

**Ambleside Daycare and After school Care**

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# **Parent Hand book**

## **Childcare Philosophy**

The Ambleside has an open door policy and learning through play is the base of our program. The routine is balanced between independent times and staff directed times to allow children to freely and comfortably decide on the activities they wish to pursue as well the time to learn in the group setting. Learning through play provides the children opportunities to grow and enhance their creative, intellectual, social, physical and emotional development. Language will strive to foster positive self-image and respect for all the children and adults. Building positive relationship is the core of our practice. Families play the most important role in the children's lives, keeping close communication with families is important for the optimal care of the children.

## **Days and Hours of operation**

The centre is open from 7 am -6pm Monday to Friday, except for all statutory holidays. A note will be posted on the front door of the centre and on your child's attendance sheet. Staff will also remind you of the closure dates ahead of time. The center may have emergency closure due to extreme road conditions or harsh weather conditions. Parents will be notified through phone calls in case we have emergency centre closing.

## **Mission Statement**

Our mission is to provide children with a safe and secure environment that encourage them to explore, develop imagination, independence, problem solving abilities, self- esteem, social skills and many other tools that will prepare him/her for challenges that await as he/she grows. Families are encouraged to engage in review and update policies and also contribute ideas for children's program.

## **Our Goals**

1. Ongoing Early Childhood Education workshops and courses will further educate and challenge our staff's interaction with children.
2. Reviewing our programs content, procedures and policies will keep our centre updated.
3. Keeping close communication and strong relationship with parents/guardians and community will strengthen our knowledge and abilities to care for all the children and their individual needs
4. Centre strives to meet the diverse needs of the community.

## **Open Door Policy**

At Ambleside, parents are welcome to spend time with their child in the room. Parents can visit the centre any time during the day to see how his/her child is doing. While we appreciate that, the parents want to spend time interacting with their child in the childcare environment, too many adults in a room can often be distressing for children. We suggest that a parent not to take more than 5-10 minutes, settle their child into an activity, say bye and then leave.

If parents would like to spend more time with their child while at the centre they can discuss the possibility of an extended visit with the staff, however if their child educator feels routine is being interrupted, parents may be asked to shorten their visit.

## **Child Guidance Policy**

All Ambleside staff understands the importance of establishing and being consistent with the limits set for our center. Our policy is to guide and remind the children the limits on a daily basis, by redirecting, acknowledging feelings, giving choices, stating rules and expectations, following through and being consistent. We encourage children to solve their own conflicts with others with staff support. We also encourage cooperation. It is important for all staff to reinforce positive behaviors themselves. All caregiver will be at child's eye level while acknowledging and guiding the child to solve their problems. Staff will help children understand their feelings and emotions, and feelings and emotions of others, also the impact of their behaviors on themselves and others.

The staff and all caregivers at Ambleside are committed to:

- Recognize and accept each child's individuality and developmental level.
- Establish feelings of trust, honesty and security
- Enhance feelings of mutual respect, acceptance and caring among children and adults
- Encourage positive social interactions through small group experiences.
- Provide children with the opportunity to select, plan and recognize their own experiences as much as possible.
- Ensure a safe, developmentally appropriate program that follows the interests of the children.
- Encourage socially acceptable behaviours such as; cooperation, respect and conflict resolution.
- Recognizing the need and to set and redefine age-appropriate expectations and boundaries.

Parents as Partners: Parents involvement in the behaviour guidance process is strongly encouraged and welcomed. Staff will incorporate the guidance parents us at home as long they fall within our guidelines. We ask parents to share with the staff any relevant information to better care and understand your child. Information such as changes at home, physical or emotional upsets, tired from a busy weekend, new experiences at home or custody issues will help the staff to understand the child and help them to adjust from those changes.

#### Child guidance: Policies and Procedures

##### *Proactive Strategies*

- Educators strategically set up the environment based on children's interests and developmental level
- Educators provide interesting play experiences based on the observed interests to keep the children actively engaged. Staff are actively engaged in children's play, at children's level.
- Planning for transition times: Staff prepare children for upcoming activities to reduce anxiety for children
- Staff provide appropriate toys
- Staff are committed to attend training to help them gain understanding of developmentally appropriate expectations.
- Children are encouraged to express their feelings and staff guides them to understand feelings of others.
- Staff will eat with children, supervise them and give them opportunity to socialize in a family style setting. Self-help skills are encouraged.

