

WELCOME TO PLAYFUL STEPS DAYCARE

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PROGRAM STATEMENT

Playful Steps Daycare strives to treat every child as an individual. We want children to be competent, capable, curious and rich in potential as they enter into their journey with our centre. Our mission is to fulfil our Program Statement and implement it on a daily basis. Our approach is to implement our goals under the rules and regulations of the Child Care and Early Years Act (CCEYA), “How Does Learning Happen?” (HDLH) and to support pedagogy and curriculum/program development in early years.

PROGRAM STATEMENT GOALS	APPROACH
We will strive to promote the health, and safety of each individual child; as well as meet the nutritional needs of each child. We will take all aspects of a child’s individual needs into consideration while creating a clean, safe and nurturing environment.	We will follow strict cleaning policies specific to each room. Every staff member is to be CPR and first aid certified. We will use daily observations to identify any symptoms of illness in a child. We will provide a daily menu that meets all standards of the CFG. We strive to provide a relaxed eating environment that encourages children to try a variety of foods while respecting individual needs in respect to food allergies, religious practices and dietary choices.
We aim to support positive and responsive interactions among the children, parents and staff.	We are respectful of all cultures, languages and family circumstances. We fully encourage parents and family to participate in our program. We welcome input and contributions. We emphasize daily communication between staff and family. We model positive behaviour and assist children to express their feelings and show empathy towards others.
Our facility is to be an environment in which we encourage children to interact and communicate in a positive way and support their ability to self regulate.	We will interact with each child in a positive and nurturing manner. By maintaining a consistent and safe environment, we reduce stress and provide opportunities that support children’s efforts. We recognize each individual child’s development and encourage and support growing independence.

<p>We endeavour to provide a learning experience for each child to explore, play and inquire.</p>	<p>We will actively seek to identify children's interests and create an environment that encourages learning and exploration. We will provide an indoor and outdoor environment that are rich in open ended materials and provide challenges. We will design our daily routines with limited transitions so children can explore and interact fully with the environment. We expect our educators to participate in learning and to document experiences so that children and families can share in the experience.</p>
<p>We will provide opportunities for child initiated and adult supported experiences.</p>	<p>We will recognize children to be competent and capable. We strive to recognize the many ways in which children communicate with us in order to make meaningful connections. We will genuinely listen to children so that we may engage with them and recognize possibilities for further learning and exploration.</p>
<p>Our goal is to create positive learning environments and experiences in which each child's learning and development will be supported.</p>	<p>We want children to be actively engaged and experience meaningful exploration. We consistently must be aware of ways to enrich our environment and be willing to supplement or eliminate elements in order to promote interest and opportunities for understanding. Flexibility on part of the educator is essential to ensure every child is engaged and included.</p>
<p>Our daily routine is to incorporate indoor and outdoor play, as well as active play, rest and quiet time into the day, and give consideration to the individual needs of each child.</p>	<p>We will aim to provide a day that not only meets the essential needs of each child but that encompasses all enriching aspects. We recognize that exploration and learning takes place in both indoor and outdoor spaces.</p> <p>While we will recognize outdoor space as a place for gross motor activity it also should be a place of discovery. We are not limited to our "playground" as we can explore our surrounding community.</p> <p>Our rest and quiet time is equally important so that children have a chance to relax and reflect on their day. This time is an excellent opportunity for our educators to listen to and connect with children.</p>

Our staff is to actively engage parents and caregivers on a daily basis as well as foster ongoing communication about the program and their children.	We will fully incorporate the thoughts and opinions of parents so that language, culture and traditions can be respected. We will use a multitude of mediums that will ensure that effective communication occurs. We will welcome parents to be sources of information and resources.
Our facility is to have an “open door” policy in order to involve local community partners and	We will welcome local agencies into our centre thereby creating a stronger support system for
allow those partners to support the children, their families and staff.	our clients and families. We will keep in constant communication with families acting as resource contacts as necessary.
Through continuous professional development our staff will be competent resources which will benefit our entire facility.	We will fully support and encourage our staff to engage in continuous professional development. We recognize that every staff member has thoughts and opinions that are valuable to our facility and we will create an environment that respects and welcomes those thoughts.
We will continuously document and review the impact of the strategies set out in our program statement on the children and their families.	We will fully document changes made to our program, facility and practices in order to recognize and evaluate said changes. We will communicate with staff and families in order to assess ways to further engage everyone involved.

