



**PARENT HANDBOOK OF
POLICIES AND PROCEDURES**

Welcome to the Lakeside Child Care Family!

Choosing a childcare program is an important decision for you and your child, and we understand it may be one of the hardest decisions you make. Prior to enrollment at the centre, parents/guardians will be given a tour of the facility and we will outline our mission, philosophy, programming, policies and procedures with you in depth. This is also a great opportunity for you to ask many questions and to ensure this is a good fit for your family and for the centre. We have also included a link to the *Ministry Of Education's* website - as there are many answered questions and valuable information that may help you in your decisions regarding the best child care fit for you and your family.

<http://www.ontario.ca/children-and-youth/find-and-pay-child-care? ga=1.107800001.292002350.1430496908>

Upon registration, you are welcome and encouraged to have visits with your child prior to starting. These prescheduled visits are a time for you, your child and our staff to learn more about each another and the program. A gradual introduction process may help make the first day a little easier. There is no charge for these visits and you must remain onsite at all times. All enrollment forms must be completed and on file prior to your child's first day of care.

Please take the time to read through our handbook in detail as this provides you with valuable information pertaining to policies and procedures at Lakeside Child Care Centre. If you have any questions, please speak with the centre supervisor who will be more than happy to arrange a time to speak with you and/or arrange a meeting to discuss things in more depth, if required. Parents/guardians will be asked to "sign off" indicating they have read and understand their adherence to the policies and procedures laid out within this handbook. A copy will be kept on file. Our handbook will be reviewed annually and any updates will be made available to you, and a new "sign off" will be required.

Philosophy and Mission Statement

Mission Statement:

Our mission is to provide excellent child care by devoting to the overall well-being of children by demonstrating Biblical values and modeling the love of Jesus Christ in a Christian daycare environment.

Philosophy:

At Lakeside Child Care Centre, we aim to provide a safe and nurturing environment for each individual child. Our program will support each child and their current interests as well as building on and encouraging children in all areas of development.

We believe the early years are a critical time in a person's life and we commit to supporting and engaging each child's development in all areas, including social, physical, emotional, intellectual and spiritual.

We believe that young children learn best through play and we commit to having a quality curriculum that incorporates all areas of development depending upon their individual interests. We will explore these areas through:

- Gross & Fine Motor Activities
- Creative Expression/Art Activities
- Dramatic & Social Emotional Activities
- Science and Nature Activities
- Math/Numeracy Activities
- Literacy Activities

Our centre is Christian based and therefore will use Christian principles throughout the program. We believe each and every child is valuable and loved and we will commit to treating every child in a gentle and loving manner.

We believe in the future of every child in our care and are committed to helping children reach their milestones developmentally and spiritually.

Program Statement - Pedagogy

At Lakeside Child Care Centre we believe that all children are competent, capable, curious and rich in potential. We believe that children learn best through play, and we will provide an environment that supports their natural curiosity to explore their surroundings and commit to working alongside the children as they investigate and learn about the world in which they are a part of. We will support their inquiry and be co-learners with the children in these quests. As we believe the early years are a critical time in a child's life, and as learning styles and developmental levels vary among children, we are committed to supporting and encouraging each child's journey and development in their time in our care. We will provide child-initiated and adult-supported activities to scaffold learning and support each learning style. We incorporate indoor and outdoor play, as well as active, rest and quiet times into the day and always give consideration to the individual needs of each child in our care. Additionally we will continue to strive to promote the health, safety, nutrition and well-being of each child. We will continue to look for new ways to partner with the community in supporting the children, families and staff.

Our centre plans to support this curriculum through the following communicative actions:

1. Each teacher will create "Learning Stories" for each child in our care so parents can see their child's current accomplishments and interests on a monthly basis.
2. Teachers will prepare weekly planning sheets that outline the current focus of the children in the classroom. This will be posted on the bulletin board so parents can see the classroom activities. Each day, the sheet will be updated, based on the children's interests.
3. Each child will have a daily journal, which will outline a specific moment in routine or activity that happened that day. This journal will also outline what each individual ate and how long he or she napped.
4. Staff will be committed to ongoing education through seminars and conferences that surround early childhood education.