##### *Intervention strategies*

- Redirection for younger children-encouraging new toys or area to play in.
- Calming-move close to the child to help him/her, and provide support
- Reassuring children: both verbally and physically-lots of hugs
- Offer alternative choices of appropriate activities
- Acknowledging children's feelings- "I see you are angry, but using your hands hurt your friend". Tell the child to use your words than hands"

##### *Guiding Children and Setting Limits*

- Staff acknowledge children's positive behaviour when they see it. Praise children for positive behaviour.
- Establish clear and simple limits: Consistency is the key
- Deal with the incidents as soon as it occurs; Ignore minor incidents
- Give the children the opportunity to solve their own problems

##### *Guideline for extreme behaviour situations*

At some point our staff may encounter children who demonstrate extreme behavioral challenges and the child may try to hurt themselves or others. If this happens, staff will:

- Immediately inform the supervisor in charge for additional support
- Relocate all other children into another room if possible
- Ensure the child is never left alone and if possible have two educators available; one educator should calm the child involved, while the other works with other children
- Provide the child with an opportunity to cool off away from other children

- Supportively reintroduce him/her into the program once the child calmed down from the situation, ensuring that staff will stay with the child until she/he is settled into an activity or task.

## **Communication Policy**

Ambleside staff and management are committed to communicate with families, children, school and community members in a respectful and professional manner in order to facilitate positive relationships. Families have the right to be fully informed of their child's experiences while involved in the program.

- **Written communication:**
- **Verbal communication:**
- **Monthly newsletter:**
- **Parents' participation and feedback:**

## **Sharing child Specific Information Policy**

To help ensure safety, well-being and development of the children in our centre, Ambleside works with other services providers, such as schools, therapists and other organizations. Open communications between these parties are important to the children and families in our care. The centre needs the permission from parents in the event that we are in a position to do this for the benefit of the child.

## **Child/Staff Interaction policy**

Ambleside Daycare and Out of School care ensures that children are treated with respect all the time. Staff develops positive relationship with children by taking time to listen attentively, support children's areas of development. Staff plan developmentally appropriate programs based on children's interests; provide support for the children to enhance their social skills.

### **Procedures**

Staff pays attention to positive behaviours, acknowledging children feelings and listens to children's ideas and opinions.

Respect children and never discuss about them in front of other children/parents that are not his/hers.

Positive conversations at snack time or play time

Participate in children's activities with enthusiasm

Speak at children's level using low voice

Staff engage in physical activities with the children

Will go to the children when want to talk to them and won't call children across the room

Explain the reasons why and avoid labelling children such as "that's bad, you are not good listener" Instead staff explain using I messages such as "I am concern that you might fall when you stand on the chair"

Encourage children to try new things in their own with supervision

Tell children clearly the expectations, avoiding asking questions when you really mean to give direction e.g Instead of asking, “Do you want to clean up now” or “Do you think it’s nice to leave toys on the floor like this” You can say, “It’s time for everyone to put away toys so we can get ready to go outside”

Be a good role model by showing the children your own behaviour of how you want them to behave. E.g don’t interrupt children when they are talking; or don’t sit on the tables if sitting on the table isn’t allowed.

Give children choices to promote decision making and problem solving. Encourage children to make their own decision instead of you make for them.

Engage children in the problem solving process when conflicts occur. (refer child guidance procedures for more details).

Avoid talking about children in front of them or other children unless you are saying positive things about them.

Staff will give children the opportunities to use leadership skills and to participate in program planning.

### **Parent and Staff communication policy**

Communication with parents are through various ways such as verbal, parent board, newsletter, email, written communication in the parent communication book

Procedures

Staff will communicate with parents in a positive manner regarding child’s progress.

Staff greet parents everyday

Community resources are will be shared by parents and are posted for parents to see.

Staff acknowledge parents individuals practices, and cultural differences

Parents have to inform the centre about custody matters

Staff and parents will only speak positively about the child when the child can hear what is being said.

Parents and staff are required to maintain confidentiality all the time.

### **.School and the program communication**

The school will communicate with the program through email, phone call or a visit by the program’s staff. Every beginning of the school year the school will call the program to verify the names and number of children attending their school.

### **Child Involvement Policy**

Children have opportunity to explore and experiment at their own level of knowledge. Staff ensure each child is actively engaged in creation and implementation of their programs. Children have ownership of their program which allows further

positive personal development opportunities to emerge.