REGISTRATION AND DISCHARGE POLICY

To register a child into our daycare, we follow these simple steps:

- We book a tour with the family to see our facility, answer all their questions and give the family the Registration Forms and Parent handbook to take home.
- Parents will be contacted two weeks from the tour date, to see if they would like to start the registration process. If yes, they will be asked to hand in the Registration forms into the office, no later then two weeks from that time.
- When the Registration forms are handed into the office, a supervisor will go over them thoroughly with the family to make sure all areas are filled out properly.
- The supervisor will go over the tuition fees, payments and how to do child visitations and start date.
- You are now registered and part of our daycare family.

To discharge your child from Playful Steps Daycare:

To discharge your child, we require is parents to put in writing, the date that will be their child’s last day.

Tuition is based on a monthly fee. Parents do not get reimbursed if they leave mid-month.

DAYS AND HOURS OF CARE

- Playful Steps Day Care Centre's hours of operation are Monday to Friday from 7:00am – 5:30pm.
- The duration of a full day, cannot exceed 9 hours.
- Playful Steps is closed for the following holidays: New Years Day, Good Friday, Easter Monday, Family Day, Victoria Day, Canada Day, Civic Holiday, Labor Day, Thanksgiving Day, December 24th to January 1st each calendar year.
- The Board of Directors of Playful Steps Daycare, have the last say in closing of extra days in the centre. We will give all parents and family's an adequate amount of time to find alternate child care during these extra days.

PROGRAMS

Infant Room

3 months to 18 months old

Maximum of 10 Infants

Full time schedules only

Two Toddler Rooms

18 months to 2½ years old

Maximum of 20 Toddlers (10 per room)

Can choose one of the following schedules:

- * Monday to Friday
- * Monday, Wednesday and Friday
- * Tuesday and Thursday

Two Preschool Rooms

2½ years old to 4 years old

Maximum of 40 Preschoolers (20 per room)

Can choose one of the following schedules:

- * Monday to Friday
- * Monday, Wednesday and Friday
- * Tuesday and Thursday

School-Age Room

3.8 years old to 12 years old

Maximum of 15 School-agers

Must be enrolled in an elementary School

Before and/or After School

Monday to Friday only

OFF PREMISES ACTIVITIES

Playful Steps Daycare does not participate in field trips or any off-site activities.

All our activities are on site.

PAYMENT & REGISTRATION

CWELCC – Playful Steps in Enrolled in the Canada-Wide Early Learning and Child Care System. Tuition fees are listed on a separate sheet at the back of our Handbook.

Tuition Payment: Tuition payments are due by the 1st of each month. Parents/guardians are required to make these payments by the due date each month.

Payments can be made by either post-dated cheques, e-transfers, or cash.

Late Tuition Payment: For any tuition payments made 3 days past the monthly tuition due date, you will be required to pay a 3% penalty.

For any tuition payments made 5 days past the monthly due date, you will be required to pay a 5% penalty.

*Please understand that our Tuition Payment policies are necessary to ensure prompt payment, and to allow Playful Steps Daycare Centre to meet its financial obligations. This policy will strengthen our ability to provide continued superior daycare services to your child/children.

Vacation, Sick Days and Holidays: All tuition fees exclude 2 weeks Vacation and 5 Sick days per School Year. Holidays are included in our monthly fees and can not be or made up on another day.

Calling In Absent: Any time your child will not be attending the daycare on their scheduled day, parents are required to call or email the daycare of their child's absence.

Late Pick-Up Fee: All late pick-ups will result in a penalty of late fees. Due to the fact that all clocks and watches display different times, this policy will follow the clock in the daycare office. This payment of late fees must be paid by the following day's drop-off. Late Fee Penalties (Per child):

1st offence, the penalty will be \$1.00 for every minute.

2nd late pick up, the penalty will double to \$2.00 for every 1 minute.

3rd late pick up, the penalty will triple to \$3.00 for every 1 minute late. 4th late pick up, the penalty will triple to \$4.00 for every 1 minute late. After the Fifth late pick up, your child's spot will be terminated from Playful Steps daycare.