In addition, the Minister of Education may issue policy statements regarding programming and pedagogy that constitute high quality child care and early years programming and pedagogy that support children's learning and development. They shall also review the program statement at least annually for this purpose.

All staff are required to review and sign off on the program statement before commencing employment and annually thereafter.

To ensure that implementation of this program statement happens, the supervisor will also look over all documents and "learning stories" each month.

For more information on the program statement and pedagogy, please visit

<http://www.edu.gov.on.ca/childcare/HowLearningHappens.pdf>

Programs Offered

Types of Programs

Full Day: Five days a week for children 18 months – 5 years

Part Time: Two to five days a week for children 18 months – 5 years (at least 2 days required, space permitting)

Age Groups Served

Toddler: 18 months – 2 years 6 months

Preschool: 2 years 6 months – 5 years

Program Fees

Toddler Full Time: \$42/day

Toddler Part Time: \$48/day

Preschool Full Time: \$38/day

Preschool Part Time: \$44/day

Parent/Guardian Agreement of Policies and Procedures

Safe Arrival: As per program requirements, all children must be escorted directly to the program and be received by a staff member. The centre is not responsible for the child until the staff receives them. Each child's attendance must be recorded before you leave the centre.

Safe Departure: Staff members must be aware that you have arrived to pick up your child. All children must be recorded as departing before you leave the premises.

Please also advise staff if you are intending to pick up your child earlier than usual so we can have your child prepared for departure.

Only parents and authorized individuals on the registration form can pick up the child from the premises. If you have someone else picking up your child, you must fill out the authorization form, which can be picked up outside the classroom. Please be aware that any authorized individuals aside from parents will need to show I.D in order to take your child off the premises.

Absentees: Please notify the centre if you child will be absent for any reason. This will prevent any unnecessary calls to the home or workplace and will help in maintaining staff ratios.

Centre Closure: In the event of inclement or serious weather conditions, the centre may be closed. A message will be left on the answering machine by the supervisor in the case of this happening. Please also listen to CJOY and Magic 106.1 for additional information on weather closures.

Outdoor Activities: As per licensing requirements, we are required to spend a minimum of two hours outside per day. Please ensure your child has all necessary outdoor attire for these conditions.

If the weather is under advisory for being too cold or too hot, we will stay inside for safety reasons.

Payment: Payment can be made by cheque, cash or direct deposit. We also accept credit card payments but a surcharge of \$3 will be charged. Full fees are required regardless of days missed due to vacation, illness, inclement weather or statutory holidays. Receipts will be issued by the end of February each year.

Payment is due on the first Friday of every month by 5:30 pm for the upcoming month. If payment of outstanding fees is not received by the 15th of the current month, child care services will be denied.

Withdrawal Notice: One month's written notice is required when a child is to be withdrawn from the program. If the child is withdrawn without notice, the full month's fee will still be charged.

Registration Fee: A deposit of one week's fees are due prior to commencement of child care services. Children may not start in the program until fees and registration forms are handed in.

Extra Clothing/Supplies: Outdoor activity is part of the program, so it is important that children have clothing appropriate to the season. Parents may also bring a rest/sleep toy and should always bring an extra set of labeled clothing. If the parent wishes to have a water cup used at the centre, it must also be labeled with the child's name. Additionally, if your child is still in diapers, we require the parent to supply an adequate amount of diapers and wipes.

Supervised Walks/Field Trips: Supervised walks away from Lakeside and around the grounds are regular features of each age group. Children enjoy these experiences and the opportunity to explore and learn from the outdoor world and the resources within our community. Other field trips, if requiring bus transportation will be planned in advance. Notice will be given to families at least one week prior to the trip. Signed consent by the parent/guardians will be required to allow your child to participate in these trips. Parents will be invited to accompany their child on these trips (this is not mandatory) and enjoy the day with us. A first aid kit is taken on all field trips, along with children's emergency information, daily attendance sheet and cell phone.