### **Child leadership**

Children have opportunities to lead activities inside and outside the room. These include setting up equipment for craft, game activities, helping with snacks and general centre upkeep such as watering the plants. Children are given opportunity to develop leadership skills through planned activities such as show and share.

## **Family Involvement Policy**

At Ambleside daycare parents are encouraged to actively participate in the program.

**Family Events:** .

**Donation:** .

**Parent survey:**

### **Parent's suggestions: Family Concerns/Grievance Policy**

Although the center makes every attempt to offer the highest quality care to all children and families, there may be occasions when parents have concerns about particular events situations or staff. In these events, parents are encouraged to talk to their child's caregiver as a first point of contact. If they have tried this without satisfactory results or the concern is serious enough to warrant immediate administrative review, parents are encouraged to contact the director/owner of the center. The director/owner will then schedule the meeting as necessary with the appropriate parties to gather relevant information before deciding on a course of actions. Parents will be informed as appropriate within confidentiality requirements as to the results of the Director/Owner inquiry action taken. Again our goal is quality childcare and we encourage parents to bring their concerns to us, so that we can work together to ensure the quality. All meetings and communication regarding the complaint will be documented.

## **Inclusion and Diversity policy**

Program Ambleside serves children and families from different cultural backgrounds and diversity. Our program include all the children with different abilities; children from different races, cultural backgrounds and socio-economic status. Staff make effort to recognize individual differences and unique abilities.

## **Programming Policy**

**Schedule:**

Each room has a visible and constant routine that is familiar with staff, parents and children. The schedule is posted in each room. While schedules are flexible enough to allow spontaneous activity to emerge, consistent application of a routine allows the children to develop within an atmosphere that is reassuring familiar.

**Activities:**

At Ambleside various stimulating and age appropriate activities are given to the children each day depending on the children interests. We balance the day with quiet activities, independent play, indoor and outdoor play. Program planning is flexible enough to allow for spontaneous activities to develop (Emergent curriculum). Documented observations are kept to maintain consistency and allow for emergent interests to be identified. We offer both self-directed and staff directed activities in small and large groups. Staff ensure that toys and equipment and planned activities are available to the children throughout the day

and that reflect their ages, interests and abilities. These activities will be based upon observations, and preferences of the group.

In each room, the group of children will have designated supervisor who will be solely responsible for that group. It is the staff responsibility to ensure that age appropriate children's interest programs are planned and implemented for the children and that activities reflect the philosophy of the centre.

-The program format must enhance self-awareness, confidence, individuality and diversity and provide stimulating learning activities that encourage skill development and a sense of achievement. A balance of indoor, outdoor, large muscle, fine motor, music, crafts, active and quiet play all encourage children to live in a relaxed happy environment.

-Parents inputs and ideas are welcome in our programming. Parents can share special talents or cultural activities with children for their program.

-Children observations should be noted in order to plan activities to meet their needs.

-Children have the opportunity to make choices in the selection of activities.

Each week, program planning will offer activities in the following areas:

- **Art:** Which will provide opportunities to learn fine motor skills, encourage individual expression and allow children to complete long term project in a variety of medium.
- **Music and Movement:** Music is available as an option to encourage individual expression, and language development
- **Blocks and Manipulative:** Materials are available to promote fine and gross motor, mathematical skills, role play and creative expression
- **Dramatic Play:** Costumes and dramatic play and props are available to support diverse range of roles and situations (Community, fantasy and adventures)
- **Literacy:** Books that reflect children's interests and abilities are available. Children are given opportunity to produce their own literary works. Daily reading is available daily.
- **Science:** Materials of scientific and are available. Staff will introduce some scientific and environmental concepts and ideas.
- **Community and Culture:** Children can participate in community events. Families are invited to share cultural traditions and practices with the group. Activities are offered that extend and develop children understanding of the local and global community.

Activities provided cover different development domains such as Physical, Language, Math and Science, Social and Emotional development. Planning activities will also include cultures/diversity.

## **Confidentiality Policy**

Information regarding children and families will be held in a strict confidential and will not be discussed with anyone outside of the centre. Inside the centre it will be discussed only when it will benefit the care we offer to children and parents. If information must be shared with outside agencies we will request parent's written permission.

## **Criminal Record Check Policy**

Criminal record checks for child care certification is the requirement for employment/approval process for all new employees in daycare centres.

## **No Smoking policy**

We value our staff and respect them. However, staffs are not allowed to smoke cigarettes while they are on ratio or smoke in front of the children.

