



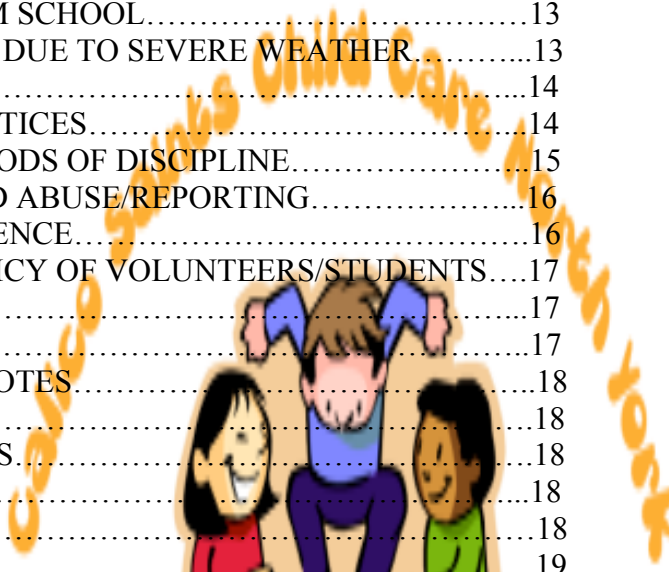
CALICO SAINTS CHILDCARE CENTRE PARENT HANDBOOK

Revised December 2016

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Outstanding Enrichment!



December 2016

Centres program statement

Calico Saints Child Care North-York is a non-profit, community-based child care centre providing a unique positive learning environment for children from six weeks to 12 years of age. Calico Saints Childcare Center - North York has a capacity for 141 children: 15 children in the toddler program (1 ½ - 2 ½ yrs.); 24 children in the pre-school program (2 ½ - 3 yrs.); 52 children in Full Day kindergarten program(4-5 yrs) and 50 children in the school age program (6 – 12 yrs). CSCC has built a solid reputation as a provider of early learning and child care. It honors and respects all children’s beliefs, culture, language and experiences acquired from their family and community. We strive to provide a stimulating program that offers services to children, families and the community within the framework of the Child Care and Early Years Act, The Elect, and ideologies in Ontario’s Pedagogy for the Early Years (How does Learning Happen; for more information about ELECT visit, www.edu.gov.on.ca/childcare/oelf. Our emergent curriculum is organized around the following 5 areas of development: (i) physical (gross and fine motor); (ii) social (awareness, respect, ability to share and cooperate); (iii) communication (verbal and non-verbal); (iv) self-esteem (self-awareness and positive self-image); (v) cognitive (comprehension, problem solving, and skill acquisition). Early child development sets the foundation for lifelong learning, behavior and health. Our staff is knowledgeable, empathetic, skilled, and caring educators who provide a curriculum based on ongoing observation of the children’s play, inquiry and interactions. The staff believes and view children as capable, curious, competent, rich potential learners. They support all children’s ability to self-regulate, with the goal of this support being that all children feel comfortable and confident with the learning environment. The centre attempts to meet the needs of the children so

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children learn to care about other people, understand others' feelings, express their feelings and opinion, resolve conflicts and gain a sense of self-worth. We foster the children's health and well-being indoors and outdoors. We recognize that parents are the most important people in a child's life. By working with parents, staff forms trusting relationships with not only the children, but with their families as well, providing everyone with a sense of belonging. Staff discusses their child's progress through ongoing discussions on a daily basis. Calico Saints child care allows every family opportunity to be an integral part of our program.

The purpose of the policy statement:

This statement is designed to strengthen and guide program development that meets high standards of quality learning and regulations that will benefit the experiences and outcomes for the children in our care, their families, educators, students, volunteers and community partners. This statement is consistent with the Minister of Education's guide for Licensed Child Care that is located in subsection 55(3) of the CCEYA (child care early years act).

This statement uses the government document "how does learning happen?" as a guide for our Educators to support pedagogy and curriculum development. <http://www.edu.gov.on.ca/childcare/pedagogy.html>

We see all children **as competent, capable of complex thinking, curious, and rich in potential**".

Our Educators recognize that each child is a unique individual who brings their own abilities to the program and deserves the encouragement and space to try new things, explore new ideas, develop their own unique creativity, and can express themselves in a safe comfortable environment where they belong and are valued.

Our goals for the children are consistent with the four foundations of learning that are documented in "how does learning happen?" document. These are:

Belonging: Every child has a sense of belonging when he or she is connected to others and contributes to their world.

Well-being: Every child is developing a sense of self, health, and well-being.

Engagement: Every child is an active child and engaged learner who explores the world with body, mind and senses.

Expression: Every child is a capable communicator who expresses himself or herself in many ways.

Our Goals and Approaches

The following program goals and approaches reflect our belief that all children are competent, capable and curious individuals who demonstrate their personal ability to reach their unique potential. We believe the children's family are the most important people in the child's life and we work closely with them, the school community and community partners to ensure continuity in providing high quality of care for all of the children in our programs.

