

# PARENT HANDBOOK



***community  
resource centre***

*OF NORTH AND CENTRE WELLINGTON*

**FOR THE  
COMMUNITY RESOURCE CENTRE  
CHILD CARE-St John School**

## **MISSION STATEMENT**

The purpose of COMMUNITY RESOURCE CENTRE Child Care Centre is to provide quality non-profit childcare. Our childcare centres aspire to provide an environment whereby the child may develop emotionally, intellectually, physically and socially under the care of qualified and loving staff.

Our Child Care Centre is licensed by the Ministry of Community and Social Services, with a strong emphasis on **quality** care. As such we are required to meet rules and regulations and to maintain a strict adherence to them in order to attain and keep our operating licence.

Children's programs of COMMUNITY RESOURCE CENTRE are designed to provide a positive enriching environment, which, through the variety of activities offered, enhances each child's self esteem, and self-concept. Programs for older children are geared to providing activities that challenge the child's developing abilities and enhance each individual's positive self image. Programs are offered to include children with special needs and a variety of abilities. We encourage participation, inclusiveness and diversity for all children and families. We operate an inclusive program and work on specific goals to help further the development of each child to the best of their capacity with no regard to their race, culture or physical and mental ability/disability.

## **PHILOSOPHY**

Our program is designed in a way that will provide children with a positive learning experience and a loving environment. Staff endeavours to facilitate each child's development as an individual and as a group member. The children will be involved in play experiences that will assist them in developing socially, emotionally, intellectually and physically, and to stimulate their curiosity.

## **PROGRAM DEVELOPMENT**

Program outlines of creative, science, dramatic and sensory/manipulative activities will be posted in the rooms each week. Programs of the centre are evaluated regularly; any changes in the Day Nurseries Act or new theories in Early Childhood Education are implemented.

At regular intervals, a newsletter will be sent home informing you of events, topics of interest, and other pertinent information.

## **AGES OF CHILDREN**

The COMMUNITY RESOURCE CENTRE Child Care Centres have facilities to accommodate children 18 months to 5 years of age.

## **DAYS AND HOURS OF OPERATION**

**The St John School childcare centre is open from 6:30 a.m. to 6:00 p.m., Monday to Friday.**

The childcare centre will be closed:

New Year's Day	Civic Holiday (August)
Good Friday	Labour Day
Easter Monday	Thanksgiving Day
Victoria Day	Christmas Day
Canada Day	Boxing Day
Family Day	

The centre is open 51 weeks of the year. It will be closed the week between Christmas and New Year's Day. The exact dates will be posted on the parent information board. Parents will be charged for statutory holidays.

## **SCHOOL BOARD CLOSURES**

The school is closed for March Break, Christmas Break, PD Days and on Early Dismissal Days. We will provide care on these days for school-age children but families will need to sign up for this care. It will be on a first come first serve basis, with priority given to children who currently attend the centre. A sign up sheet will be posted and it will **NOT** be assumed that your child needs care for these days if not previously booked.(Fergus site only)

## **ADMISSION AND DISCHARGE POLICY**

A deposit equal to one month's fees or \$200.00 per child and a non-refundable registration fee of \$25.00 per child is required in addition to a completed registration package. If space is not available immediately on the days you wish your child to attend, you may be placed on our waiting list. All new enrolment is accepted on a first come first serve basis. This fee will hold your name on the waiting list until such time as a space becomes available for your child.

**Written notice of withdrawal must be given one month in advance.** When notice is received, the \$200 deposit will be applied to the last month's fees. If notice is not received, full program fees will be charged for this month in lieu of the notice and the deposit will not be refunded.

## **PARENTAL INVOLVEMENT**

Contact between parents/guardians and staff is very important. Parents/guardians are encouraged to participate in the program by way of comments and suggestions. Feel free to visit your child during the day if your schedule permits.

## **ARRIVAL AND DEPARTURES**

### **ARRIVAL**

Upon arrival, children must be brought directly into the centre. Having a child dropped off at the door will **not** be permitted. The parent will help the child remove jackets and other outerwear and will accompany the child into the classroom and into the direct care of the teacher on duty.