Inclusion: GGK/ISS: Growing Great Kids System of Care (GGK) is a coordinated continuum of community-based services and supports that are integrated to meet the needs of children birth to six. Within our centre, GGK System of Care supports are delivered by Inclusion Support Services, a partnership of agencies that include:

- KidsAbility Centre for Child Development (Occupational and Physiotherapy)
- Wee Talk Preschool; Speech and Language Service (Speech and Language)
- Community Mental Health Association (Early Childhood Resource Consultation and Social Development consultation)

Inclusion Support Services partner with our staff and parents to create our Inclusion team at Lakeside. If you have any questions about the supports available, please feel free to speak with your child's staff member.

Parental Involvement: We invite and encourage you to come alongside us as we learn with your children! We invite your participation into our program, whether that is with questions, to share an experience, talent, materials, offer a favourite recipe to add to our menu or simply to experience a day in the life of Lakeside Child Care. We have an open door policy and we look forward to the strengths and blessings you will bring to our centre. Lakeside will also offer parents socials throughout the year, educational parent events that may be planned according to parent interests or identified needs, and seeking your feedback through a parent/guardian satisfaction survey annually.

Operational Information

Centre Hours:

**The centre will be open 7:00 am – 5:30 pm
Monday-Friday, Year Round**

If the child is not picked up by the time the centre closes, the staff present will attempt to reach the parents. If the parents cannot be reached, all emergency contacts will be phoned.

In the event that a contact cannot be reached, the supervisor will be contacted. If no communication has been made after 7:00 pm, the Supervisor has the right to call Family and Children's Services.

If a parent arrives after 6:00 pm, they will be asked to sign the 'Late Departure' book. The fee for late pick up is \$1.00 per minute. If a late pick-up happens more than three times, a meeting will be set up between the supervisor and parent to speak about alternative pick up arrangements.

Holidays:

The centre will be closed for the following holidays:

- New Year's Day
- Family Day
- Good Friday
- Victoria Day
- Canada Day
- Civic Holiday
- Labour Day
- Thanksgiving Day
- Christmas Day
- Boxing Day

Personal Health Care

Nutrition:

Our cook is a certified food handler and prepares meals and snacks daily that meet the requirements of "Eating Well with Canada's Food Guide." A registered dietitian also approves our menus. Any substitutions made to a daily menu item will be posted for parents. Menus will be posted in an accessible location for parents to view, and in all eating areas.

Mealtimes:

The centre supports family style dining - that is a time for staff and children to sit and eat together. We support the children in serving themselves what they are able, and engage in meaningful conversations and role modeling for them during meal times. We believe this setting provides a good opportunity to establish nutritionally sound eating habits as well as an understanding of the relationship between food, health and growth. No child will ever be forced to eat items they do not wish, nor will food be used as a form of ridicule or punishment.

Special Diets/Non Life-Threatening Allergies:

Parents/guardians of children with special dietary needs/non life-threatening allergies must consult with program staff and the centre cook regarding any substitutions. Our centre will make accommodations if it is able. If we are unable to make a substitution, and the parent/guardian provides the substitution, this must be brought in a labeled container the same day it is to be served. Any leftovers will be discarded the same day if not picked up by the parent. If parents supply any food or drink for their child, they must provide the cook or centre staff with an ingredient list of the foods that they bring into the centre. All substitutions must remain nut free as per the centre's policy. All dietary restrictions/allergies or feeding instructions will be posted in all food preparation and serving areas and reviewed with staff, any or any other individual that will have contact with the child.

Serious Occurrence Posting Requirements:

The safety and well-being of the children in our centre is of the highest priority to us. In spite of all best precautions, serious occurrences do occur. A serious occurrence could include:

- Serious injury to a child
- Fire or other disaster on site
- Complaint about a service standard

Licensed child care centres are required to report serious occurrences to the Ministry of Education and post the information for parents in a conspicuous location to increase transparency; this is done through the posting of a Serious Occurrence Notification Form and will be posted for 10 days. Lakeside Child Care Centre will ensure the information posted in the Serious Occurrence Notification Form protects personal information and privacy. To help support the protection of privacy and personal information, no child or staff names, initials and age or birth date are to be used on the Serious Occurrence Notification Forms. No age group identifiers will be used (e.g. preschool room, or toddler room). This posting provides parents information about the incident and any follow up actions taken by the child care.