### **Professional development Policy**

Professional development training for staff is the responsibility of the staff and the employer. The purpose of professional development is to enable staff to improve their levels of job-related skills and knowledge to help them to improve job performance. Staff needs to set goals for their professional development.

### **Opening and Closing Checklists**

The centre has an opening (A.M checklist) and closing (P.M checklist) procedures checklist that ensures a safe environment for children, staff and families. Potential hazards will be addressed immediately and children will not be permitted to play in the unsafe areas. -Go over planning and prepare for the day.

### **Social Media Policy**

The posting of confidential and identifying information about the children, parents, or staff at the centre on social media (e.g., Facebook, MySpace, Twitter, etc.) is strictly prohibited.

### **Toys Policy**

We encourage parents to keep their child's toy at home so as to minimize frustration among other children. These toys can be misplaced or get lost at the daycare and the child will be upset. Day care will not be responsible for lost or broken home to day care. However parents can bring items to comfort a child from home. The item should be the same item daily, like special blanket or toy!

### **Transportation Policy**

While in our care safety of the children is the most important and a must.

Children who are walking to and from school

Staff walks the children to and from school. Staff will remain at your child's school until there is teacher supervision. At pick up time staff will be at your child's school when the bell rings and will meet the children at the prearranged spot. The staff will remain in that spot until all children arrive.

### **Children taking the bus**

Staff will take the children to and from the bus. Children will wait in the centre for the bus with staff, and will start walking to the bus as soon as the buss arrives. In the afternoon the staff will wait at the exit door inside the centre for the bus and will walk quickly outside to pick the children as soon as the bus arrives. Please make sure you call the centre if your child is sick or has been picked from school.

If your child cannot go to school because she/he is sick, please do not send the sick child to the daycare.

### **Child Termination Policy**



Termination of child care is based on the different reasons:

**Parent decision:** When a parent/guardian decides to remove the child from our care, the daycare requires a one month notice. This will allow the centre to enrol other children who are in the wait list. Failure to do that; the daycare will charge the parent a full monthly fee.

**Monthly fee:** The centre requires the parents to pay their fee in full/parent's portion fee on the first week of the month. If the fee isn't paid on time, the centre will discuss with parents verbally, and then written notice will be given. If the fee isn't paid after the notice is given, and effort to receive payments fail the centre will terminate the child from the program.

**Behaviour of the child:** The centre will terminate your child if there is a concern about behaviour issues, bullying other children or when your child becomes a threat to the staff and or other children. If abuse of any kind against staff or other children in the centre doesn't stop after all the effort made, the child will be terminated from the centre.

**Inability to meet the child's need:** The centre will do its best to meet the child's need, however if your child has severe disabilities and the centre do not have special facility or specialized staff to meet your child's needs, the centre will advise you to seek assistance from special facilities that offer services needed by the child.

## **Child Illness Policy**

When a child is ill, Daycare staff will notify the parent/guardian if they feel that he or she is not well enough to stay at the Daycare.

Our centre requires that following symptoms will be reasons for a child to be absent from the daycare and for 24 hours post symptoms and post treatments:

- Temperature over 100 degrees centigrade.
- Eye infection commonly referred to as Pink Eye.
- Bronchitis: Hoarse Cough and slight elevation in temperature.
- Rashes that cannot be identified or have been diagnosed by a doctor.
- Impetigo: Show up as red pimples on the skin.
- Diarrhea which is watery or greenish bowl movement that looks different and is much more frequent than usual.
- Severe cold with fever, sneezing and or significant nose drainage.

For contagious diseases a child must also be absent for the long of time that covers the contagious and recovering periods. This will vary with the type of cases; verification by a doctor may be required to allow your child to return to the centre.

## **Communicable diseases Policy**

If your child is suspected of having a communicable diseases or an illness that can be spread through contact or bodily fluids, the parents will be notified immediately so she/he can pick up the child and advised to see the doctor. If a communicable disease is diagnosed the child must stay home until the incubation period is over. A doctor's note will be required at the center so as we know when the child is allowed to come back at the daycare. The health unit will be notified of such disease.