Goal: (a) We are committed to promoting the health, safety, nutrition, and well-being of the children-CCEYA, O.reg 137 46 (3) (a)

Approach:

- *Staff operates as a team and with the engaged awareness to ensure supervision of the whole environment and safety of all children.
- *All educators, students and volunteers are certified with Standard First Aid and CPR.
- *Our staff follows the guidelines provided by the Minister of Health regarding immunization and requirements from Public Health and the local Fire Department to ensure safety and well-being of the children in our care.
- *Anaphylactic policy, individual emergency anaphylaxis plans, centre allergy lists are in place to provide consistency in ensuring the health and safety of the children.
- *Children are offered nutritional well balanced meals. The child care will ensure good nutrition and safe food preparations.

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* We offer the children a nutritious morning and afternoon snack. Our menus meet the Canadian food guidelines. Menus are posted on the parent communication board.

Goal: (b) We are committed to supporting positive and responsive interactions among the children, parents and educators-CCEYA, O. Reg.137 46(3) (b)

Approach:

*Our staff promotes a positive and supportive approach to all interactions with children, peers and other adults in the room. Staff role model appropriate social skills throughout the day to support learning and growth.

*Meals and snack time are viewed as positive learning experiences that promote social interactions and self-help skills.

*Staff will model positive social interactions with the children using verbal and non-verbal skills.

Goal: (c) to encourage the children to interact and communicate in a positive way and support their ability to self-regulate-CCEYA, O.Reg. 137 46

Approach:

*Our Educators encourage and engage in positive, welcoming and respectful interactions with the children, their families, other educators, school community and community agencies.

*Our children are encouraged to interact with their peers and others in a respectful and positive manner which helps build towards healthy relationships and connections.

* Staff support and promote interaction with the children in a way that fosters self-esteem. They support the children learn to self-regulate their emotions and recognize empathy.

Goal:(d) We are committed to fostering the children's exploration, play and enquiry-(e) We are committed to providing child-initiated and adult-supported experiences-(f) We are committed to plan for and create positive learning environments and experiences in which each learning and development will be supported(g)We are committed to incorporating

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-CCEYA, O.Reg.137 46 (3) (d) (e) (f) (g)

Approach:

- Calico Saints Child Care staff promotes engagement and allow opportunities to learn through play by providing play experiences and activities that stimulate the children’s interests.
- The children are provided opportunities to choose through independent exploration of the materials in the classroom and planned activities based on observations, interests and needs of the children.
- Staff promotes daily active physical play learning experiences for children. Children are given choices of physical play learning experiences both in the morning and afternoon, whether indoor or outdoor.
- Quiet areas are provided for the children to unwind and engage in quiet reading.

Goal :(h) We are committed to fostering the engagement of and ongoing communication with parents about the program and their children-(i)We are committed to involving local community partners and allowing those partners to support the children, their families and Educators-CCEYA, O.Reg 137 46 (3) (h) (i)

Approach:

- Staff will use their observations, knowledge of child development and the children’s cues to promote continuous learning opportunities. Staff will share with, and encourage families to be active participants in their child’s care environment.
- Ensure collaboration with local community partners.
- Provide opportunities for family involvement and co-operation

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- Staff/Parent communication will ensure a positive and healthy environment for children. Staff will treat all parents in a professional and courteous manner.
- We involve community partners with ongoing support from parents when help is needed to successfully integrate exceptional children into our programs.

Goal: (j) We are committed to supporting Educators or others who interact with the children at the child care centre in relation to continuous professional learning-CCEYA, O.Reg. 137 46(3) (j)

Approach:

- Professional Development for our Educators is vital for the ongoing commitment to the child care field. All Educators are required to attend training sessions provided by the Management Team.
- How does learning happen, Every child belong city wide training and Assessment for quality improvement all provide a range of resources to ensures that staff up-grade and continue to improve their skills knowledge and approaches.
- Our educators are also offered many opportunities to attend training workshops. These workshops are provided internally and externally by the centre to acquire new information and support. Professional development opportunities are available to staff, on an ongoing basis, throughout the year.
- Formal professional learning is vital, but we also know that the most central professional growth happens day-to-day, as our staff co-learns with children and each other as self-reflective professionals.

Review and Implementation of this Program Statement-CCEYA, O.Reg.137 46(3)(k)

This statement will be reviewed with the intent to explore ways to improve its effectiveness and to modify or change areas that no longer make a positive impact on the learning environment.

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This program statement will be reviewed by all staff, students and volunteers prior to working with the children, at least annually thereafter and at any time there is an amendment made to the statement. All staff, students and volunteers are to sign off that they understand the statement and that the approaches in the statement will be implemented.

2.1 MANAGEMENT'S ROLE

Calico Saints Child Care-North York is a community-based, non-profit child care program. The volunteering Board of Directors' meets once a month and often as possible when necessity dictates. The Supervisor/Childcare Director of the program attends these meetings to present a review of the centre's activities and concerns over the past month. This process serves to monitor and support the objectives of the program, as well as, to provide an opportunity for the Board, Supervisor, and Director to resolve matters of concern and plan for future goals.

Board members usually serve a one-year term. They are elected from among parents or community members who wish to serve. Elections are held at an Annual General Meeting, which the current Board Members, staff and parents are required to attend.

With prior notice, parents are welcome to attend any of the board meetings and participate to aid in the running of the centre. This can be performed as a parent or a board member.

The Board of Directors of Calico Saints Child Care has the right to make changes and/or additions to the policies and procedures of the program as the need arises.

Parents' questions and suggestions are welcomed throughout the year.