For more information visit www.onario.ca/ONT/portal61/licensedchildcare

Toddler Daily Schedule

7:00 – 9:00: Mixed age groups/free play

9:00 – 11:45: AM snack, free play, circle, art activities, outside play,
diapering routine

11:45: Lunch

12:15: Story time/quiet time before nap

12:30: Naptime

2:30: Wake up from naptime, diapering routine

2:45: PM Snack

3:00-5:30: Free play, outside play diapering routine

Preschool Daily Schedule

7:00-9:00: Mixed age grouping/free play

9:00 – 11:45: AM snack, free play, circle time, art activities, outside play,
toileting routine

11:45: Lunch

12:15: Story time/quiet time before nap

12:30: Naptime

2:30: Wake up from naptime, toileting routine

2:45: Snack

3:00-5:30: Free play, outdoor play, toileting routine

Health Policy

Illness:

The Child Care and Early Years Act requires that prior to admission, each child must be immunized as recommended by the local Medical Officer of Health.

A staff member has a right to refuse admittance if the child has any of the following symptoms:

- Diarrhea
- Vomiting
- Fever
- Unusual skin disorder
- Rash or other infection
- Heavy mucous and asthma symptoms

If a child in attendance exhibits any of these symptoms, a parent will be called to come and pick up their child. To return to the program, the child must be symptom free for at least 24 hours.

Parents/guardians must provide a doctor's note if the child is being readmitted after 5 consecutive days with a particular illness.

Sometimes it is hard to tell whether a child is at the beginning or end of an illness or cold. A way to tell if your child should be part of the program is:

If they are too sick to play outside, they are too sick to be at the centre.

Medication:

Staff are able to administer medication only:

- If a doctor proscribes it and it is in the original container
- If the label includes the child's name, dosage and child's doctor

Please do not leave medication sitting in your child's bag or the refrigerator. The prescribed medication must always be handed directly to a teacher. Additionally, parents must fill out and sign a medication log each day that medication is needed while your child is at the centre.

First Aid:

Staff are able to care for minor scrapes and bruises that happen while in the program. With accidents and illnesses that require immediate attention, the parent/caregiver will be called and you will be requested to take the child to the doctor or hospital as needed.

In the event that a child is in need of immediate medical attention, the supervisor will arrange for the child to be transported by ambulance while making sure the caregiver or parents are notified immediately. The parent will be requested to meet a staff member at the hospital.

In addition, where minor incidents take place, an *Accident Report* will be filled out and signed by both the parent and staff who observed the incident.

Lakeside Child Care Centre is committed to fostering the complete well-being of the individual child by displaying God's love through respect and the appreciation of all cultures and backgrounds.

We will strive to promote positive problem solving skills that will help children resolve conflict appropriately in all areas of the program. We believe that by cultivating these skills, we are setting the children up for success in future settings throughout their life.

It is expected that children will:

1. Respect the rights and properties of others in care.
2. Respect and appreciate all cultures to promote an inclusive, loving environment.
3. Solve problems and difficulties through appropriate and peaceful means.
4. Respect the centre's property.

Unacceptable Behaviours:

1. Physical violence (spanking, hitting, biting, throwing objects and kicking)
2. Threats or intimidation
3. Verbal taunts or put downs
4. Stealing
5. Ethnically based taunts

To cultivate positive behaviour, staff members are committed to encourage the children in the following areas:

1. Clarify expectations of appropriate behavior.
2. Exhibit positive behavior through their actions and words in all areas of the program.
3. Initiate immediate, non-violent consequences for bullying or other mean spirited acts.
4. Redirect a child if they are not able to conduct themselves in a positive manner.
5. Promote ongoing communication between parents, teachers and children.
6. Recognize and praise positive behavior on a frequent, ongoing basis.

Challenging Behaviour

The centre understands that it is part of a child's development to, at times, test their surroundings. This helps them understand the limits set before them. If challenging and inappropriate behaviour is exhibited, the staff will always use gentle and kind redirection for the child.

At **NO** time will the following be tolerated:

1. Corporal punishment or physical violence.
2. Harsh or degrading measures in an attempt to humiliate a child.
3. Withholding basic needs (food, water, shelter and bedding).
4. Confining or locking a child in a room.