**Parents are required to inform the centre if the child or family member is diagnosed with serious illness or contagious diseases of a communicable nature.**

## **Medication Policy**

Parents are required to fill out a medication administration form if your child needs medication during the day and also when

medications and herbal remedies were given at home. The medication must be in the original container (If the medication is prescribed must have child's name). Parent must fill out the name of the child, name of medication, the amount to be given, date and time to give, as well as any special instructions. The staff member administering the medication must have a valid first AID CERTIFICATE. The staff member will observe your child carefully and contact you if any side effects occur after medication. All medicines are stored in two places in the kitchen, in a locked box inside the cupboard and a locked box in the fridge. The medication forms are kept with your child's teacher in the room. When medication or the herbal remedies are no longer needed staff will return to parents. Only medication is being used should be in our boxes. In case of emergency/special medications, such as epipens or inhalers etc, these will go in a labelled container out of the children's reach. These medications will go with the caregiver in her emergency backpack while on outings with the children. If the centre has the child that need emergency medication, the staff will get training in the proper method of administering the type of health care/ medication required by the child and this is documented in the staff's and child's file.

## **Allergies and diet restriction Policy**

All children with allergies and dietary preferences must be recorded on the registration form. There allergies list posted in every playroom and the kitchen for staff to follow.

Due to many children having nuts allergies, Ambleside is therefore a **NUT FREE CENTER**. Please be aware of this when packing your child's lunch and snack. (If the child is bringing lunch from home)

## **Immunization**

Parents must state on the registration form if their child has or hasn't been immunized.

## **Administration of First Aid Policy**

Any injury or illness that require First Aid must adhere to the following procedures

1. Assess necessary actions.
2. Administer necessary aid
3. Report incident to co-worker and check aid administered.
4. Assess further action.
5. Complete incident form and leave for Director to review and sign.
6. Have parent to review and sign form
7. If necessary ambulance will be called.

First Aid Kit is located in the Emergency back packs in each room. Day care staffs are responsible for upkeep of kit. First Aid Kit has to be taken out on all outings, including playing in outside play areas. When First Aid Certificate expires, it is the responsibility of each staff member to renew it. Every staff member must have a First Aid Certificate in the child care.

## **Indoor and Outdoor Shoes policy**

The children are required to wear their shoes throughout the day. In regards to footwear, children are often building with large blocks, playing outdoors, etc. Because of this, it is preferable that all children have two pairs of closed toed shoes. (a child needs one pair for indoor and one for outdoor). The children are here to learn; and this is often accomplished through play. It is very difficult to explain to a child that they cannot play outside or ride cars because they have to protect their new shoes; or their shoes are not safe for certain play. Please dress your child accordingly so that they can fully participate in both indoor and outdoor activities daily. The children's shoes should be comfortable and provide adequate protection for the feet during indoor and outdoor play. Flip-flops, slip-on shoes, open-toed sandals, crocs, jelly shoes and any shoes with heels are prohibited as they present a safety hazard.

## **Cleaning, Disinfectants and Non-toxic Materials Policy**

Any chemicals that are used to clean and disinfect the daycare are stored in the kitchen at the out of reach of the children. The cleaning agents used in this center are common household agents such as bleach, comet, Windex, fantastic, all-purpose cleaner or Mr. clean all purpose cleaner. The disinfectant we use in the classrooms and washrooms to clean off the surface is a solution of 2 ml. of bleach to 1L of water, which is recommended amount by the health unit. We have also spray bottles which are kept on a high shelf in each room, again out of our children's reach. Aerosol sprays are not used for any type of disinfecting as they can induce allergic reactions. We are careful as to what kind of plants we have and grow with our children, so not to have any poisonous ones inside or outside of our center that the children will come in contact with. If there is any, then we will dispose them safely without the use of harsh chemicals. We strive to stay current with new research and best practice in health and safety and implement best practices in the centre.

## **Cleaning Policy**

Use clean fabric cloth for all cleanings not paper towel

- 1 Day to day tidying and cleaning is the responsibility of the staff.
- 2 Bathrooms are to be cleaned and sanitary at all times. And staff has to complete the bathroom checklist after bathroom cleaning.
- 3 Floors should be cleaned and moped after each meal and also before 6pm.
- 4 Tables are too sanitized before and after meals and snacks. And after messy play.
- 5 Shelves for children's use must be clean well organized and tidy at all times.
- 6 Cubbies should be labeled with child's name for easy identification.
- 7 Crayons marks should be cleaned as soon as possible.
- 8 Room should be all clean before you take children outside.
- 9 Staff needs to wash two buckets of toys every day or clean one shelf every day. Toy disinfect Checklist must be completed every day.

## **Hand washing Policy and procedures**

The best way to stop disease is to wash your hands well. Use this method to make sure your hands are free from germs.