2.2 STAFF

Calico Saints Childcare Center - North-York is supervised by qualified-professional day care educators qualified through the College of Early Childhood Educators (RECE), Early Childhood Assistant Certification who is capable and competent individuals with varied levels of knowledge, skills and experiences.

Calico Saints Child Care's non-discriminatory hiring practices create a team of staff from diverse backgrounds who support the families and

communities we serve. All staff is trained in Standard First Aid including Infant and Child CPR recognized by the Workplace Safety and Insurance Board, Health and Safety, Food Handlers and WHMIS. Educators have acquired a Criminal Reference Check as well as a Vulnerable Sector Check. Each staff is bound by the Education Privacy Act.

Parents can feel secure to approach any staff to assist them with concerns or questions. If there are any concerns that need further action, parents may speak to the supervisor or director. All concerns will be dealt with immediately and professionally.

2.3 ADMISSION REQUIREMENTS

Calico Saints Child Care is licensed to admit children eighteen months to twelve (18 months–12 years) of age. Children aged (10-12 years) require a written parental request to maintain childcare and must then get approval from Children Services. The Supervisor/Director may grant approval if space is available. Parents will be given a registration package prior to enrollment for their child/ren(one form per child). All sections must be filled out completely including: medical information, parents contact information, permission form, photo consent form etc. and package must be returned to Centre, prior to start. Parents must write the name and contact information on anyone permitted to pick up their child/ren. Children's records are confidential and are open only to our staff, the licensee, an authorized employee of the Ministry of Education licensing agency, or the child's parents or legal guardian. Staff will not release a child/ren to anyone without permission from parents and showing ID upon first pick up. Should any information change during the year, (school info, home address, cell # etc.) parents must inform staff/supervisor/director immediately.

2.4 PRIORITIES OF SPACE

Enrollment within each of Calico Saints Childcare Center - North York programs, every attempt will be made to ensure that individuals have an equal opportunity for entrance to the Centre.

The priority will be based on a waiting list established in accordance with the following order:

- 1) Siblings of children currently enrolled at the Centre
- 2) Children in the Calico Public School / St. Martha catchment area
- 3) Individuals who work or live in the Calico community

Policy to accommodate the Junior and Senior Kindergarten children has been revised as of September 2012. The childcare will no longer accept subsidized children with our regular childcare program. These children are now attending school in a full day capacity and families are now required to seek care within the school that their child attends. Senior Kindergarten children moving into grade one must apply for a school age space in Calico Saints Childcare Centre. If spaces are needed to accommodate senior kindergarten children in the school-age room, children between the ages of 9-12 years might be asked to withdraw from the centre. Older children will be asked to withdraw first and so forth. One-month notice will be given to these families asked to withdraw. Arrangements and alternate care can be discussed if required.

2.5 PART-TIME SPACES

Part-time care can be provided at the discretion of the Supervisor/Childcare Director, subject to availability. It will be implemented on an ongoing basis with set days of attendance prearranged.

2.6 NURSERY PROGRAM

At Calico we offer a nursery program, subject to availability. The program is an introduction to early exposure to a social setting for preschool children. Children are accepted 9 a.m. until 11:30 a.m. Fees are posted within the Centre.

2.7 WAIT LIST POLICY

This policy ensures Calico Saints Childcare Centre has an established wait list where the centre orderly accepts children from the community. The centre will not charge or collect fees or deposits for any child on the waiting list for admission in the child care. Parents will be told verbally that fees and/or deposits are not charged for the placement of their child's name on our waiting list.

Calico Saints Childcare Centre has available full fee and subsidized spaces. Parents may choose to join our Centre waitlist FREE of charge. Children's names are placed on an internal waitlist on a first come, first serve basis.

The Centre encourages families to place their names of the Toronto Children's Services waiting list also. The subsidy office usually encourages families to place their names on 3 different Centre's wait list.

The Centre will only hold verified placement according to Toronto Children's Services placement verification system which entails an email or phone call to the Centre confirming approval of funding for the child thereafter which they are ready for placement. Children with sibling(s) attending the Centre may appeal to the board for priority.

The Centre will ask parents to provide the following information: Child's first and last name, child's date of birth, parent/guardian's first and last name, parent/guardian's contact number, email address (if applicable) and subsidy file number.

The waitlist is maintained on an annual basis, please contact the Centre if changes occur to the contact information.

The waitlist will be made available to prospective parents in a manner that maintains the privacy and confidentiality of the children listed on it. This list will be kept in a secure file accessible to the licensee.

2.8 INCLUSION POLICY

We actively promote inclusive practices to best meet the needs of the children, families and staff in our centre. All children are welcome to attend regardless of ability, need, background, culture, religion, gender or economic circumstances. Children require meaningful learning opportunities in inclusive settings to maximize their growth and development.

In order to provide an open and accessible service for all children and families, admissions are accepted on first come served basis where possible. However, due to the severity of the exceptional needs, possible entry into the program can be on hold until an additional support staff has been put in place to successfully integrate the child in our program. Children with exceptional needs that may require additional supports to fully participate in our setting can be denied accessibility due to the centre not able to meet the child's needs.

Children with exceptionalities will be provided sufficient support to enable them to participate fully and successfully in Calico's inclusive early childhood education setting. These individualized plans are developed in consultation with the parent of the child and other agencies that is involved with the child.