In all areas of the program, the staff will:

1. Speak in a kind and positive manner.
2. Display and clarify set expectations.
3. Treat children and co-workers with respect and dignity.

Ongoing Behavioural Challenges:

If a child has difficulty with ongoing negative behaviour, the following steps are in place:

1. Written documentation by the staff member of the negative behaviour and how it was dealt with.
2. Staff and supervisor will discuss the matter and plan strategies for any future incidents.
3. Supervisor will contact the parents and set up a meeting to discuss the issue at hand and implement strategies to help with the negative behaviour.
4. If needed, outside resources can be contacted to aid in the situation once the parents have consented for the information to be shared.

Anaphylactic Policy

This policy provides direction to all staff, parents and volunteers about the appropriate response to minimize the risks to anaphylactic reactions due to individual allergy conditions. The intent of this policy is to create a safe environment for all persons with severe allergic conditions.

This Policy and Procedure must be reviewed by staff, parents and volunteers prior to commencing employment and annually thereafter. A written record of the review must be signed by the staff member as well as the person who made the review. This written record must be kept on file for at least two (2) years from the time of entry.

Lakeside Child Care Centre cannot guarantee that offending foods and substances will not enter the premises. However, we are committed to doing our best to keep sensitive substances off the premises and to provide a safe and clean centre. Keeping this in mind, we ask that children and parents do not bring foods containing nuts into the centre, as this is a prominent allergy.

It is also the responsibility of the parents:

1. To provide the supervisor with information about any allergy (please see form attached).
2. To ensure that a doctor's note is provided stating that there is an anaphylactic allergy.
3. To provide an unexpired EpiPen and a case, fanny pack, or small backpack that the child or staff can easily carry.

Risk Management:

Any foods brought into the centre for distribution to the entire group (i.e. for class birthday celebrations, or treats) or for centre-wide distribution or events must either be:

1. Packaged foods containing clearly labelled ingredients that are acceptable under this policy

or

2. Baked or prepared foods purchased from a bakery, caterer, or supplier which have been approved for the purposes of this policy.

In addition to the above practices and requirements, staff are committed to continually reduce allergies through maintaining a clean and sanitary environment through our onsite cleaner and disinfectant solution.

Anaphylactic Action Plan

Child's Name _____

D.O.B _____

Child has severe, life-threatening allergy to the following:

What are the child's allergic triggers?

Rules for Eating:

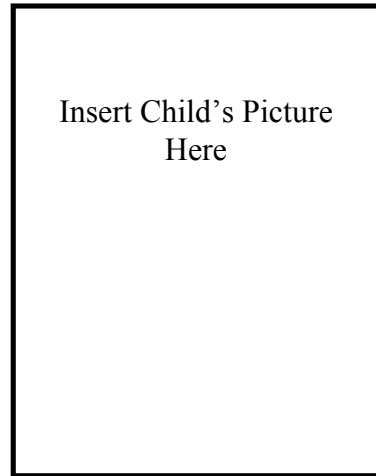
Symptoms following exposure to allergen: (Please check any of the following):

- Nausea, vomiting or diarrhea
- Severe stomach cramps
- Hives/itching on any part of the body
- Coughing, wheezing, or change of voice
- Dizziness
- Change of colour
- Difficulty swallowing or breathing
- Throat tightening or closing
- Fainting or loss of consciousness
- Anxiety or depression
- Swelling of any parts of the body
- Other _____

Action Plan:

1. Administer EpiPen immediately

Lakeside Child Care Centre



2. Have someone call an ambulance and advise of need for EpiPen
3. Unless child resists, lay them down and elevate their legs.
4. Cover the child then reassure and remain with them.
5. Record the time of EpiPen administration.
6. Have someone call guardian/emergency contact immediately.
7. Take child to the hospital (if possible have staff member accompany them).
8. Provide ambulance/hospital personnel with copy of Anaphylactic Action Plan and what time the EpiPen was administered.

*Once the situation has been dealt with, a Serious Occurance Form must be filled out in accordance with this policy.