Use soap under running water

Rub your hands vigorously as you wash them

Wash all surfaces including: back of your hands, wrist, under fingernails

Rinse your hands well

Dry your hands with the paper towel

When to wash hands

When you come to the center in the morning

Before and after serving food

Before and after diapering the child

After wiping dirty noses

After cleaning the mess  
If you cough or sneeze on your hands

When to wash children's hands  
Before they eat or drink  
After they use the toilet or have their diaper change  
After they touched the child who may be sick  
If the child cough or sneeze in to their hands  
After using washroom either with child or by your self  
Ask children if they have washed their hands when they return from the washroom.  
Remember: Children will learn by watching you, they normally copy what adults are doing.

## **Diapering Policy and Procedures**

Always use clean diaper; this is the way to stop disease that spread through intestinal track.

### **Procedures**

Wash your hands  
Place child on the changing mat  
Put on gloves  
Remove soiled diapers or clothes  
Put dirty diaper in the covered plastic bag and tie the top and throw it in the garbage bin  
Clean child's bottom with wipes  
Remove your gloves and throw it in the garbage bin  
Blow on child's bottom with dry diaper to make child's bottom dry (never tie diaper on wet bottom)  
Dress up the child and help her/him down from the changing table  
Wash your hands and child's hands  
Dry your hands and child's hands with the paper towel  
Must write diaper change time on diaper change time sheet

## **Toilet Training Policy**

Take child every one hour to two hours to the washroom  
Help him sit on the toilet if needed  
Help him wash his hands and tell the child that washing hand will stop germs that can make him sick  
Wash your hand with the water and soap  
When children use the toilet make sure that they wash their hands correctly, to do this you must:  
Wash your hands in front of the child to show him how to wash hands correctly  
Sing a "wash hand song"  
Ask the children when they return to the room from the washroom if they washed their hands.  
Place any soiled clothes in plastic bag for parent to take home at the end of the day. The centre has no facility to wash soiled clothes.

## **Playground and Out door Equipment Policy**

We provide outdoor activities which are available all the time. Parents and staff will ensure that children are safe when playing outside by providing sunscreen lotion, water bottles/drinking water, sun hats, or appropriate cold weather wear as

needed. All equipment in the outdoor are developmentally and age appropriate. The centre have a daily checklist will be completed to ensure hazardous free environment. All the toxic plants will be removed immediately. Centre does not use wading pool for children and all outdoor playground will be CSA approved. Toy storage box will have secure tight fitting lid. Out of School age children make use of the school playground during summer or PD days. Staff will inspect the playground before children enter to make sure there are no hazards that may hurt the children.

## **Incident/Accident Report Policy**

If a child is injured or get sick, staff will ensure that the child receive appropriate first aid. If the situation requires medical attention staff will contact the parents or the emergency contract person to take the child for medical attention. The incident report will be written and signed by staff and parents will sign and that report will be filed for the centre's record. This form is to be completed for any incident that requires First Aid or any concerns regarding the wellbeing of the child; for instance a suspected abuse. This form may also be used to document behavior concerns. The incident report is to be reviewed with the director who will sign the form indicating that she/he had read it and verified the happenings. Incident report will be kept in the file.

## **Nutrition Policy**

The Ambleside knows the importance of maintaining health and energetic bodies. To ensure proper health for our children, we follow CANADA FOOD GUIDE; we check the menus monthly to ensure they meet Canada food guide guidelines. We provide two healthy snacks, which include two food group servings each; at lunch we provide four food groups' servings each. Parents sending lunch, drinks and snacks are encouraged to follow CANADA FOOD GUIDE. If the snacks provided by the parents are inadequate and doesn't meet the standards, the center provides a nutritious supplement. The Canada food guide is posted at the entrance of the daycare for your reference as well as healthy meals ideas. For health and safety best practice our kitchen attendant is certified in Food Safety Management. Hot food will be kept hot, and cold food will be kept cold. Food preparation utensils, dishes, spoons and bowls and surface are sanitized every day and after each use. Centre use commercial dish washer that meets the government standards. Storage foods are always dated. The menus for meals and snacks are reviewed often to ensure that they meet the changing nutritional guidelines of Canada's food guide and support children's healthy development. The staffs bring their healthy snacks to encourage best practice to the children.