A description of any supports or aids or adaptations or other modifications to the physical, social and learning environment is to be documented on individual plan. Instructions relating to support aids must also be added to the individualized plan.

All staff, volunteers and students must review these individualized plans and record dates of when they were reviewed. Any changes to the individualized plans must be reviewed by all staff, volunteers and students.

2.9 HOURS OF OPERATION

The hours of the Centre are 7:00 a.m. to 6:00 p.m., Monday through Friday. The Centre is closed for all statutory and civic holidays as well as Easter Monday and one other day during the Christmas season (TBA).

We are closed on the following holidays:

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

You will be notified in advance if the childcare center must close additional days due to Toronto District School Board policy or any other reason.

2.10 SUSPENSION FROM SCHOOL

If a child has been suspended from School, the child will not be accepted into the childcare centre for the duration of suspension.

2.11 CENTRE CLOSURE DUE TO SEVERE WEATHER CONDITIONS

In the event that the centre is required by the Toronto District School Board to close due to weather, health or safety reasons, there will be no rebate of fees.

In case of severely inclement weather (environment Canada severe warning) the centre will make every attempt to remain open, however, we cannot operate without proper staffing. Even during severe weather proper and qualified staff/child ratios are to be met. Therefore, we are asking for your patient and kind consideration. Please listen to the news or call the childcare before you leave your home to inquire about the status of the centre. An updated message will be on the answering machine by 7:00

A.M. Also, if severe weather occurs during the course of the day, we would appreciate if you can pick up your child as soon as possible.

2.12 EMERGENCY SITE

In the case of an emergency such as a fire, flood or bomb threat that may disallowed the child care to continue operate at Calico Public School, we have arranged an evacuation site. Our emergency site is located at **Church of Nazarene on Buckland or Saint Martha Catholic School Sheppard Avenue.**

2.13 PROHIBITED PRACTICES

This provision forbids physical punishment and other harmful disciplinary practices to protect the emotional and physical well-being of children. These practices are never permitted in our child care centre. No licensee shall permit with respect to a child receiving child care at a child care centre where it oversees the provision of child care.

1. Corporal punishment of a child, which may include but is not limited to hitting, spanking, slapping or pinching.
2. Physical restraint of children, including but not limited to confining to high chair, car seat etc. for discipline or in lieu of supervision unless for the purposes described in the regulation(to prevent self- harm, harm to others, and only until risk of harm or injury is no longer imminent).
3. Locking the exists of the child care centre for the purpose of confining the child, or confining the area or room without adult supervision unless such confinement occurs in an emergency.
4. Use of harsh, degrading , measures or threats, or derogatory language directed at or used in the presence of a child that would humiliate, share or frighten the child or undermine their self- respect, dignity or self -worth.
5. Depriving the child of including food, drink, shelter, sleep, toilet use, clothing or bedding.
6. Inflicting any bodily harm on children including making children eat or drink against their will.

Contravention of the Prohibited Practices from an Educator, volunteer or student will be investigated by the management team and the person or persons involved will be disciplined by either suspension without pay or

possible termination of position. Documentation of discipline issued will be provided to the person involved as well as added to their file at the centre by either centre Supervisor/Director. RECE found guilty of the contravention will be reported to their affiliated College of ECE. Within the time frame allocated by the colleges.

2.14 PERMITTED METHODS OF DISCIPLINE

Methods of discipline used in the Centre are in graduated steps and are used to best suit the individual needs of the child.

1. Resolve/Reason: In a controlled voice, explain in simple language the inappropriateness of the behavior displayed.
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 with a staff to assist the child to gain control of self in order for him to re-join in. As soon as the child is ready to return, he will join the group.
4. Natural Consequences: Follow through with natural consequences, i.e. if the child continually throws sand, he will be asked to leave the sand and find another activity.
5. Restraining is not allowed: Gentle holding, guiding or assisting hand over hand is allowed under the following circumstances:
 - a) Self-injury
 - b) Hurting other children or staff
 - c) Destruction of property

The staff will try to anticipate and resolve situations that could become difficult. As children also learn from conflicts, staff will use their judgment in deciding when to permit the children to solve their own problems.

The staff will not use threats, humiliation or labeling (i.e. bad boy). There are things we can allow and not allow, if the children are to be safe and healthy and if we are to protect the rights of others. It is only natural for a child to feel angry in response to restrictions or interference. He also has a right to that anger. A child needs to feel he can assert himself safely, just as he needs to know that he need live with some restrictions and limitations.

The consequences of an undesirable action should be made understandable to the child by the staff. A clear warning and choice will be given so the child can choose to stop the inappropriate behavior.

2.15 CHILD ABUSE AND DUTY TO REPORT

The Child and Family Services Act states that every person who has reason to believe that a child is at risk has a legal obligation to report his or her suspicions to the Children's Aid Society. Calico Saints Child Care staff has a legal obligation to report any suspicions to the Children's Aid Society, and inform them about concerns which might be confidential.

It is not the responsibility of the child care centre, or staff of the centre to investigate or verify the abuse or to pass on information to the director of the child abuse register. These duties belong solely on the Children's Aid Society. Our staff will not contact the child's family or any other person to determine the cause of the suspected abuse or neglect. It is not the responsibility of our staff to contact or report child abuse cases to the police. It is the Children's Aid Society who will notify the police.

