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Parent Handbook

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Please note that the information below is condensed version of our Parent Manual. Full version of our Parent Manual is available for viewing at the Daycare or you can request a copy.

About Us

At The Three Bears Day Care we believe in providing exceptional early learning experiences for children. We celebrate the uniqueness of each child and their family. Our program is committed to being professional, caring, supportive and responsive to the needs of children and families.

Our Centre services families with children from 18 months to 12 years of age. We operate full day programs for Infants, Toddler and Preschoolers, as well as before and after school programs for children who attend elementary school. We also provide a lunch program to the staff & students of Ecole Saint Nom de Jesus and Holy Name of Jesus School.

The Three Bears Day Care Hornepayne is a non-profit agency governed by a volunteer parent based Board of Directors and funded through the Algoma Social Services Administration Board (ADSAB) and are fully licensed by the Ministry of Education and meets all of the regulations outlined in the Child Care and Early Years Act, 2014 (CCEYA).

1. The Three Bears Day Care Hornepayne Cooperative Inc. adheres to all of the CCEYA.
2. It is a requirement of the CCEYA, and therefore The Three Bears Day Care Hornepayne Cooperative Inc. that every child will be supervised at all times.
3. It is a requirement of the CCEYA, and therefore The Three Bears Day Care Hornepayne Cooperative Inc. that staff members must count the number of children in their care before and after the movement of children from within the Centre, when outside in the playground and when moving children to and from the playground, and at any time that the Centre takes the children off the premises.
4. All employees, students and volunteers will review, and sign indicating their understanding of the program statement implementation prior to employment starting and annually.

ACCESSIBILITY; Customer Service Standard under AODA

The Three Bears Day Care is committed to developing policies, practices, and procedures that provide accessible quality services to its clients and their children. Services will be provided to clients with disabilities in a manner that promotes and respects dignity, independence, integration and equal opportunity.

The Three Bears Day Care is dedicated to ensuring all programs and services are accessible to clients and their children in accordance with Ontario Regulation 429.07 Accessibility Standards for Customer Services.

The Three Bears Day Care will endeavor to ensure that the Policy and related practices and procedures are consistent with the following four (4) core principles: Dignity, Equality of Opportunity, Integration and Independence.

Program Statement

The Three Bears Day Care Hornepayne Cooperative Inc. provides a play-based, child-directed environment that aims to offer development in all areas of children's growth. We believe children are competent, capable, curious and rich in potential; therefore through play experiences and the guidance of Educators, children will be exposed to situations that will stimulate:

- Curiosity, initiative and independence
- Self-esteem and decision making capabilities
- Interaction with, and respect for others
- Physical activity that develops gross motor skills
- Communication skills; and
- Fine motor development

We believe that parents/guardians competent, capable, curious and rich in potential and they are a child primary educators. We will work with them to provide children with the best early childhood experiences possible.

The Three Bears Day Care Hornepayne Cooperative Inc. accepts (HDL) "How Does Learning Happen?" as the framework to guide all programming as pedagogy.

Goals & Approaches

In order to meet the needs of all our families we have implemented goals for our staff to achieve as well as the approach we would like to take in order to achieve these goals. Each goal and approach outlined below is based upon the four foundations of *“How Does Learning Happen?”*