## **Meal Time Guidelines Policy**

- A model relaxed enjoyment of food, a willingness to try new food and acceptable social behaviors.
- Arrange the physical environment attractively to ensure adequate space and comfort for each child.
- Plan and carry out transitions to and from meal and snack times which are orderly, relaxed and do not require any child to wait for long period of time.
- Staff shall sit with the children and snack time
- Model and encourage a moderate amount of conversation
- Set up the environment to encourage the children to be independent. For instance opening snack, clean up after eating etc.
- Respect children's likes and dislikes, consistent meal time policies on likes and dislikes.
- Ensure coercive attitude to food are displayed, e.g. eating is not forced, food is not used as a bribe, and withdrawal of food is not used as a punishment.
- Introduce new foods in a non judgmental, experimental atmosphere, as planned activity.
- Arrange quiet activity and clean up before eating.
- Encourage children to assist with cleaning up after meals.
- Staff shall follow same food guidelines as the children are expected to, for instance but not limited to:
- staff shall remain sitting while eating
- food shall be cut into small pieces or modified.

## **Field Trip Policy**

Field trip will be planned and emergency procedure prepared. The fieldtrip will support the program philosophy and children's interests. Whenever possible, fieldtrips will be planned with the input from children to compliment the program and meet children's interests. Field trips that involve bussing are for preschoolers and after school children. Toddlers have short field trip in the community like going for a walk in the nearest community facilities. The staff will notify parents and director for any field trip or walk trip. Parents must sign field trip permission forms. Any field trip requiring bussing must be approved by the bus company and follow Canada fieldtrip guidelines.

Parents are invited to attend field trips. Above ratio adults will be required to accompany the group in case there are a large number of children or the fieldtrip is near water.

Staff responsibilities during field trip are as follow

Staff must count children by number and names, and record on the attendance sheet, before leaving the centre, in the bus, upon arrival to the destination, during field trip, before leaving the fieldtrip, and when arrived in the centre.

Staff must review safety rules with children before field trip. Staff discuss with the children about field trip expectations. Safety rules will be discussed before the field trip to prepare the children. Discussion may occur before coming back and after the field trip to reinforce safety.

Two staff are required to go with the children. And above ratio staff must prepare children by explaining them where they are going.

Staff must ensure that children are dressed appropriately for the weather. And children must wear yellow T- SHIRTS for the field trips.

They must have photocopy of the field trip consent form with them.

If any injury occurs, one of the caregiver will phone the daycare for help while other staff assists the child who gets hurt. The medical incident/accident report will be prepared and procedure will then take place.

Staff must be aware of all safety requirements and review these with their children and other chaperones before departing. The staff must also let the children know where they are going, what will take place, what they will see, so the child will know who should or shouldn't be with her. Parents are welcome to the field trips with their children.

Each child must be at the centre 15 minutes before the scheduled departure time to ensure participation.

A portable backpack must be on hand from every playroom, with a first aid kit, children's emergency contact information, hand sanitizer and cell phone to keep in touch with the center.

## **Field Trip Volunteer Policy**

Families are invited to volunteer in the field trips. Volunteers can be parents, family members, guardians, grandparents, students or siblings of the children attending the centre.

Volunteers responsibilities include: The volunteers will stay with group of children and will supervise them to support staff. Volunteers do not count towards staff ratio; but will be assigned an educator partner and a specific group of children. This group will include volunteer's child.

Volunteer will not have access to children's emergency information.

Volunteer will always ask for permission from the staff to help the child.

They will count children to make sure everybody is there and will inform the staff immediately if someone is missing.

They will stay at the back side of the line to supervise the children.

If parents want to volunteer, they should inform the staff or director at least two days prior to the field trip. If all volunteers positions have been filled parents who wish to volunteer are welcome to join the group at fieldtrip site.

Siblings who are not attending the daycare but come to the fieldtrip are not daycare's responsibility; they also cannot ride the

yellow bus during the fieldtrip. When the children from the centre are transported in private vehicles by parents/guardians are not centre's responsibility at that time.

*(\*Volunteers will never transport children for field trips or emergencies; they can transport their own, the rest of the children will always be transported in the yellow school bus.)*

## **Outdoor Play Policy**

Outdoor play is an integral part of child care program. Children are expected to participate in outdoor activity for a minimum of half an hour per day, except when there is an extreme weather condition, such as tornado warning/watch, heavy rain/snowfall, very high temperature +30 or low temperature of -23 and below, high winds.

**Winter:** When the weather is between -15 to -20 degrees centigrade, children will play outside for about 10-15 minutes. When the temperature is below -20 degrees children will not have any outdoor play time.

