



ABC Day Nursery of Windsor

DIRECTOR - Kaye Holmes

Parent Manual

Child Care Policies and Procedures

The Board of Directors, Director, Supervisors and Staff extend a warm welcome to you and your family.

We are committed to providing high quality child care services to you.

REVISED May 2016



Main – 888 Hanna St. E. N8X 2N9 519-256-5141
4540 Somme St. E. N8W 1V5 519-948-3131
1225 Lauzon Rd. N8S 3N1 519-945-1110
2605 Jefferson Blvd. N8T 3E7 519-946-1010

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1. WELCOME

The Board of Directors, Director, Supervisors and Staff welcome you and your child to our child care centre. With four locations throughout Windsor, ABC Day Nursery of Windsor is dedicated to giving your child the best possible start in their early years.

In this booklet, you will find everything you need to know about our centres. Please take time to read the handbook so that you have all the information you need when it comes to our centres. As part of the registration process you will be required to sign a document that ensures you have read the entire booklet and understand our policies and procedures. Please keep in a safe place so that you can refer to it whenever necessary.

2. HOURS/CHILD CARE SERVICES/TUITION/HOLIDAYS

Hours of operation are as follows:

Hanna Location – opens at 6:30 a.m. and closes at 5:30 - 6:00 p.m.

Lauzon Location – opens at 6:30 a.m. and closes at 6:00 p.m.

Somme Location – opens at 6:30 a.m. and closes at 6:00 p.m.

Jefferson Location – opens at 6:00 a.m. and closes at 10:00 p.m.

Infant Rooms – open at 7:30 a.m. and close at 5:30 p.m.

Hours of operation could change due to enrollment needs.

Tuition:

- Please note all tuition must be paid within the first 3 days of each month.
- Payments can be paid by Cash, Cheque, Debit or Credit Card.
- Tuition for part-time children will be the daily rate multiplied by the number of days registered, including all sick days and holidays.
- Failure to do so will jeopardize your child's childcare space.
- All children must be registered at least two days a week.

RATIO	AGE GROUP AND TYPE OF CARE	FULL DAY	HALF DAY am/pm
3-1	INFANTS –under 18 months of age	\$ 46.00	\$ 39.00
5-1	TODDLERS -18 to 30 months of age	\$ 39.00	\$ 25.00
8-1	PRESCHOOLERS – 2.5 to 6 years of age	\$ 34.00	\$ 22.00
	SCHOOL-AGE- 6 to 12 years of age Full Day	\$ 34.00	
	BEFORE SCHOOL	\$ 6.00	
	BEFORE SCHOOL EXTENDED	\$ 11.00	
	AFTER SCHOOL (UP TO 2 HRS)	\$ 11.00	
	AFTER SCHOOL (OVER 2 HRS)	\$ 22.00	

EXTENDED HOURS AVAILABLE AT JEFFERSON CENTRE:

TODDLERS (6:00PM –9:00PM)	\$ 46.00	\$ 32.00
PRESCHOOL (6:00PM- 9:00 PM)	\$ 41.00	\$ 29.00
SCHOOL AGE (6:00PM – 9:00PM)	\$ 41.00	\$ 29.00

Registration Fee: \$40.00 per child or \$60.00 per family.

Swipe Key cost is \$5.00 each.

There will be a \$20.00 charge for all returned cheques.

Late Fee Charge: There will be a \$10.00 late fee for every 10 minutes after hours.

Rates subject to change, adequate notice will be given.

The children are only to be in attendance a maximum of 9 hours a day.

The centre will be closed on the following holidays:

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



Mark Your Calendar

Child Absent Due To Illness: There are no refunds if your child misses a day due to illness. However, if your child is **admitted** into the hospital there is no charge for the days missed while in the hospital. A doctor's note will be required.

Vacations: If you are a parent who pays full fees for your child's tuition and your child has been in attendance for 12 consecutive months you are eligible for two weeks' vacation. Vacation will be given according to the number of days your child is attending when your vacation request is made. Parents that receive subsidy must use their absent days for vacation.

VACATION FORMS MUST BE FILLED OUT AND SUBMITTED 2 WEEKS PRIOR TO VACATION.

Withdrawals/Changes in Schedule: A two-week notice is needed for withdrawal or a permanent change in your child's schedule. Again, you must fill out a request form two weeks in advance for a schedule change and withdrawal. Parents will be charged the two-weeks for early withdrawal without notice.

3. REGISTRATION/ORIENTATION

Enrolling your child starts with a scheduled meeting with the Supervisor to discuss your child's needs, days and hours of care you require. The Supervisor will go through the registration package and policies, the program and allow the parent to visit the classroom.

You are required to fill out the registration forms completely and submit the package and registration fee before your child starts attending. We also encourage you to schedule a visit or two in the classroom prior to your child starting.

