestions for crafts, snacks, reading, math, science, or whatever, your input is invaluable. It also shows your child that you want to be a part of their world.

To let parents know what is happening at the Centre, we post weekly menus, activity plans, and information of all sorts on the Bulletin Boards.

The staff at Child's Paradise Day Care Centre will communicate with you regarding your child on a regular basis. Please do not hesitate to contact us if you have any questions.

Parent-teacher meetings will be planned throughout the year, both formally and informally, as needed. We will keep you informed of any seminars, workshops, and meetings relating to child development and family life.

14. HEALTH POLICY

The DAY NURSERIES ACT recommends that prior to a child starting in a Day Nursery should have a complete medical. The parent must fill out the medical and immunization forms from the Parent Package and affix signatures where applicable.

Illness

Please go over this section very carefully. Because children get sick without warning, parents are well advised to have a back-up child care plan in place.

For everyone's well-being, ill children cannot be admitted to the Centre. We have the right to refuse to take a sick child into care and to determine when a child is too ill to remain in care. Prompt treatment of any illness will facilitate the child's early return to health and to the Centre, and will minimize the possibility of cross infection for the other children.

In order to ensure the overall health and safety of all the children, we ask that you not bring your child to the Centre if he/she has:

- An elevated temperature of over 101 °F/40 °C or greater.
- Vomited within 24-hour period.
- Diarrhea (3 consecutive loose bowels) within 24 hours.
- Eyes/ears that have any kind of discharge.
- Visible rashes that have not been diagnosed by a physician.
- A severe cough, runny nose and/or congestion.
- Any communicable disease including: Impetigo, Coxsackie Virus, Fifth Disease, German Measles, Hepatitis A or B, Meningitis, measles, mumps, Pertussis (Whooping cough), ringworm, Scabies, Scarlet fever, strep throat, Tuberculosis. The child will be allowed back at the Centre following a doctor's examination and provision of a note indicating that the child is free of any disease.
- Bronchitis or pneumonia.

Should your child develop a temperature of 101 °F or higher during the day, the staff will contact you immediately. Your child must be symptom-free for 24 hours before returning to the Centre.

Child Illness Policy

- **Diarrhea (3 loose bowel movements)** - *Exclude until child has normal bowel movements for at least 24 hours.*
- **Throat infection/ Middle Ear infection** - *Exclusion for 24 hours after the child has been on medication.*
- **Pink Eye** - **Medical certificate is required for a child to re-enter the Centre.*
- **Ringworm** - **Medical certificate is required for a child to re-enter the Centre. Exclude until treatment has been initiated.*
- **Scabies** - **Medical certificate is required for a child to re-enter the Centre. Exclude until after treatment has been completed.*
- **Strep Infection** - *Exclude until 24 hours of adequate and effective medication has been taken, provided that the medication is continued for 10 days.*

- **Impetigo** - **Medical certificate is required for a child to re-enter the Centre. Exclude until sores are completely scabbed over or for at least 24 hours following initiation of either:*
 - i) Appropriate oral antibiotic or
 - ii) Topical therapy (Bactroban)
(Mupirocin) if there are only small lesions

If a child becomes ill at the Centre and the child care staff considers a child too ill to be exposed to other children, the child will be removed from the group and the parent(s) notified. The parents are expected to make arrangements to pick up their child within the hour. In the event we are unable to reach you, we will call the emergency contact to pick up your child.

From time to time there may be additional health concerns that arise and your child might be asked to remain home as per health guidelines from the Renfrew County Health Unit.

If a child has discharge from the eyes, a rash or any other ailment that cannot be identified, the Health Department requires a physician to ensure the child is not contagious. A form from the Health Department will be provided to you to be completed by the physician in order for re-entry to the Centre.

It is a licensed requirement that all children play outside, weather permitting. Your child should return to the Centre well enough to participate in outdoor activities. Children are not permitted to stay inside, as staffing does not allow for this.

Good dental care is encouraged. Parents are required to supply a toothbrush and asked to replace as needed.

Children require sunscreen from May to September. The Centre provides sunscreen through a small monetary parental contribution. If parents do not wish to contribute to the Centre sunscreen, they must supply their own sunscreen in clearly labeled containers.

15. ADMINISTRATION OF MEDICATION

In accordance with Day Nursery Legislation, all medication must be placed in a lockable container. We ask that you place the medication in the locked medicine box in the refrigerator. Should the medication be required in the evening, it is the parent's responsibility to take it home at the end of the day. Any medication that is not to be refrigerated will be placed in the medication box in the kitchen.