DAYCARE CLOSURES DUE TO BAD WEATHER

The daycare will only close, due to bad weather, if the local schools are closed. We ask that all parents check the local radio stations (96.7FM or AM800) or "The Windsor Star" or "Bus Kids" website, for this information during winter season.

The daycare will do it's best, to contact all families via email with this information.

If buses are cancelled, then the Before School and After School programs (kids who take the school bus to a grade school) are cancelled. All other programs will run as normal.

SAFE ARRIVAL AND DISMISSAL POLICY AND PROCEDURES

Purpose

This policy and the procedures within help support the safe arrival and dismissal of children receiving care.

This policy will provide staff, students and volunteers with a clear understanding of their roles and responsibilities for ensuring the safe arrival and dismissal of children receiving care, including what steps are to be taken when a child does not arrive at the child care centre as expected, as well as steps to follow to ensure the safe dismissal of children.

Policy And Procedure Arrival

When accepting a child into care at the time of drop-off, program staff in the room must:

Ask the parent/guardian how the child's evening/morning has been and if there are any changes to the child's pick-up procedure (i.e., someone other than the parent/guardian picking up). Where the parent/guardian has indicated that someone other than the child's parent/guardians will be picking up, the staff must confirm that the person is listed on The Child's Registration Form or where the individual is not listed, ask the parent/guardian to provide authorization for pick-up in writing (e.g., note or email).

Where a child does not arrive at the child care centre by 10:00am and the parent/guardian has not communicated a change in drop-off (e.g., left a voice message or advised the closing staff at pick-up), the staff in the classroom will contact the parent through Instagram messenger or Supervisor will email the parent.

Once the child's absence has been confirmed, program staff shall document the child's absence on the attendance record and any additional information about the child's absence in the Log Book.

Departure

No child will ever be allowed to leave the daycare center without the supervision of a parent/guardian or staff member.

The staff who is supervising the child at the time of pick-up shall only release the child to the child's parent/guardian or individual that the parent/guardian has provided written authorization that the child care may release the child to. Where the staff does not know the individual picking up the child (i.e., parent/guardian or authorized individual),

- confirm with another staff member that the individual picking up is the child's parent/guardian/authorized individual.
- where the above is not possible, ask the parent/guardian/authorized individual for photo identification and confirm the individual's information against the parent/guardian/authorized individual's name on the child's file or written authorization.

Where a child has not been picked up as expected (before centre closes)

When a child has not been picked up at the daycare closing time, 5:30pm. The closing Supervisor/staff will call the parent immediately. The staff member will continue to call every 5 minutes, until a parent or guardian has been contacted.

If the staff can not get a hold of the parent, they will call the emergency contact listed on the child's Registration Form.

If the staff can not get a hold of any parent, guardian or emergency contact by phone calling, the staff will try to get of hold of them by email or Instagram message.

*Staff do not call parents until after we have closed at 5:30pm

Despite the fact that the daycare has officially closed the child's care will continue by the staff members until the parents or the proper authorities arrive.

Where the staff is unable to reach the parent/guardian or any other authorized individual listed on the child's file (e.g., the emergency contacts) by 6:00pm the staff shall proceed with contacting the Windsor-Essex Children's Aid Society (CAS) 519-252-1171. Staff shall follow the CAS's direction with respect to next steps.

Parents and guardians do not need to communicate a specific time or timeframe that their child is to be picked up from care. If they do, but do not show up, the staff will document in the Log Book. When the parent or guardian arrives at the daycare to pick up the child, the staff will ask them the reason they were did not arrive at their specific time they previous mentioned.

IMMUNIZATION RECORDS

All children must be immunized as recommended by the local Medical Officer of The Ontario Health Unit. All children's immunization records must be kept in their file in the daycare office. All updated immunizations must be recorded and added to their record. If a child is unable to get a required immunization because of sickness or any medical needs, parents must bring in a signed note from their physician stating the reason and when the immunization will take place.

SNACKS AND LUNCH

NUT FREE DAYCARE

All children are provided with two nutritious snacks and one hot lunch daily. All menus will be posted in each eating area and will follow Canada's Food Guide. Lunch time, children are encouraged to try everything on their plate.

We ask that children do not bring in food from home, due to allergies.

Children may not bring in their own lunch. They must follow our menu.