2.16 SERIOUS OCCURRENCE NOTIFICATION FORM:

The health, welfare and safety of all children in our care is our top priority. One of the ways we support children's wellbeing and safety is by complying with the Ministry of Education requirements regarding serious occurrences.

In spite of all best precautions, Serious Occurrence can sometimes take place. Please be advised our Child Care Centres' will post a Serious Occurrence Notification Forms for all parents to review to provide a safe, creative and nurturing environment for your children.

The form will be posted for 10 business days visible to all of our parents.

A Serious Occurrence could include:

- *Death of a child who received care at the Child Care Centre
- *Abuse, neglect, or an allegation of abuse or neglect of a child while receiving child care at the centre
- *A life –threatening injury to or a life-threatening illness of a child who is receiving care at the centre

*An incident where a child who is receiving care at the centre, goes missing or is temporarily unsupervised

*An unplanned disruption of the normal operations of a child care that poses a risk to the health, safety or well- being of children receiving child care at the centre.

The posting will give our parents information about the incident and outline follow up actions taken by Supervisor/Director to prevent future incidents.

2.17 SUPERVISION POLICY OF VOLUNTEERS AND STUDENTS

Volunteers and students directly enhance the quality of care provided to children. The children enjoy the additional attention they receive from volunteers and students and look forward to their visits.

Placement Students and Volunteers are not counted in the staff-children ratios. It is observed that volunteers and students are supervised by an employee at all times and no volunteers or students are left alone with the children.

2.18 ACCIDENTS

All major and minor accidents that occur at the centre will be reported to the parent through documentation and kept in the child's file. All staff is required to be diligent in observing and keeping the children safe.

2.19 FIRE DRILLS

Monthly fire drills are an important safety precaution that we carry out because it reminds us all about safe practices in case of a real fire. Parents if you are with your child during a drill, we ask you please do not remove your child from their class. You may assist your child's class out to their designated waiting area until the supervisor informs you it is okay to re-enter the building.

2.20 MESSAGES AND NOTES

From time to time the centre will need to provide you information through letters and notes. It is important you check your child's cubby for any messages.

2.21 MEDIA

Calico Saints Child Care Centre does not release names, photos or details of children's life unless we have received written permission from the child's parent.

2.22 GATES AND DOORS

All gates and doors must be closed once you have entered through them. This assists us to keep children safe from wandering.

2.23 SMOKING

Smoking is not allowed at any time on the childcare premises (inside). This policy is designed to protect the health of the children and non-smoking staff. Parents who visit or accompany the children on field trips are required to observe this policy.

2.24 TOYS

Children may bring any appropriate "comfort" toys that they would like to take to bed at rest time. The centre requests that other toys be left at home so that they do not get lost or mixed in with the childcare toys.

2.25 FEES

Families who register for Calico Saints Child Care are required to pay a one-time, non-refundable registration fee.

Fees are set according to the on-going costs of operation for the Centre. The Board of Directors can increase fees at any time during the year. One (1) month notice will be given prior to any fee changes. The monthly fees are calculated at a daily rate and the number of working days in each month. No refunds can be provided for absent days, sick days, or holidays. Childcare fees are to be paid in 6 month increment with post-dated cheques. Fees can also be paid by cash or debit machine. Upon request, a receipt will be issued and will be provided free of charge and in accordance with the regulations. Fees are due on the first of each month and any payments received after the 15th will be considered to be late. A charge of \$20.00 will apply to all Non-sufficient Funds (NSF) or returned cheques. The centre will then only accept money order or certified cheques in the event of two (2) NSF cheques. If you experience difficulties in fee payments, a letter can be submitted to The Board of Directors for review to determine the appropriate course of action to take. Receipts for Income Tax purposes will be issued each February. Families with outstanding fees to the Centre will not receive a tax receipt until fees are paid in full.

Please make all cheques and money orders payable to “Calico Saints Child Care Centre”.

2.26 FEE POLICY

Recognizing that the Centre operates primarily on parent fees, it is essential that all payments be kept completely up to date at all times.

Procedure:

1. If a payment is not received within the first week, a fee reminder will be sent home to the family, requesting immediate payment.
2. If payment is not received by the established due date, a second letter is sent home with a second due date and The Board of Directors is made aware of the outstanding fees.

3. If payment has not been received by the second due date, the Board of Directors will issue a letter with a final date for withdrawal from Center and payment of fees owing.
4. The Toronto Children Services will be notified (if you are a subsidized family) of the Incident and your withdrawal from the Center.

2.27 LATE PICK UP FEES

The child care center closes at 6:00 p.m. There is a late fee charge for picking up children after 6:00p.m. **The late fee is \$1.00 per minute, per family for every minute after 6:00p.m.** If parents have not contacted the day care by 6:30 p.m. the Police and Children's Aid Society will be contacted.

Fees are paid directly to the staff involved.

LATE FEE POLICY:

- Late fee money is due no later than 1 week from date of lateness
- Late fee money must be paid directly to the staff involved
- If fee is not paid by the 1 week due date, a reminder letter will be sent out by the supervisor that the fee is due immediately within 2 days
- If after 2 days the fee is not paid or no attempt has been made to contact the supervisor, the Board of Director's will be informed, and your child/ren will be withdrawn immediately from the center until all late fees are paid.