Signing in will be required upon arrival each day. Parents are required to call the centre if the child will be absent for any reason.

### **DEPARTURE**

A child is not to be removed from the classroom at any time by parents or caregivers without the teacher on duty being informed directly. Signing out will be required upon departure each day. Children will not be released to any person other than those specified on the ministry form without written consent of a parent.

If there is a custody order restraining a particular individual from seeing or having custody of a child/children, the centre **MUST** have a copy on file in order to enforce this.

### **LATE PROCEDURE**

In fairness to our teaching staff, a strict fine or penalty will be imposed and enforced for late pickup of children at a rate of \$1.00 for every minute after 6:00 P.M. Careful planning and conscientious arrival for pickup at the centre closing time should keep this from being a concern for any family. There will be a late procedure form to be signed by the parent and staff upon late pick up.

## **OUR PROCEDURE:**

1. If any child/children are present 10 minutes after closing, call parent's home phone number/work phone number.
2. If parent cannot be contacted or has not arrived, call emergency contact.
3. If no contacts can be made by 7:00 p.m., call Family and Children's Services (787-6659) and Wellington County OPP (1-888-310-1122).

## **SUSPECTED INTOXICATION**

If a parent arrives intoxicated to pick up their child, or the teacher suspects the parent to be under the influence, the teacher will offer to call a cab for the parent to take the child home - **at the parent's expense**. If the parent should refuse this offer, the police will be called, given the car licence plate number, and informed of a suspected impaired driver.

## **FIELD TRIPS**

Throughout the year, trips are made to special places of interest. A notice will be sent home informing you of the destination, time and date. It will also include a permission slip to be signed and returned. You are always welcome to accompany us. When taking a field trip that requires a bus, parents are still welcome to join us. If there is not space on the bus for all parents attending, they will need to follow the bus in their own vehicle. Some admission costs may apply.

## **SEVERE WEATHER**

### **School Bus Cancellation and Schools Remain Open**

Under these conditions the centre will **REMAIN OPEN**.

**Parents are responsible for arranging alternate transportation for school age children transferring to another school.**

### **School Bus Cancellation and Schools Are Closed**

The centres will **NOT** be open under these conditions.

### **School Bus Delays**

The centre will be **OPEN**.

If the centre is to be closed due to severe weather, the local radio station will make an announcement. If severe weather conditions develop while at school,

the supervisor will contact all parents by telephone and arrange for the children to be picked up.

**\*Listen to 1460 AM or 106.1 FM for closure information. \***

## **PARKING**

The parking lot can be a busy place. For safety reasons parents should follow these guidelines:

- Please drive slowly and carefully and follow the arrows.
- Turn your car engine off when you are not in the car.
- Park only in designated parking spaces.
- Please do not leave children in your car unattended

## **HEALTH**

The **Day Nurseries Act** stipulates that prior to admission to the centre each child must be immunized as recommended by the Wellington-Dufferin-Guelph Health Unit.

Although some illness is inevitable in groups, we try to minimize the occurrence by practising good hygiene (staff and children), by disinfecting toys regularly and separating children who are ill.

At the discretion of the supervisor, any child may be sent home if he/she appears to be ill or is risking the health of others.

If you notice symptoms of diarrhea, fever, or vomiting before you bring your child in - **please keep them home** for 24 hours after the last episode. If a child vomits, has two or more episodes of diarrhea, or has a fever of 101° F or greater while at the centre, they will be sent home. If your child has an unexplained rash, they will need to see a doctor before returning to the centre, to confirm that it is not contagious. Parents may be called to pick up their child if a rash is noticed while at the centre and needs immediate attention.

It is our policy that children, who are too ill to participate in the full program, including outdoor play, are too ill to come to the centre.

The policies regarding the length of time a child must not attend the childcare centre following illness or communicable disease will be taken from the **Kids Health Manual**, as published by the Wellington-Dufferin-Guelph Health Unit.