- a. Promote the health, safety, nutrition and well-being of the children
 - i. By following Canada’s Food Guide and having child sized chairs & tables.
 - ii. Talk about healthy eating with children during lunch.
- b. Support positive and responsive interactions among children, parents, childcare providers and staff
 - i. displaying children’s work; group interactions; daily communication with parents;
 - ii. Ask in registration what child’s interest are, ask if parents are interested in joining board of directors.
- c. Encourage the children to interact and communicate in a positive way and support their ability to self-regulate.
 - i. Encourage & recognize appropriate behaviour; promoting positive interaction opportunities when we see them.
 - ii. Encouraging children not to “tattle tale”, but instead to tell other child how their actions made them feel. Coach if needed.
- d. Foster the children’s exploration, play and inquiry.
 - i. Adapt activities to meet the physical and mental needs of every child; incorporate all children’s interests in as many activities as possible.
 - ii. children will be given open ended materials
- e. Provide child-initiated and adult supported experiences.
 - i. Flexible daily schedule to allow children to branch off and explore interests as they arise; support interest of children by incorporating interests into daily routines and transitions.
 - ii. often ask children “what they want to do”; our schedule is flexible and designed to support children’s play
- f. Plan for and create positive learning environments and experiences in which each child’s learning and development will be supported.
 - i. Observations and incorporating children’s interests into the planning of activities; having interesting objects and stories; incorporating the interests & needs of all children into lessons and work spaces.
 - ii. Document children’s interests and expand on them when we are able to.
- g. 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 the children receiving child care.
 - i. Having more natural objects for children to explore, taking advantage of opportunities to engage children through field trips, excursions and nature walks.
 - ii. Going on nature walks; children are given opportunity to rest, but are not made to sleep if not needed.
- h. Foster the engagement of and ongoing communications with parents about the program and their children.
 - i. Communicate with parents on a regular basis to ensure that needs of the child are consistently being met.
 - ii. Try to have daily conversations with each parent to let them know how the day went. Often prompting children to tell their parents what happened today. Parents are invited to visit our program prior to their child’s start date. Supervisor has an open door policy. HiMama program.
- i. Involve local community partners and allow those partners to support the children and their families.
 - i. Close Partnership with Thrive Centre for Children. PHU Dental Hygienist visit program to do teeth check and fluoride. Visits to Best Start Hub. Invitations by school to participate in presentations. Partnering with Community Library and other organizations with community events.
- j. Support staff, home child care providers or others who interact with the children at a child care centre or home child care premises in relation to continuous professional learning
 - i. Recognize & incorporate staff ideas, suggestions, and recommendations.
 - ii. Offer PD when available.

- k. Document and review the impact of the strategies set out in clauses (a) to (j) on the children and their families.
 - i. Note taking, pictures, implementing HiMama program.

Admission

Children are admitted to The Three Bears Day Care in priority as follows;

1. Working Parents/Guardians
2. Parents who are attending school
3. Referrals
4. Socialization

**Socialization children may have set days and times upon enrolment. Please be aware that this can change at any time to accommodate the program's needs*

Appropriate arrangements for admission of each individual child will be made by The Three Bears Day Care Program Supervisor in consultation with the child's parents.

All forms given to the family including policies must be read understood and signed. These policies are very important to the programs and must be followed.

***Schedule 4 - Family Grouping**

During times of lower enrollment, The Three Bears Day Care will have the option to provide child care for a licensed family age group under Schedule 4 Ratios. This grouping will consist of no more than 15 children of which no more than 6 will be under the age of 24months. The Three Bears Day Care will ensure that the requirements respecting the number and qualifications of employees who provide care are satisfied. If at any time we are unable to adhere to this, care may be only offered to children whose parents are working or in school (in that order). The intent of family age groups all the placement of children of different ages in the same group in the same play activity room. How Does Learning Happen? Ontario's Pedagogy for the Early Years will assist our educators in planning and creating engaging and safe environments for children of all ages and abilities.

Waiting List

A child's position on the waiting list will be maintained until they reach the top of the list and a space in the appropriate age group becomes available. Once the child reaches the top of the list, the Program Supervisor will contact the parent to offer them the available spot. The parent has 48 hours to accept or decline the spot. Should they not accept the space at the time, they could request their name remain on the list. A subsequent refusal will result in their name losing priority on the list. Every reasonable effort will be made to contact the parent to offer the spot. No response will indicate that the spot has been declined.

Withdrawal

To withdraw a child, written notice must be given to the Program Supervisor two (2) weeks before withdrawal. In the event that there are outstanding fees, a family may be withdrawn with no notice and a collections agency hired to recover outstanding fees.

Immunizations

Prior to enrollment, as required by the Porcupine Health Unit and the CCEYA, each child must have an up to date record of immunization, which the daycare will submit to the Porcupine Health Unit. A record of the child's immunization is required to be on file prior to child's first day.

The Program Supervisor will review immunizations annually to ensure that they are up to date. It is the responsibility of the parent to ensure that their child's immunizations are up to date.