PARENTAL EXPECTATION

2.28 VACATION POLICY / SICK DAYS

Families are required to pay for childcare during any temporary absence caused by vacation or illness. Parents whose childcare is subsidized by Children Services must follow the procedures set out by them. Families are entitled 35 days annually (January to December) for absentee from the childcare. Where a parent is separated and where there is an agreement

that provides the other parent access to the child or if the child attends camp or visit grandparents, the parent is able to apply to Toronto Children Services for additional days. A written request of (Form 2) extension must be made through Toronto Children Services in advance of the holiday. The parent must continue to pay the assessed fee.

2.29 WITHDRAWAL POLICY

Two (2) weeks' notice must be given if your child is withdrawing from the Centre. Fees will be charged up to and including last day of care.

3.0 ACCOMMODATION REQUEST

A child may be asked to withdraw from the Centre if the Supervisor/Director in conjunction with the Board of Directors determines that the program cannot meet the needs of the child. The Centre's programme is planned by trained staff to incorporate a variety of activities to meet the physical, creative, intellectual and emotional needs of the children. If children are unable to participate in all facets of the programme, the parents should discuss the circumstances with the Supervisor if special consideration is to be given.

If adults (staff, volunteers, students) are experiencing difficulty providing the child in their care with a variety of interesting, enjoyable experiences and areas of skill development, the Centre will enlist the family and community resources to help in successfully creating an environment where the child can develop according to her/his abilities. The following procedures will take place when staff experience difficulties supporting the child in care:

A: Discussions with parent(s)/guardian(s) and the Centre's Supervisor/staff to:

1. identify the difficulty and reasons for it;
2. discuss what it means for the child;
3. explain and discuss together ways of involving community resources;

4. Record the consensus of the discussions and have all parties sign.
- B. Follow through with the action items of the discussions. Documentation will be kept by program staff.
- C. Establish a trial period for the suggested actions.
- D. Further discussions with parent(s)/guardian(s), Centre staff plus school staff and principal (if the child is enrolled in a school program) and the agencies in which the results are again committed to in writing and signed by all parties.
- E. Centre supervisor/Director reports situation to the Board of Directors with recommendations.
- F. If after every effort it is determined that the child cannot be accommodated in the programme, withdrawal will be recommended at the next scheduled Parent Board meeting. The parent/guardian will be notified and invited to attend the meeting. Toronto Children Services will be informed.
- G. The decision of the Parent Board is final. If the board decides that it is in the best interest of the child and the Centre that the child be withdrawn then 30 days' notice will be given from the date of the board meeting.

3.1 CLOTHING

Each child should be dressed in clothing that is appropriate for physical activity and the weather. "All clothing should be labelled with your child's name. We are not responsible for lost or damaged clothing or articles.

For the child's comfort, an extra set of clothing must be in the child's cubby at all times. This should include shirt, pants, underwear and socks. A blanket is required for naptime. Wet or soiled laundry will be rinsed and placed in a plastic bag in the child's cubby. Boots are not permitted in the classroom or gymnasium. Therefore, each child is required to have a change of shoes with rubber soles. For safety reasons children are required to **wear shoes with closed heels and toes for indoor play, gym, outdoor gross motor.**

3.2 BIRTHDAY CELEBRATIONS

The childcare does not accept cake or treats, to help celebrate birthdays as the concern with allergies increases. We feel that all children should be treated equally therefore, the child's birthday will be celebrated on the child's date of birth with a small birthday token provided by the childcare centre.

3.3 FIELD TRIPS, MARCH BREAK/SUMMER PROGRAM

Throughout the year, trips are sometimes made to special places of interest. These are apart from the regular activities planned throughout the week as a walk to the library, park and community. Notice for special trips will be sent home in advance informing the parent of destination, time, and date with a consent form.

The school age staff plans exciting program/trips for the children during the March Break and summer holidays.

If your school age child/ren is going to attend summer school during July, please notify the Supervisor. We might not be able to accommodate your children on some of those days.

3.4 ARRIVALS AND DEPARTURES

When bringing your child to the Centre, parents **must** bring their child/ren into the building, remove outer clothing as required. Parents must then be sure that their child/ren is/are under the supervision of the teacher before leaving the premises.

Arrival and departure of children must be recorded by staff prior to parents leaving the premises. As well, all school age children must be signed in when being dropped off at the childcare centre before school hours and signed out when being picked up. If your school age child goes directly to school from home, the childcare will expect the child to be in school for pick up after school. It is the parent's responsibility to contact the centre to inform us that your child is not at school. There will be 3 warnings to parents not following this procedure before they are asked to withdraw their child/ren.

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In order to allow children to settle into the program and maintain the continuity and smooth operation of planned activities all children are requested to arrive by 9:30a.m. Should a child be sick or be arriving late, parents are asked to notify the childcare as early in the day as possible.

Children will be allowed to leave the center only with their parent(s) unless other arrangements have been made in advance with the Supervisor. The center reserves the right to request identification from those people picking up the child. Childcare staff will not allow a child to leave the center with a person they do not know unless these precautions have been taken.

Releasing a child 8 years and older must have a signed release letter on file from their parent/s. The authorization must include the child's name, and be specific about times, dates that the release letter covers. This must be arranged with the supervisor.