During the year, we will have periodic checks for head lice. If the staff suspects that a child may have lice, the parents will be contacted to pick up their child so they can be treated quickly and effectively. The centre will work

under a **NO NIT** policy. Some nits can withstand treatment and hatch within 7 days to re-infect the child; therefore parents are requested to remove **ALL** nits before bringing their child back to the centre.

## **ADMINISTERING MEDICATION**

**Prescription** medication will be administered to your child/children under the following conditions:

1. Parents must give written authorization, including the dosage and times to be administered. There is a specific form that **must** be completed.
2. Medication **must** be kept in a **pharmacy-dispensed container** labelled with the **child's name, name of the drug, dosage, doctor's name, date of purchase and instructions for storage and administration.**

**NOTE:** Medication must be given to a program staff member.

**NEVER** leave medication in a child's cubby.

**MEDICATION** will not be administered unless the rules are adhered to.

**MEDICATION** will be administered by the supervisor or designate.

**MEDICATION** will not be kept overnight at the centre.

**\*Ask pharmacy for 2 labelled containers; 1 for you and 1 for the centre. \***

**(Prescription medication will not be administered at the off site school age program. The only exception to this policy is a necessary EPI pen.)**

## **DESIGNATED SHELTER**

In the event of an emergency at Community Resource Centre Child Care- St John School the following location will be offered as an emergency shelter:

**Arthur and Area Arena/Community Centre  
158 Domville St.  
Arthur, Ontario  
N0G 1A0**

In the event of emergency at the Arthur Public After school program the following location will be offered as an emergency shelter:

**Community Resource Centre Child Care-St John School  
315 Tucker Street  
Arthur, On  
N0G 1A0**

## **SMOKING**

Smoking is **not allowed at any time** in the **centre** or on the **school property**.

## **NUTRITION**

Snacks and meals will be provided within the recommendations of the Canada Food Guide. It is the parent's responsibility to make the staff aware of any food allergies. Weekly menus will be posted on the parent's information board. Due to potential life threatening allergies, no outside food or candy (gum) may be brought into the centre. Please remember that our centre is a **nut-free** zone.

## **CLOTHING**

Children should be dressed in clothing that is appropriate for physical activity, the weather, and the season. The children are required to wear shoes at all times. An extra change of clothes is advised.

## **DISCIPLINE**

Children are disciplined at a level that is appropriate to their actions and their age in order to promote self- discipline, ensure health and safety, respect the rights of others, and maintain equipment. Spanking or other forms of corporal punishment are not permitted.

### **Discipline Will Be Used:**

- In a positive, consistent and caring manner.
- As soon as possible after the behaviour has occurred.
- As a way to assist the child to learn appropriate behaviours.
- To ensure the safety of the children and teachers.
- To protect the rights of others.
- To protect the building and equipment.

### **Staff Will Consider:**

- The developmental level of the child.

- Matching behaviour and consequences, using natural and logical consequences.

### **Permitted Discipline Practices:**

- If necessary, remove the child from the situation in which she/he is having difficulty.
- Proceed with the following steps:
  - (a) Tell the child specifically what behaviour is not acceptable.
  - (b) Explain why it is not acceptable.
  - (c) Offer the child an alternative behaviour or redirect the child to more appropriate activities.

The staff will respect the children and promote respect at all times. Our goal is to encourage friendly, constructive and positive relationship building.

In accordance with Section 45 of the Day Nurseries Act,

### **The Following Methods of Discipline are NOT Acceptable:**

1. Corporal punishment.
2. Humiliating or harsh words which are insulting or undermine the self esteem of the child. (Sec 45 (1) (b))
3. Deprivation of basic needs of food, clothing, bedding or shelter. Sec. 45 (1)(c)
4. Locking or permitting exits to be locked for the purpose of confining a child. Sec 45 (2) (a)
5. Forcible confinement in a locked area or physical restraint with inanimate objects. Sec 45 (2)(b)
6. Psychological "Violence", e.g. "I won't like you if ...."
7. Threatening with punishment you have no means or intention of carrying out, e.g. "If you do that one more time, you'll spend the rest of your day in bed".