The following immunizations must be completed at the appropriate age;

2 months	DTaP, IPV, Hib
4 months	DTap, IPV & Hib
6 months	DTaP, IPV & Hib
12 months	Men-C-C, MMR
15 months	Var
18 months	DTap, IPV & Hib
4-6 years	DTap, IPV & (Hib only if they have not already received four doses)

*for older adolescents and adults, DTaP booster is recommended every ten years

If a parent decided against immunizing, must complete a standardized form approved by Minister. Approved forms for religious/conscience objections must be completed by a "commissioner for taking affidavits" (i.e. notarized). Medical reasons forms must be completed by a doctor or nurse practitioner. Forms approved by minister are "Statement of Conscience or Religious Belief" & Statement and can be provided by Child Care Centre or printed from Ontario Central Forms Repository.

Infant program

Our Infant program is limited to 3 spaces and due to the high demand of our infant program we are only able to offer full time spaces to working families. If a parent is working part-time they may still be asked to fill a full-time space or risk losing the space. There also maybe an opportunity for families to share a full time space, if schedules allow.

Payment of Fees

All parents registering children must pay a \$10.00 membership fee to become General Members of the Corporation, and then annually until your child is no longer in childcare.

Billing will be on the 15th and the last day of the month. Invoice must be paid in full by the next billing date. If a payment is not received a reminder will be placed on the second unpaid billing and a rate of 2% per month will be charged net 30 days.

If a payment is not made by the third billing date, your childcare will be terminated and your bill will be submitted to collections.

The daycare is set up to receive email money transfers for paying of your invoice. If you would like to pay by email please use the following:

Email:	3bdc@adsab.on.ca
Question:	what service does 3bdc provide?
Answer:	childcare

We would also like to ask that anyone paying there bill at the daycare office, please pay between 8:00am and noon. After these hours there will not always be staff able to take your payment.

2021 Membership fees

Membership Fee		\$10.00/YEAR	
<u>Infant (birth - 17mths)</u>		<u>Toddler (18mths - 30mths)</u>	
Full day	\$44.22	Full Day	\$42.59
Half day with lunch	\$25.96	Half Day with lunch	\$24.28
Half day no lunch	\$22.39	Half Day no lunch	\$20.71
<u>Preschool (31mths - 6yrs)</u>		<u>School Age (6yrs - 12yrs)</u>	
Full day	\$38.91	Full day	\$38.91
Half Day with lunch	\$23.72	Half Day with lunch	\$23.15
Half Day no lunch	\$20.15	Half Day no lunch	\$19.33
		*Before school \$7.40 After school \$9.74	
		<small>*This applies to children attending school; must be attending school that day.</small>	

Arrival and Departure

When your child is enrolled in our program the parent/caregiver and program supervisor will set up a fixed arrival and departure schedule to maintain legislative child and staff ratios. If your arrival and departure time change, please be sure to check with Supervisor to see what alternate arrangement can be made.

When bringing your child to the program, you are expected to bring your child into the building, remove outer clothing as required and place them in your child's cubby. Parents must then be sure that their child is under the supervision of the staff before leaving the premises.

Children will be allowed to leave a program only with their parent(s) unless other arrangements have been made. These arrangements should be made in advance. In the event that a person other than a parent is coming to pick up a child, staff may ask for identification.

Only persons stated on the forms provided by the parents at the time of registration will be permitted to take the child. Any person other than a parent picking up a child must be over 18 years of age. In the event that someone has arrived to pick up a child and the above stated criteria have not been met the staff will attempt to contact the parent. If this process forces the child to remain at the centre beyond 5:30 p.m., late charges will apply. Until a parent is contacted, the child will not be released.

If your child is not attending on a scheduled day please be sure to notify the centre prior to their scheduled arrival time or 8:00 a.m., whichever is earlier. If there is no notification of cancellation the parents will be charged the **full fee** for the absent day. If a late cancellation is received there will be a \$20 late fee charged for that day.

Statutory Holidays

The Three Bears Day Care Centre will be closed for holidays as outlined below and possibly up to three days per year for Professional Development. Parents will be required to make other arrangements if child care is required for these days.

The Three Bears Day Care Centre observes the following statutory holidays;

Family Day, Good Friday, Easter Monday, Victoria Day, Canada Day, Civic Holiday, Labour Day, Thanksgiving, Christmas Day, Boxing Day, and New Year's Day.