Children under 8 years of age will not be released in taxis, sent home unsupervised (alone) or sent home with any unauthorized person. Only those people listed with the center are allowed to pick up the child. The center is required to release children to either parent unless a court order indicating otherwise is provided to Calico Saints Child Care –North-York.

Written permission must be given to allow older siblings under 16 years of age to pick up a child at the childcare. The staff will under no circumstances be releasing children to any older sibling under 12 years of age.

3.5 TRANSPORTATION POLICY

Children who attend a school other than Calico Public School and Saint Martha must be transported by bus. The children need to arrive at the childcare prior to bus pick up. The childcare will be responsible to make sure your child/ren get on the bus safely and on time. We will pick up your child/ren safely off the bus when they are dropped off at the childcare.

Please note: Please make sure you are aware of your child's school policy on their supervision once children are dropped off from the bus.

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If you are late and missed your child's bus pick-up, then you, the parent, are responsible to make sure your child/ren is brought to their school. The childcare staff is unable to bring children to their school if they missed the bus.

You are required to inform the childcare of your child/ren's absence from school and childcare.

A **BUS RELEASE FORM** is required to be signed and will be kept in your child's file. If you refuse to sign the bus release form, then the child care is unable to meet your child/ren's needs.

3.6 HEALTH CARE POLICY

Each child is required to have on file at the day care a medical record, which includes the signature of the child's parent or guardian or source of medical information. This medical record should be completed at the time of enrolment. Any allergies to foods or medications must be noted on the medical record.

If a child is ANAPHYLACTIC a completed emergency anaphylaxis emergency plan must be completed in full and signed and stamped by the child's physician. The child must have (2) EPI-PENS: ONE THAT THE CHILD CARRIES AND THE OTHER THAT IS KEPT IN THE CENTRE THAT HAVE PRESCRIPTION LABEL ON THEM.

Minor accidents and illnesses are common occurrences with children. All staff holds a valid Standard First aid Certificate with CPR and will handle all minor cuts and/or bruises.

In case of a medical emergency while a child is at the centre, first aid will be administered by the staff. The parent or authorized adult will then be notified as quickly as possible. Should medical attention be required, the staff will call the local ambulance and the child will be transported to the local hospital. One of the staff will accompany the child in the ambulance to the hospital. Parents will be notified and requested to join the child and staff at the hospital.

3.7 IMMUNIZATION

The Child Care Early Years Act requires that before admission, each child must be immunized as recommended by the Health Department. During admission the parent must submit an updated immunization form. Information must be provided upon enrolment and updated as needed, or the child will not be accepted into Child Care Centre until provided.

This is a complex issue and in formulating our illness policy we have recognized the following factors:

- a. the ability of a child to cope with a full day at the centre
- b. the need to protect all children from contagious diseases
- c. the parent's need for a guideline to assist them in deciding whether to bring a child who is "not quite well" to the centre

3.8 ILLNESS

The Early Years Act requires that all children attending full day child care programs play outdoors for two hours each day. If a child is too ill to play outdoors and indoors, she/he must remain at home.

For the benefit of all, sick children cannot be admitted to the Centre. A child will not be admitted if they have a communicable disease (i.e. Measles, mumps, etc.) or shows signs of fever, a rash, diarrhea, vomiting or heavy mucus.

If your child should become ill during the day, you, the parent, will be notified and if necessary, will be required to have the child picked up from the centre. Staff will fill out an illness form and have the parent sign at time of pick up. The child may not come back to the day care unless he/she is 24 hours' symptom free or with a doctor's note. It is therefore essential that the Centre is able to locate the parent(s) or the emergency contact should an illness or emergency arise. If staff consider a child too sick to be in contact with others, the child will be isolated until the parent is notified and the child is picked up.

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If your child is sent home ill from Calico School, St. Martha, or any other school that we service he/she may not attend the Child Care Centre. A sick child does not function well at school and his/her presence may infect others.

If your child has a serious accident, the child will be taken to the nearest hospital (Humber Memorial) immediately. Parents will be notified immediately, and arrangements will be made to meet at the hospital. Any fees incurred must be paid by the parent (i.e. ambulance).

Calico Saints Child Care staff carries out daily health inspections of the children.

Your child may be refused care, sent home and/or require a doctor's note if any of the following are noticed:

- unusual skin rash
- continuous heavy coloured (green/yellow) mucous
- red or irritated eyes, discharge from one or both eyes
- fever 38c or higher
- unusual, infectious looking sores
- diarrhea and or vomiting two or three times
- communicable diseases
- head lice
- persistent cough-with or without discharge
- persistent pain

It is the centre's policy to refuse or send a child home if any of the above symptoms are observed.

Doctor's notes are required for re-admission after a child has been absent:

- 3 days due to illness
- due to a contagious illness
- due to hospitalization

Please contact the Centre as early in the day as possible and inform the teacher or Supervisor/Childcare Director if your child will be late or will not be in for the day. A doctor's note must accompany your child on returning to the centre after three days absence, or at the request of the Supervisor.

3.9 MEDICATIONS

There are a number of regulations involved in giving medication to children in a childcare program. These rules and regulations are written to protect the staff as well as the children. All staff and parents must adhere to these requirements.