If your child has any special dietary needs, please speak with either supervisor prior to their first day of enrollment, so we can make any necessary adjustments.

SANITARY PRACTICES

All toys will be disinfected on a weekly basis. All toys used at Playful Steps Daycare are washable. Any toys that are too big to fit in the sink will be sprayed down with the disinfectant and left to air dry over night.

Only toys that have followed our disinfecting procedure will be stored and put away for future use. No toys will be stored away if they are dirty or unsanitary.

Any toys that will be placed by or in the child's mouth will be disinfected daily.

Any toy that has come in contact with a child who has become ill, will be sanitized immediately.

All tabletops will be sprayed with Omega disinfectant after every use, including eating of meals and craft times. All chairs will be sprayed down at the end of each workday or as needed throughout the day.

MEDICATION POLICY

Playful Steps Daycare will only dispense medications that are prescribed by the doctor and presented in its original container from the pharmacy.

- Parents are responsible for handing all medications to a Playful Steps Staff member.
- Parents are responsible for filling out a medication form daily to give Playful Steps Daycare the authorization to dispense the medication to their child.
- All medication forms will be kept in children's files for ongoing records
- Any time a child starts an antibiotic we would like to remind parents that most take 48 hours to thoroughly run through a person's body and start a process of healing. We encourage parents to keep their child home at least 24 hours after an antibiotic has been started. Although we do not have a policy to ensure this, we hope parents will use their good judgement in doing so, to help keep further viruses and bacteria's from other children. The road to a healthy daycare starts with each contagious antibody that we can prevent from walking in our doors and spreading to others

CLOTHING POLICY FOR THE CHILDREN

We ask that all children arrive at Playful Steps Daycare in the appropriate clothing for the weather condition of that day. Parents who want to bring a change of clothing in case weather change, is more then welcome to do so. Because of the vast number of children enrolled here, we regret that we do not have extra clothing for everyone. The parents are responsible for bringing in extra clothing for their child for accidents or weather change.

TOYS FROM HOME

Due to the fact that toys may get broken or lost, children are prohibited to bring toys from home.

We realize some children may need a special toy from home to make sleep time or transition times easier for them. In these situations, children may bring a toy from home, such as, a stuffed animal, blanket, or soft toy.

OUTSIDE TIME:

Children go outside twice a day for one hour each time. Any child who is well enough to attend daycare, must participate in all outside times. Because our staff are needed to be with their group of children, there are no extra staff available to sit inside with any one child during this time.

We ask that all parents bring the appropriate outside garments for their child. Outside clothing should include:

1. Fall and Spring: Splash pants, hat, light jacket, rain boots on certain days, running shoes (that can get dirty)
2. Winter: Winter coat and Snow pants or snowsuit, winter boots, mittens (NO STRINGS), hat
3. Summer: Summer hat

We ask that all clothing is clearly marked with the child's name, including all outer ware. Children are here to participate in a number of activities each day, such as creative time, play time and gross motor times. We ask that all children wear comfortable easy to wash clothes that are easy to fasten and unfasten.

WHAT DO I NEED TO BRING?

All children need to have the following items at daycare daily:

- Appropriate clothing for outdoor play (ie. Snowpants, mittens, boots, hat, etc.)
- A spare change of clothing
- A blanket for their cot or crib
- Water Cup
- If needed: diapers, wipes, soothers
- **Infant Room only** - Bottles , formula (NO GLASS BOTTLES ALLOWED)

The daycare does supply:

- All food and snacks
- Cups, sippy cups, bowls, plates, cutlery, etc.
- Bibs
- Sunscreen

\STUDENTS AND VOLUNTEERS

Students who are participating in field placement at Playful Steps Daycare must be from a recognized college/university or high school. Students will be designated to an RECE as their supervising teacher.

Playful Steps Daycare only accepts student volunteers who are in the process of completing their 40 hours of community involvement volunteer hours as part of their graduation requirements.

The RECE will be responsible for training the student and/or volunteer.

At no time will students or volunteers be left with children without a qualified staff member in attendance.

BEHAVIOURAL POLICY

At Playful Steps Daycare we firmly believe in creating a nurturing, learning environment in which children can thrive. In order to do so it is imperative that developmentally appropriate limits are established while giving children the opportunity to problem solve.