**The Three Bears Day Care Center may close at times of low enrolment. Notice will be given to parents in advance.*

Water or Power Outage

In case of power outage for more than 30 minutes, The Three Bears Day Care will close. All parents will be notified of the situation and parents will be asked to pick up their child. The Three Bears Daycare will take every effort to ensure safe procedures are made when a power outage occurs.

If there is no water access for an extended period of time, The Three Bears Day Care will take every effort to ensure children stay hydrated and clean. Bottled water may be used to wash hands and drink. In more lengthy periods of no access to water the daycare will close. All parents will be notified of the situation and parents will be asked to pick up their child.

Clothing

Please be sure you bring your child a set of spare clothing and a pair of indoor shoes to keep in their locker. The Early Years and Child Care Act do require that we have regular outdoor play. Your child should be dressed appropriate for the weather conditions. Children may also bring comfort items to daycare that children may have for rest time or as a calming strategy when sad.

Rest Time

Each child enrolled in the child care centre for 6 hours or more is required by the Child Care and Early Years Act, to have a rest time of at least two hours after lunch. Those children who do not sleep after the first hour will have an opportunity to engage in quiet activities such as. Children will be assigned a cot, which will be labelled with their name. Cots and bedding will be laundered once weekly or when needed. Staff will conduct “sleep checks” every 10 minutes during rest time and note of this will be documented in a sleep log. At time of enrollment sleep arrangements will be discussed with parents. In the event that a parent does not wish for their child to sleep during rest time, a signed written consent form will be required from the parent.

Children who are in a full day, school age program will have a quiet time from 12 - 1 but do not have to sleep and will not have assigned cots.

Infant sleep

Infants will be put down for naps in cribs located in the room adjacent to their playroom. Cribs and bedding will be laundered once weekly and when needed. Staff will conduct “sleep checks” every 10 minutes and a note of this will be documented in the sleep log. At the time of enrollment sleep arrangements will be discussed with parents. The procedures provided for placing children under 12 months of age on their own backs for sleep align with the requirement to meet the recommendations set out in Health Canada’s document entitled “[Joint Statement on Safe Sleep: Preventing Sudden Infant Deaths in Canada](#)”.

Nutrition

A nutritious full course meal is served at lunch and healthy, tasty snacks are provided both morning and afternoon. Our snacks and meals are planned in accordance with the Canadian Food Guide & the Early Years and Child Care Act. Four weeks of menus are posted for parents with this week and the following weeks menus marked. Please discuss with Supervisor any specialized meal arrangements or concerns with menus.

Infant Nutrition

All infants under the age of one year old will be fed in accordance with written instructions from a parent/guardian. Parents/guardians will complete the “Infant Feeding Schedule” form at registration and will update form when changes occur. Any food or drink supplied by a parent/guardian will be clearly labelled with the child’s name. All food or drink will be stored, prepared and served as to retain maximum nutritive value and prevent contamination. New foods will only be introduced to the infant once the parent/guardian has given it at home and then the Infant Feeding Schedule will be updated. Infant Feeding Schedule will be retained in the child’s file once child is eating from regular child care menu selections.

Permitted Methods of Positive Practices

Methods of positive practices used at The Three Bears Day Care are as follows with the best interest of the child and their individuality always in focus:

1. **Resolve/Reason:** In a controlled voice, explain in simple language the inappropriateness of the behavior.
2. **Redirect:** If the behavior continues, the staff shall redirect the child to an alternate activity.
3. **Remove:** If the behavior continues, the child shall be removed from the situation for a limited supervised period. Staff should always consider the exact purpose for using this method and what is intended to accomplish.
4. **Natural Consequences:** Follow through with natural consequences, e.g. if he/she continually throws sand, he/she will not play in the sandbox.

Staff will attempt to anticipate and resolve situations that could become difficult. As children also learn from conflicts, the Staff will use their judgment in deciding when to permit the children to solve their own problems. The Staff never use threats, humiliation or labeling (e.g. "bad boy"). Children must always be safe and healthy. The rights of all must be protected. Sometimes children will feel angry in response to restrictions or interference. A child has a right to that anger. A child needs to feel that they can assert themselves safely, just as they need to know that they can live with restrictions and limitations. The consequences of an undesirable action should be made understandable to the child by the staff. A clear warning will be given so the child can choose to stop the inappropriate behavior. If further assistance is needed, the child may be removed from the activity.