1. A doctor must prescribe all medicine. This means doctor's authorization or pharmacist's label must be attached to such drugs as medicines and decongestants showing that your doctor has prescribed them.
2. No medication will be given if it has been prescribed to another member of the family. It must have your child's full and correct name on it.
3. No outdated medicine will be given.
4. Staff administering the medication must sign the permission form. Ditto (") marks are not acceptable.

We are aware that parents are often in a hurry in the morning and have tried to make the form as simple as possible. Since the Child care centre is bound by these regulations, medicine will only be given if all of the appropriate instructions are followed.

4.0 POLICY FOR THE ADMINISTRATION OF MEDICATION

In order for staff to administer any medication to a child during the day all of the following criteria must be met:

- A parent must fill out and sign the appropriate medication forms provided to you by the staff
- A Pharmacist Prescription label must be on the original medication container which must be clearly labeled with the prescribing doctor's name, the child's name, the name of the drug or medication, the date of purchase, and instructions for storage and administration.

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- All medications are kept at the Centre in a locked container(except lifesaving medications which are kept in the classroom)
- Teachers-Auto injectors for anaphylactic children, puffers for children with Asthma, out of reach of the children.
- Only one Educator will administer medications and the Dispensing of Medication form must be filled in immediately and signed by that person with the date, the time, and the amount given.
- Once the medication is finished or the parents request the discontinuation of the medication, the medication authorization form is to be placed and kept in the child's file.
- All medications are to be handed over to the supervisor or staff person in charge of the centre.
- An RECE (Registered Early Childhood Educator) or designate in his/her place as seen fit may administer medication. However, in the event of an anaphylactic allergy, any persons closest in proximity may administer lifesaving medications.
- If the medication is an over the counter medication then it must have a doctor 's note affixed to it with the following information:
 - the time that the medication is to be administered
 - dosage to be administered
 - the date that the medication is to start and to end
- No medication can be kept at the centre unless it is for a specific ailment or condition. For instance, asthma medication may be kept on hand. However, cough syrup or Tylenol may not be kept here unless prescribed by a doctor for a specific situation.

PARENT'S CONTRACT

The conditions of this agreement provide protection for our parents, as well as our program. In order to assure that we can provide the services that your children are entitled to, it is essential that the financial status of our program be stable. The program's salaries and overhead expenses cannot be reduced because of absentee losses. In essence, this agreement is a parental guarantee that you will financially support the enrollment space guaranteed for your child.

AGREEMENT

I AGREE:

1. To pay child care fees payable with 6 months increment post-dated cheques. Payable on the first of each month the fee established for the services requested.
2. To pay a registration fee of \$25.00 for one child or \$35.00 for two or more children. This fee is non-refundable.
3. In case of withdrawal of my child from the program, I agree to give two weeks written notice prior to withdrawal.
4. Should the supervisor of the program determine, after consultation with the parents and the Board of Directors, that the program cannot meet my child's needs, or that I have not fully carried out this contract or the parent's responsibilities under the policies and procedures of the program, the child will be withdrawn after two weeks written notice and this agreement will be terminated.
5. I understand and agree that when bringing in my child/ren each day I make sure that they are under the supervision of a staff member before leaving the parents.
6. I understand and agree that for any late payments, NSF cheques, a charge of \$20.00 will be assessed automatically as a processing fee.
7. I understand that the program will observe the following legal holidays which the program will not operate: New Year's Day, Good Friday, Easter Monday, Victoria Day, Canada Day, Civic Holiday, Labour Day, Thanksgiving Day, Christmas Day, Boxing Day, and Family Day and any additional days due to Board of Education policy or due to any other reason.

CALICO SAINTS CHILDCARE PARENT HANDBOOK

8. To submit a completed medical and immunization form before my child commences attendance in the program and provide the centre with all future update immunization record.
9. That only pre-authorized persons designated on the registration form may pick up my child. These persons will be at least 12 years of age or older.
10. I understand that if my child remains at the center past 6:00 P.M., I will be charged \$1.00 per minute. If you cannot be reached by 6:30 p.m. the police and Children’s Aid Society will be contacted.
I understand that the late fee is paid directly to the staff within 2 weeks period. If unpaid, possible withdrawal of my child will occur.
That if my child/ren are involved in custody dispute, I will inform the program in writing and provide the Supervisor with a copy of the legal custody papers.
11. In the event of an emergency, and I am not immediately available, the physician selected by the program may hospitalize, secure proper treatment, order infections, blood transfusions, anesthetics or any treatment as noted necessary by the attending physician as well as transportation to the nearest hospital, with no liability to the drivers, or staff of Calico Saints Child Care Centre. We will attempt to contact the family physician listed on the registration form in this parent handbook, for consultation and direction when possible.
12. To attend the Annual General Meeting
13. To carry out the parent’s responsibilities under the policies and procedures of the program.
14. If my child /ren is involved in a custody dispute, I will inform the Centre in writing and provide Director/Supervisor with a copy of the legal custody papers.
15. To inform the Centre of skin/head lice or any other communicable disease which may arise during my child’s attendance.

I have read the Parent’s Handbook and agree to follow the policies as set out.

Signature of Parent/Guardian

Date

At Calico Saints Child Care Centre-North –York
35 Calico Road
North-York, Ontario



CALICO SAINTS CHILDCARE PARENT HANDBOOK
M3L 1V5
416 741-8499

On behalf of the Calico Saints Child Care-North-York

Signature of Supervisor

Date

PARENT'S COPY