1. Teachers must constantly be cognisant of interactions happening between children and/or what behaviour children are exhibiting in order to be ready to step in as needed. It is essential that children are given the opportunity, when possible, to use conflict resolution strategies amongst themselves.
2. Based on each child's needs/ abilities, limits are set so that children have guidelines in which they can make choices and problem solve.
3. As part of everyday experiences, children learn about safety, care of property, good health habits, and consideration for other's personal belongings.
4. Communication with a child must be appropriate based on their individual development and understanding.

PROHIBITED PRACTICES

Our policy on discipline dictates that no staff member will, under any circumstance, mistreat or cause harm or danger to any child.

Please note that we will not contravene this policy for any reason. Any staff member who commits any of the following acts will be thoroughly investigated and may be subject to immediate termination of employment.

1. Corporal punishment, including but not limited to striking a child directly or with any physical object, shaking, shoving, spanking or other forms of aggressive contact, or forcing a child to repeat physical movements are not permitted.
2. Physical restraint of a child, such as confining the child to a high chair, car seat, stroller or other device for the purposes of discipline or in lieu of supervision, unless the physical restraint is for the purpose of preventing a child from hurting himself/herself or someone else, and is used only as a last resort and only until the risk of injury is no longer imminent.

3. Locking the exits of the child care centre premises for the purpose of confining the child, or confining the child in an area or room without adult supervision, unless such confinement occurs during an emergency and is required as part of the licensee's emergency management policies and procedures.
4. Use of harsh or degrading measures or threats or use of derogatory language directed at or used in the presence of a child that would humiliate, shame or frighten the child or undermine his or her self-respect, dignity or self-worth;
5. Depriving the child of basic needs including food, drink, shelter, sleep, toilet use, clothing or bedding; or
6. Inflicting any bodily harm on children including making children eat or drink against their will.

BEHAVIOURAL PROCEDURES

Any child who is taking actions that are unacceptable towards other children, themselves, teachers or others will be stopped immediately and helped to work through the problem to turn the wrongful actions into actions of acceptance.

Children tend to lash out at other children for such reasons as: frustration, angry, upset, sad, confused, overly anxious and hurt (just to name a few). As adults in the room, we need to see these situations as they arise and help the child (or children) work out their problem. As a problem arises, the teacher in the room needs to evaluate the entire situation considering all the facts:

- How is the child feeling? – what is their facial expression saying • Who else is involved? – what are their facial expressions saying
- Did the teacher or any other adults witness the situation?
- Is the child old enough to speak and use words or do they need an adult to interpret their thoughts and feelings
- What caused the problem?
- How can the problem be corrected?
- Do the children understand what happened?
- Why did this problem happen in the first place?

To answer all the above questions the teacher needs to help the child or children understand the importance of the wrongful actions; As well as, help the children problem solve to find the correct solution that will make all involved happy. In doing so, Children need to work out their problems with the help of adult involvement. We believe using “Our Words” and not negative actions will be the first step in all negative situations.

Parents will always be notified, at the end of the day, of all inappropriate or wrongful actions that their child made that day. The teacher will advise the parent how it was dealt with, and what the outcome was. Teachers will be patient with parents and help them in how to help out situations so children are not repeating the same wrongful actions daily.

Any child who is completely out of control will be brought to the attention of the Supervisor. At this point we the staff at Playful Steps Daycare will begin a “Child Incident Report”. We will begin to follow our Discharge Policy For Children and follow all procedures that coincide with this matter.

SERIOUS OCCURRENCE

Playful Steps Daycare Centre must follow the rules and regulations set out by the Ministry of Community and Social Services pertaining to serious occurrences. Any serious occurrence that occurs within our centre, we must begin filling out a Serious Occurrence Reporting Procedures. Types of serious occurrences:

- Any death of a client while participating in a service.
- Any serious injury to a client which occurs while participating in a service: (a) caused by the service provider, (b) accidental, and (c) self inflicted/unexplained.
- Any alleged abuse or mistreatment of a client which occurs while participating in a service.
- Any situation where a client is missing, in accordance with ministry requirements for applicable programs sectors; otherwise where service provider considers matter to be serious.
- Any disaster such as fire on the premises where service is provided.
- Any complaint concerning the operational, physical safety standards of the service that is considered by the service provider to be of a serious nature.
- Any complaint made by or about a client, or any other serious occurrence concerning a client, that considered by the service provider to be of a serious nature.