- The Centre will administer medication when it is required during program hours.
- A physician must prescribe all medication.
- Medication will be administered to a child only from the original container. The container must be clearly labeled with the child's name, name of medication, the dosage, the date of purchase, and instructions for storage and administration. Documentation is required from a physician for medications that are non-prescription.
- Parents must complete a signed 'Medication Authorization Form' indicating the times the medication is to be given, as well as the dosage.
- If a child develops a fever of 102 °F or higher, the Centre will administer Temptra on the condition that verbal permission is given by the parent, or if the parent is unavailable, the emergency contact person.

In accordance with the Narcotic Control Act, Section 69, Child's Paradise Day Care Centre will keep a record of:

- The kind, date, and quantity of any and all narcotic received.
- The name and address of the person from whom the narcotic was received.
- The particulars of the use to which the narcotic was received.
- And, furnish such information respecting such narcotics as the Ministry may require and will permit access to the records that are required to be kept by these regulations.

16. BEHAVIOUR MANAGEMENT POLICY

Preferred Practices

In the Child Care setting there are acceptable and unacceptable behaviours. We need to ensure the children are protected, safe and healthy, and to ensure that the rights of others and the Centre are protected.

Children are disciplined in a positive manner at a level that is appropriate to their actions and their ages. Staff will discuss and explain the actions and discipline methods when appropriate. In summary, the staff provides a kind and understanding atmosphere that involves helping children to develop self-control and self direction skills. A balance of fairness, flexibility and firmness are necessary in achieving positive behaviour management.

The first process in our behaviour management strategy is understanding child development. This enables us to know the level of understanding that the child has and helps us to determine the strategies to use. Staff, students and volunteers are expected to use the following behaviour management practices when necessary:

1. The teachers set clear limits for the children. The limits are consistent, relevant to the developmental stage of the child, and fair. Once stated, they must be followed through.
2. Expectations for a child are clearly and positively stated. It is our belief that having these clear expectations ensures that children feel secure in their environment.
3. A child should be offered choices, when he/she needs to make a decision.
4. All staff will use the same method using a team approach. The child's needs are discussed and a procedure(s) put into place.
5. Different approaches will depend on different situations and different children, for example:
 - **In the Toddler Program**, the focus is on redirecting, feeling recognition, and encouraging the use of language, redirection, feelings labeled, use of language encouraged, simple explanations of why certain behaviours are unacceptable, to use positive reinforcement of desired behaviour, both verbal and non-verbal, etc...
 - **In the Preschool Program**, the focus is on allowing the children to problem-solve for themselves and using lots of verbalization: redirection, act as a mediator to help children solve their problems, explain why behaviour is inappropriate, make a choice for the child and/or offer other choice alternatives, ignore inappropriate behaviour (when possible), remove the child from the situation until he/she can interact appropriately, and to follow up to discussing the problem with the child before he/she returns to the activity, hold child's hand (i.e. on outings), etc...

- **In the Kindergarten and School-Ager Programs**, the focus is on self-control and self-direction: use positive verbal and non-verbal reminders in regards to inappropriate behaviour, redirection, act as a mediator to help children solve their problems, verbal problem-solving, peer-mediation, offer other choice alternatives, etc..

Discipline Steps:

1. The teacher will explain to the child that this type of behaviour is inappropriate.
2. The teacher will re-direct the child to a different activity within the room.
3. If aggressive or inappropriate behaviour continues, the child will sit away from the group to calm down and think about his/her actions. After a short period of time, the teacher will have a discussion with the child with respect to his/her actions, and then the child will return to play.

17. BEHAVIOUR CODE POLICY

It is natural for a child to feel angry in response to restrictions or interference. The child needs to know that he/she can assert themselves safely in our environment.

The following are the behavioural expectations of the children in our Centre:

- To be responsible for what they say and do.
- To be polite and respectful of other people.
- To listen to other people when they speak.
- To not say or do any action that is hurtful or harmful to others.
- To treat people the way they would like to be treated.
- To care about other peoples' feelings.
- To tell the truth, even if there is a consequence to their behaviour.
- To try to problem solve for themselves.
- To ask the staff for help, if they are unable to solve the problem themselves.
- To take good care of the Centre's toys, games and other supplies.
- To take good care of someone else's toys, games and supplies.