Illness

According to the Health Unit if a child has two bouts of diarrhea or two episodes of vomiting, the child is to be picked up from the centre and kept home for a period of 24 hours from their last bout of diarrhea or episode of vomit. This is to prevent the spread of infection.

If your child becomes ill while at the center and is unable to participate in regular daily routines you will be contacted to make alternate arrangements.

- **Vomiting:** Should your child have 2 or more bouts of vomiting you will be contacted to pick up your child, and they are required to stay home until symptom free for 24 hours. As well if your child has one bout of vomiting and a fever of 38.3°C or 101°F you will also be contacted to pick up your child.
- **Diarrhea:** Should your child have 2 or more bouts of diarrhea you will be contacted to pick up your child. And they are required to stay home until symptom free for 24 hours. As well if they have a fever of 38.3°C or 101°F and one bout of diarrhea you will also be contacted to pick up your child.
- **Elevated Temperature:** If your child has a fever of 38.3°C or 101°F or higher we are required to contact you to come pick up your child, and they are required to stay home until symptom free for 24 hours.
- **Conjunctivitis/Pink Eye:** Any child with a suspected case of pink eye will be required to be examined by a physician, should your child have a confirmed case of pink eye they will be required to be on antibiotics for 24 hours before returning to the centre. If your child does not have a confirmed case we ask that a doctor note be provided stating such.
- **Strep Throat:** If your child is diagnosed with strep throat they are required to be on medication for 24 hours and feeling better before returning to the centre.
- **Hand, Foot and Mouth:** If your child is diagnosed with Hand, Foot and Mouth they are required to be on medicine for 24 hours and feeling better before returning to the centre.
- **Head Lice:** if your child has head lice they cannot return to the centre until treatment has been done and ALL nits are gone, upon returning to the centre the director will check to make sure ALL nits are removed.

Toilet Training

The Staff at Three Bears Day Care are experienced in helping children to toilet train. If you think your child is developmentally ready to start using the toilet we will endeavour to support you and your child to the best of our ability. Toilet training can be a very daunting process for parents but please be assured that our staff will work with you every step of the way to ensure the process is a smooth one. Please be aware that it can take longer for a child to toilet train at Daycare as there is so much more happening within the environment than at home. This is why we ask you to start toilet training your child at home for a short period before it is introduced at daycare. Please be aware of the following protocol that your child's key worker will follow.

1. Once you have introduced toilet training to your child at home, we will start encouraging your child to sit on a toilet at daycare. We will try to copy your routine as close as possible to maintain continuity for your child.
2. We request that your child arrives at daycare in a "pull up" to encourage them to use them as "underwear" when using the toilet rather than taking off a diaper.
3. Your child needs to wear suitable clothing when toilet training (no belts, overalls or onesies).
4. While your child is toilet training educators will keep you informed on their progress. When you feel your child is ready to wear pants to daycare we ask that you discuss this with Supervisor.
5. At first, we will put your child back in pull-ups for relaxation and sleep time, until your child is dry throughout the day.
6. If your child has three accidents in one day they will be put back in to "pull up" training underwear, and we will try again on their scheduled day.
7. Accidents will be dealt with calmly, sympathetically and in a way which does not make the child think they have done wrong.
8. We request that if your child is toilet training you bring in sufficient spare clothes for the staff to dress your child if they should happen to have an accident. (This includes spare socks)

We understand that due to changes in routines or at home some children may regress, if your child has been dry for a while and they begin to have accidents your child's educator will work with you and support your child through this time. They will not be put back into "pull ups" as this may make them more insecure but will be encouraged more than usual to use the toilet.

Supervision Policy for Volunteers and Students

In respect of volunteers and students, O. Reg. 262 under the CCEYA provides that:

- Only employees will have direct unsupervised access to children.
- Volunteers and students may not be counted in the staffing ratios and will be supervised by a permanent staff within the setting.
- No child is supervised by a person that is under 18 years of age.

From time to time at The Three Bears Daycare we have students and or volunteers, we have a strict policy that states volunteers and students do not have unsupervised access to children at The Three Bears Daycare. They are always supervised and vulnerable sector checks are required as well.