Emergency Contact Information (Name, Phone Number and Address)

1. _____

2. _____

Medications to be administered:

When and what quantities of medication need to be administered:

Doctor's Name and Phone Number: (Please also attach a doctor's note)

Is child able to administer their own medication (Yes/No)

<p>Filled out by centre:</p> <p>Avoidance Strategy for child:</p> <p>_____</p> <p>_____</p> <p>Where medication is kept:</p> <p>_____</p> <p>_____</p>

Parent/Guardian Name (please print):

Parent/Guardian Signature:

Staff Receiving Signature: _____

Date Signed: _____

Lakeside Child Care Centre Enrollment Form

Date: _____

Child's Name: _____

Child's Age: _____

Child's Birthdate: _____

Address: _____

Contact Information

Mother's name: _____

Father's name: _____

(Mother) Home Phone: _____

(Mother) Work Phone: _____

(Mother) Cell Phone: _____

(Mother) Work Address: _____

(Mother) Home Address: _____

(Father) Home Phone: _____

(Father) Work Phone: _____

(Father) Cell Phone: _____

(Father) Work Address: _____

(Father) Home Address: _____

Emergency Contact Person: _____

Contact's Phone: _____

Physician's Name: _____

Physician's Phone: _____

Physician's Address: _____

List of people who can pick up child:

Additional Medical Information:

Service Information

Beginning date for care: _____

Hours

Monday_____

Tuesday_____

Wednesday_____

Thursday_____

Friday_____

Times you plan to drop your child off_____

Times you plan to pick up your child_____

Your Child's Health

CHILD'S HEALTH RECORD (a copy of your child's immunizations will be needed). General state of health:

Dentist's Name: _____

Dentist's Phone: _____

Are your child's immunizations up to date? _____ (Please attach a copy of immunization record. This should include the signature of nurse or doctor who administered immunizations).

Does your child have any known allergies? Describe.

Are you concerned that your child may be prone to any type of allergies? Y/N
Describe.

Does your child have any medical conditions which we should be made aware of?

Has your child had the following common childhood illnesses? *Please circle.*

Constipation	Asthma
Convulsions	Bronchitis
Diarrhea	Chicken Pox
Fainting Spells	Diabetes
Frequent Colds	Heart Disease
Frequent Ear Infections	Hepatitis
Frequent Sore Throats	Impetigo
Lice	Measles
Ringworm	Mumps
Skin Rash	German Measles

Soiling

Polio

Stomach Upsets

Scarlet Fever

Urinary Problem

Tuberculosis

Worms

Whooping Cough

Does your child have any speech, hearing or visual problems?

Are there any restrictions to play or activities?

About Your Child

Has your child ever been in child care before? _____

What type (centre, family daycare, grandma etc.)? _____

Was it a positive experience?

Why are you looking for child care?

How does your child feel about daycare and being left by his/her mommy/daddy?

Are there any recent traumatic situations the child has been exposed to such as a death in the family, divorce, new sibling etc.?

What is your normal method of discipline?

What is your child's temperament? Are they easygoing, hard to please, demanding, aggressive, etc.?

Are there any food restrictions?

What is your child's favourite food?

What foods does your child dislike?

Can your child be relied upon to indicate bathroom wishes?

What time does your child wake up?

What time does your child go to sleep at night?

Do they sleep through the night?

Does your child sleep in a bed or crib, or other?

Are there any siblings? Please name them and specify ages and gender.

Name _____ Age _____ Gender _____

Name _____ Age _____ Gender _____

Name _____ Age _____ Gender _____

Has your child had experience playing with other children?

What language(s) are spoken at home?

Does your child have any security objects such as a blanket, soother, bottle, or toy?

What are your child's favourite activities, toys, books, or games?

Are there any other comments or information you would like to let us know about?

Do you have any specific concerns?

Parent/Guardian Review of Policies and Procedures

I _____ have reviewed and understand the policies and procedures listed in the Lakeside Child Care Centre's Parent Handbook and agree to the terms and conditions provided.

Parent/Guardian Signature: _____

Parent/Guardian Name: _____

Date: _____

Supervisor Signature: _____

Date: _____