18. SUSPECTED CHILD ABUSE POLICY

The four areas covered under the term child abuse are physical abuse, sexual abuse, emotional abuse, and child neglect. In an individual case, there could be only one form of abuse or a combination of types of abuse. Child Abuse is a serious occurrence by definition of the Day Nurseries Act. It is the legal responsibility of every person including volunteers, students, or support staff who has contact with the children in the child care centre to report the suspicion of child abuse to the Family and Children Services-Child Protection Services of Renfrew County. Persons failing to report the suspicion of child abuse are subject to legal action and a fine if convicted.

19. SERIOUS OCCURENCE POLICY

The following conditions constitute a Serious Occurrence:

1. Any disaster occurring in the childcare centre such as a fire or a flood.
2. Serious injury to a child during care. Serious injury in child care is defined as "any injury requiring medical or third party intervention".
3. Death of a child while in care.
4. Any situation where a child is missing and a routine search has not located the child.
5. Any alleged abuse or maltreatment of a child.
6. Any concern regarding the operational, safety, or physical standards that is considered to be of a serious nature, including any report of adverse water quality.
7. Any complaint made by or about a child that is considered to be serious.
8. Any use of a physical restraint of a child.
9. If an emergency service is involved (fire, police, or ambulance) and if the incident is likely to result in significant public or media attention.

In the event of a Serious Occurrence, the following steps will be taken:

1. Immediate attention is to be provided as required. Provide First Aid or call 911.
2. Staff will report the occurrence to the Supervisor or the person in charge immediately.
3. This person(s) are responsible for conducting a preliminary inquiry which includes:
 - (a) contact the parents involved;
 - (b) ensure all persons having knowledge of the occurrence remain at the site until excused;
 - (c) contact the Owner or Operator of Daycare;
 - (d) contact the Program Advisor at the Ministry of Community and Social Services within 24 hours of the incident.
4. The Supervisor writes and signs the preliminary report sending a copy to the Program Advisor assigned by the Ministry of Community and Social Services.
5. A follow up is then to be conducted with parents, involved staff, the daycare.

20. MEALS AND SNACKS

Good nutrition is essential for the healthy growth and development of children. This is an important part of our Program. All menus are prepared according to the Canada Food Guide. Toddlers to Kindergarten-aged children are provided with two snacks and a hot lunch. School-Age children are to bring in bag lunches and will be provided with morning and afternoon snacks. The food is prepared on-site by a staff member certified in Safe Food Handling. The menus are posted on a weekly basis. Children are encouraged to try everything that is served at each meal and may have several servings if they wish. If the children do not want to try lunch, the staff will respect their wishes. Mealtime is made as pleasant an experience as possible for the children. The pace is leisurely and the children can take their time to enjoy their food. Special arrangements for religious or medical reasons can be discussed with the Director. Parents should inform the Director/Supervisor of any permanent or temporary food allergies or restrictions.

With the exception of Holidays, 'junk' food will not be served. Parents are asked NOT to send in candy, sweets, gum, potato chips or unhealthy snacks with their children.

21. ANAPHYLAXIC POLICY

At Child's Paradise Day Care Centre, we realize the importance of identification of all anaphylactic children. We have this Policy in place to help in ensuring that the children in our Centre are safe at all times. While it is impossible to create a risk-free environment, we take the following important steps to minimize potentially fatal anaphylactic reactions.

1. The parent/guardian of the child will inform the Child Care Centre of the child's anaphylactic allergy when placing their child's name on the Waiting List.
2. Prior to enrolment, the family will provide the Centre with an allergy information sheet from their allergist.
3. All anaphylactic children are identified to the Staff verbally and the anaphylactic child and their parent/guardian will meet with Centre Staff prior to the child's first day to discuss what steps will be taken to maintain the child's safety. This information will be signed by both the Centre Director and the parent/guardian.
4. Upon entry to the Child Care Program, the child's parent/guardian will provide the Centre with a recent photo of their child. This photo and anaphylactic/allergy information will be posted on the allergy list. This identification method is used for all children having a serious allergy or medical condition.
5. The parents will also provide the Child Care Program with two Epi-Pens prior to enrolment. One Epi-Pen will be stored in the Medication Lock Box, while the other one will be in a fanny pack worn by the child or a staff member in the child's room (this person will be determined by staff and the family).
6. If need be families in the Centre may be provided with information regarding specific allergies and what steps can be taken to support a safe program (i.e. nut free alternatives). This will be in conjunction with the Health Unit and the child's family.

Program room staff will take reasonable steps to create a safe program room.