### **BEHAVIOR MANAGEMENT**

No child will be allowed to neither hurt him/herself or others nor disrupt the play of others. Behaviour management should be used positively and

consistently in such a way that will be helpful to the child and will allow him/her to maintain a positive self- concept and his/her dignity.

Troublesome behaviour should be dealt with as soon as possible after the incident at a level appropriate to the child's development stage. Discipline should be related to the inappropriate behaviour. The child should understand the consequences of such behaviour. Community Resource Centre enforces a "Zero Tolerance" policy; please request this hand out for specific details. Should inappropriate behaviours become an issue, staff will arrange a meeting with the parent or guardian to discuss our "Reference chart to inappropriate behaviours" form and policy, and the steps will be followed as laid out in the form.

### **FINANCIAL POLICY**

1. Fees are determined by the Community Resource Centre Child Care. Families will be invoiced in advance monthly. **These fees are due by the 15<sup>th</sup> of the month.**
2. A late payment fee of 4-3/4 % will be added to the outstanding invoice amount if the fees are not received by the 30<sup>th</sup> of each month.
3. If payment is not made within 30 calendar days, from the date of invoice, this may result in you losing your child care space and the space will be allotted to the 1st child on the waiting list.
4. An administration fee of \$25.00 will be charged on any payment returned NSF. Once COMMUNITY RESOURCE CENTRE has received one NSF payment parents will need to come to the main site and pay our bookkeeper by cash to settle payment.
5. There is a 10% reduction in fees for additional family members. The fees for the child with the highest childcare costs will be paid in full.
6. Your paid invoices will serve as receipts for income tax purposes. **Please keep them for your files.** A \$25.00 charge will apply if you require additional receipts at the end of the year.
7. Two week's written notice is required to make any changes to your child's schedule.
8. One month's notice is required **in writing** prior to withdrawal from our program. If one month's notice is not received you will be invoiced for the full amount of one month's fees.

9. **FEES ARE NOT REFUNDABLE** in cases of illness, statutory holidays, absenteeism, suspension or centre's closure due to incidents beyond our control.
10. **Fees will be paid by automatic withdraw from your account.** You will receive an invoice stating what the child care fees are for the month, and on the **15<sup>th</sup> day** of the month the fees will be withdrawn. A form with account information must be filled out upon enrolment of your child. Any adjustments to the fees will be made with the following month's payment.

## **VACATION**

One month's notice **in writing** is required prior to a vacation. In a 51-week period, families with children in a program full-time (5 days a week) are allowed 10 operational days of vacation. For families where children are in a program less than 5 days a week, the following number of operational vacation days is allowed:

### **IN PROGRAM**

- 5** half days are entitled to **10** half days of vacation.
- 4** full days are entitled to **8** full days of vacation.
- 4** half days are entitled to **8** half days of vacation.
- 3** full days are entitled to **6** full days of vacation.
- 3** half days are entitled to **6** half days of vacation.
- 2** full days are entitled to **4** full days of vacation.
- 2** half days are entitled to **4** half days of vacation.
- 1** full day is entitled to **2** full days of vacation.

The same principal applies to before and after school program schedules.  
**Your summer plans must be submitted to the Child Care Supervisor, in writing, by May 1<sup>st</sup>.**

## **INFORMATION CHANGES**

Parents are required to notify the centre immediately, in writing, of any changes to the centre's recorded information: address, telephone number,

place of employment, marital status, time of pick up etc. The records need to be kept up to date at all times. Files will be reviewed and signed off annually at the time of licensing.

### **FEE SCHEDULE**

#### Community Resource Centre Child Care \*

Preschool Full Day	\$28.00 per day
Preschool Part time	\$29.00 per day
Preschool Half Day (5 hours or less)	\$21.00 per day
Toddler Full Day	\$35.00 per day
Toddler Part time	\$37.00 per day
Toddler Half Day (5 hours or less)	\$24.00 per day

\*Note: Arthur Child Care Fees As of September 1st 2009