**Summer:** The children will play outside two times a day, in the morning and in the afternoon. When the temperature is +30 or higher the children will not go outside.

**Play areas** are to be left clean and tidy and toys to be returned into the toy storage bin before returning to the center. Normally our centre is open five days a week, but if there are an extreme road conditions or harsh weather conditions the centre may have to close. Parents would get a call in case of such an emergency.

## **Monthly Fees, Registration Fee, and Late Pick up Fee Policy**

**Monthly fees:** All fees are due by the first week of the month. Parents who have been with the program for more than three months have five working days to complete the payments. New families' fee is due the first day of the month. After due date the program will charge a late fee of \$5 per day for one week. If the fee is not paid at the end of the second week, the centre will terminate your child from the daycare.

**Registration fee:** \$50 non- refundable registration fee is due during registration.

**Late pickup fee:** We encourage parents/guardians to pick up their children at 6pm, otherwise after 6pm there will be \$1per minute as a late charge fee. The money will be paid directly to the staff that stayed with the child after 6pm.

## **Arrivals and Departures, Release of the Child Policy**

For safety reasons it is very important that parent sign the child in when arriving at the daycare and at pick up time every day. The centre responsibility begins when parent inform the staff that the child has arrived. Please take enough time each morning to settle your child and talk to the staff about your child's needs for the day.

Parents must notify the centre if someone else other than parents will be picking up your child even if these people are already on the "authorized release". We cannot release your child to anyone else without your prior consent. Photo identification will also be required. Staff may call the parent to confirm the arrangement for pick up.

Anyone arriving at the centre suspected of being under the influence of alcohol or drugs will be cautioned against taking the child. The program director will advise the person that the child should not be released; and will call emergency contact to arrange pick up. (Please talk to staff or write your message in the Parent Communication Book placed in the front entrance

whenever someone else will pick up your child).

## **Custody Policy**

Parents are required by the centre to inform us any custody and access arrangements. Parents must provide copies of relevant documentation. Custodial parent must provide in writing the names of the people who are allowed to pick the child from the centre or by law have access to the child or by law are forbidden to have access to the child; or by law have right of access to the child subject to condition.

## **Emergency Evacuation Policy and Procedures (both baby rooms, toddlers rooms, preschool rooms and After School Care room)**

In case of an emergency situation that make our centre's premises unsafe, the children will be evacuated from the building. The centre has arrangements with the Windermere health and business centre that we will take the children to their building until our premise is safe for their return or the children can be picked by their parents/guardians.

Staff from each room is responsible from each room is responsible for getting their group safely out of the building. Upon sight of fire or any other disaster, the alarm bell will ring to get people's attention. The procedures are as follow:

### **Room A ( front Preschool room)**

Staff "A" will lead children to the front or back entrance (preschool room west=front door, east=back Door)

Staff "B" will check the room to make sure no child left behind, take emergency file attendance sheet and emergency backpack.

### **Room B (front preschool room)**

Staff A will lead children to the front west or east back entrance

Staff B will check the room to make sure no child left behind, take emergency file, attendance sheets and emergency back pack.

### **Room C (Toddlers room1)**

Staff A will lead children to the front west, east back entrance or south side entrance.

Staff B will check the room to make sure no child left behind, take emergency file, attendance sheets and emergency back pack.

### **Room D (OSC room)**

Staff A will lead children to the front west or east back entrance.

Staff B will check the room to make sure no child left behind, take emergency file, attendance sheets and emergency back pack.

### **Room E(Toddlers room 2)**

Staff A will lead children to the front West or East back entrance or side south exit door.

Staff B will check the room to make sure no child left behind, take emergency file, attendance sheets and emergency back pack.

### **Room F (Baby room 1)**

Staff A will lead children to the front West or East back entrance (preschool room west = front door or east back door)

Staff B will check the room to make sure no child left behind, take emergency files, attendance sheets and emergency back pack.



**Room G (Baby room 2)**

Staff A will lead children to the front west entrance or east back entrance.

Staff B will check the room to make sure no child left behind, take the emergency files, attendance sheets and emergency back pack.

The director will assist any other room if needed and will check all the rooms, check the washrooms, kitchen, laundry room, storage, hallways and takes emergency file, main attendance sheet and EXIT.

All staff will lead the children out of the main or safest door and will proceed to the children will be temporarily accommodated there. If return to the center is not possible within one hour, parents will be notified through phone calls for pick up.

**Thank you for reading the Parents Hand Book.**