- monitor food brought into centre
- disinfecting of tables before & after eating
- hand washing
- not providing the allergic item
- other measures as dictated by the allergy and the plan signed by the parent

Families are asked to provide an ingredient list for any food items brought to the centre that will be shared with others.

7. Staff are required to be trained on Epi-Pen usage and anaphylactic reactions during their annual CPR recertification.

22. SMOKING POLICY

Smoking on grounds including the Child Care Centre is prohibited.

23. TRANSPORTATION

Transportation to and from the Child Care Centre is the responsibility of the parents. Where bussing is required, the parents are responsible for coordinating arrangements between the school and the Child Care Centre.

Please advise the Supervisor/Director of all transportation arrangements at the time of enrolment.

24. ALTERNATE PLACE OF SHELTER

In case of emergency requiring evacuation of the Centre, the staff will transport the children to the Flamingo Dining Lounge Banquet Room at 435 O'Brien Road, Renfrew, Ontario. 613-432-4959.

25. CLOTHING AND POSSESSIONS

Due to our changing seasons, please ensure proper clothing for indoor and outdoor play. Please label all articles of your child's clothing. In case of an accident, we request a full change of clothes be brought to the Centre. Please return all "day care clothing" (emergency clothing we sometimes use for the children in the event that they do not have extra clothing) as soon as possible. Donations of such clothing are most appreciated.

Please be aware that the children will be playing with messy art and sensory materials which may soil clothing. Ensure that you send your child to the Centre in clothing which they are permitted to 'play' in.

For Toddlers in diapers, this means supplying a stack of diapers either at the beginning of the week (preferably) or enough for each day. Staff will let you know when your supply is low and will expect to have these replenished immediately.

For all seasons, an extra shirt, pair of pants, socks and underwear from home should be kept in child's cubby.

***Note:**

Indoor and outdoor shoes are needed at all times.

Additionally, please ensure your child has the following for:

WINTER: Snowsuit, hat, scarf, 2 pair's mittens, boots for outside.

SPRING/FALL: Rain boots, splash suit, sweater, 2 pair's mittens.

SUMMER: Sunhat, rain boots, sunscreen.

To keep peace at the Centre, we ask that parents not send toys or other goodies with their children unless it is cleared by the staff first, with the exception of Show and Tell items. Items such as guns, knives, swords, or other weapon type apparatus or toys containing these items are NOT permitted at the Centre under any circumstances. The Centre is not responsible for broken or damaged possessions.

26. TOILET TRAINING

At Child's Paradise Day Care Centre, we do not have a specific age for toilet training, however it is expected that every child enrolled is encouraged to perform the toilet routine of sitting on the toilet. Toilet training is achieved when the child has control over urination and bowel movements. Successful toilet training can only be achieved with consistent routines and when a child is able to communicate the need to eliminate.

When the child shows some readiness, the staff encourages the child to sit on the toilet at routine times. Staff works closely with the parents on the training of the child.

It is important that the child receive positive reinforcement when deserved and acceptance when an accident occurs. Toilet training takes time. We feel that the toilet training process should be a happy time for the child and parents.

27. COMMUNICATION

Open communication between the Centre staff and the parents is an important part of child care. Daily communication between staff and parents will occur. Staff should inform parents of events of the day and parents should inform staff of any relevant information that will help staff better understand and care for their children. Parents should feel free to discuss their concerns and suggestions with the staff. Open communication will enable staff and parents to create a family environment for the children. Newsletters and notices will also be sent home with the child to help keep parents informed of events going on at the Centre.

28. POLICY REGARDING PLACEMENT OF STUDENTS

Child's Paradise Day Care Centre is very interested in being involved in the development of the students at local educational institutions. At times throughout each year, the Centre may approve the placement of students in any or all of the programs. This placement could be a one hour placement or as long as eight weeks. It is a great learning opportunity for the children, the students, and the staff. This is one of many ways that the student acquires new ideas and skills.

At times, the student will be observing a child and recording his/her actions and reactions. The names of the children do not appear anywhere. The purpose is to help the student learn the various observation techniques that they will use when they are in the field. The students are supervised at all times and are never to be left alone with a child at any time.

29. COMPLIANCE WITH POLICIES OF THE CENTRE

The above Policies and Procedures are put in place to make sure that your child's day in our Centre runs smoothly, securely, and safely and is filled with appropriate learning experiences.

All individuals with interactions within the Child's Paradise Day Care Centre are expected to be familiar with and adhere (at all times) to the Centres policies and procedures. Failure to do so may result in discipline or withdrawal of the child.