SUNSCREEN POLICY

Due to the great number of children registered at Playful Steps Daycare, as well as many more on their way, we have put together a policy on sunscreen:

Teachers only apply sunscreen to all children once a day, in the afternoon. Please apply sunscreen to your child in the morning before they arrive at daycare.

The daycare supplies sunscreen to all children for the afternoon, so parents do not need to bring in a bottle. The daycare provides sunscreen at the level of SPF45 or higher.

If your child has any allergies to sunscreens, please let their teacher know in advance.

ANAPHYLACTIC ALLERGY

(A serious allergy that is life-threatening)

DOES YOUR CHILD HAVE AN ANAPHYLACTIC ALLERGY?

Any parent registering their child at Playful Steps Daycare Centre Inc., with an anaphylactic allergy, **must inform the daycares supervisor** of their child's allergy before their first day of enrollment.

Parents must annually train all staff of their child's anaphylactic allergy. Training should include: How to recognize the signs and symptoms of anaphylaxis, procedures to be followed if the child is having an anaphylaxis, how to administer the medication and a demonstration on the use of the EpiPen.

The parent **must fill out and sign** an "Anaphylaxis Emergency Plan" form, prior to their child's first day of enrollment. The "Anaphylaxis Emergency Plan", must be posted in the child's room and shared with all staff.

ALLERGIES

If your child has any allergies, even if not an anaphylactic allergy, please inform the supervisor prior to their first day of enrollment.

Any parent registering their child at Playful Steps Daycare Centre Inc., with a medical condition, **must inform the daycares supervisor** of their child's medical condition.

The parent **must fill out and sign** an "Individualized Plan For Children With Medical Needs" form, prior to their child's first day of enrollment. All parent's issues and concerns will be addressed prior to the child's first day of enrollment. This will allow the daycare time to review the child's plan and to see if we are able to meet the child's medical needs.

Each child's individual plan will include emergency procedures in respect to the child.

The supervisor must inform all present staff members and all new staff members, of the child's medical needs, including all students or volunteers in the daycare.

The supervisor must post an "Individualized Play For Children With Medical Needs" form in the child's classroom and the child's file.

All Staff will read the Child's "Individualized Plan For Children With Medical Needs" and sign that they have read and understand it.

PARENT ISSUES AND CONCERNS POLICY AND PROCEDURES

All issues and concerns raised by parents/guardians are taken seriously by Playful Steps Daycare Center and will be addressed. Every effort will be made to address and resolve issues and concerns to the satisfaction of all parties and as quickly as possible.

Issues/concerns may be brought forward verbally or in writing. Responses and outcomes will be provided verbally, or in writing upon request. The level of detail provided to the parent/guardian will respect and maintain the confidentiality of all parties involved.

Every issue and concern will be treated confidentially and every effort will be made to protect the privacy of parents/guardians, children, staff, students and volunteers, except when information must be disclosed for legal reasons (e.g. to the Ministry of Education, College of Early Childhood Educators, law enforcement authorities or a Children's Aid Society).

Playful Steps Daycare has an "Emergency Management Policy and Procedures", which we follow for all emergency situations.

If an emergency shall arise that we do not have a policy for, the Director and/or Supervisor will write up a policy after the situation has been taken care of and deemed okay to resume normal operations.

All parents will be notified in emergency situations by phone or email, as soon as the situation is under control.

ILLNESS IN THE DAY NURSERY POLICIES

We try to minimize the occurrence of sickness by regularly disinfecting all toys, isolating children with suspicious symptoms and practicing good hygiene for both staff and children. The staff will observe all children each morning upon arrival, looking for signs of illness. If any child becomes ill during the day, parents may be called upon to pick up their child. To determine if children are too ill to remain at the Daycare, please follow our "Common Infections Chart".

Supervisors of the Playful Steps Daycare have the final say as to when a child should be excluded or allowed to return to the centre.

Any time a child is ill we believe the best way to start a rehabilitation period is being at home in their own bed with the tender-love-and-care they personally need. Here at Playful Steps Daycare we will do our best to provide the care a child needs until their parent or guardian can come pick them up.