Please inform us if your child is receiving any services through another agency. This information will assist us in meeting their needs.

4. ARRIVAL AND DEPARTURE

All children must be signed IN upon arrival and OUT upon departure. THIS IS A MUST EVERYDAY. Please be sure that educators are aware you are dropping off or picking up your child. Children must never be left unattended in classrooms, playgrounds, hallways, cars or in the parking lot.

Children's Absence and Lateness: Please notify the centre in the morning prior to 9:30 if your child is going to be absent for any reason. (E.g. Illness) A child's consistent late arrival may hinder his/her ability to adapt socially and emotionally in the program. Regular attendance of your child is expected as it generally promotes better adjustment to the program.

No child will be released to a person not authorized by the parents. We must have written or verbal authorization for changes in this respect. **If the staff have not yet met the person you have authorized they will ask for identification.**

School-Age Children: For children who attend before and after school, arrangements can be made for us to put them on the bus and receive them after school. It is extremely important that you notify us if your child is not going to attend the child care centre before and after school.

Unfortunately sometimes mistakes happen; in the event that your child misses their school bus in the a.m. we will call and notify you immediately. If you are unable to come bring them to school they are welcome to stay at the centre for the day.

Policy and Procedure for Impaired Persons Arriving to Pick Up A Child

We have a zero tolerance policy against any individual arriving at the centre to pick up a child that appears to be under the influence of drugs or alcohol. If the educator believes/suspects the individual is impaired, they will look for signs and symptoms of substance abuse such as:

- Smell of alcohol or drugs on the person
- Slurred speech
- Pupils too large or too small
- Waver when standing
- Glossy and or red eyes

If any of these signs/symptoms are present, the educator will notify the Supervisor immediately. Either the Supervisor or educator will follow this procedure:

- Inform the individual they cannot remove the child from the centre based on the Policy and Procedure for Impaired Pick-Up.
- Try to persuade the individual to call a parent or emergency contact person to pick them up.
- If unsuccessful, ask the individual to call a cab.
- The child is to remain at the centre until alternate arrangements can be made.

If the individual is uncooperative, attempts to leave the centre with the child, the educator will Call 911. Tell dispatch the details about the situation and that you require immediate assistance.

We have a monitoring and security system throughout our centres. Video surveillance along with access control is tandem in keeping our centres safe from intruders and allows us to keep track of employees and children at all times. The monitor in the hallway allows parents to view room activities without distracting the children. At no time will the tapes be shown to anyone without your permission. Images will only be accessed if an accident prompts an investigation.

We have excellent experienced educators and it is a joy watching them interacting with the children during the various activities throughout the day.

5. PROGRAM STATEMENT

ABC Day Nursery of Windsor was established in 1966. We exist to provide high quality child care services for the parents of infants, toddlers, preschoolers and school age children. We achieve this by providing a nurturing and stimulating environment for all children equally, regardless of social, economic or cultural circumstances. We are committed to providing safe, healthy and happy child care services which meet the needs of children, their parents, the educators and community. We deliver these services through the establishment, maintenance and operation of licensed non-profit child care centres and services.

We have dedicated caring educators, many of which have been with us 15 years or more. We also have a Program Coordinator who advises the educators on programing and is able to share ideas throughout the five centres. Our educators are knowledgeable and rich in experience which promotes their ability to deliver a program that promotes the learning and growth of every child.

ABC Day Nursery of Windsor embraces the “How Does Learning Happen? Ontario’s Pedagogy for the Early Years” document as a learning resource. We also incorporate the “Early Learning for Every Child Today” (ELECT) document when planning curriculum and documenting. Our objective is to support positive and responsive interactions among the children, parents and our educators and the community. Our aim is to inspire interest within the classroom in which children will use all of their senses to learn.

GOAL: To encourage and support the children’s health, safety and nutritional need to nurture their well-being.

We feel that to promote a healthy life style children benefit from proper nutrition, rest and daily physical activity based on their individual needs. Encouraging the children to understand their needs and articulate their needs to others is supportive of their emerging sense of self.

The food menu incorporates nutritional value based on “Eating Well with Canada’s Food Guide”. Each site has a cook which holds a Food Handlers Certificate. All snacks include foods from two to three of the food groups; a hot lunch is served which incorporates foods from all four groups, also offered is a hot and cold vegetable. The Jefferson extended program also offers snack with two to three food groups and a hot dinner, which offers foods from all four groups, as well as a hot and cold vegetable.

The cook will make accommodations for children with food allergies or religious food needs where ever possible. If for any reason we are unable to accommodate the child’s nutritional needs parents may be requested to bring in their child’s food, which the cook would heat up and serve. Parents will be able to view the menu upon registration or in advance with the Supervisor or cook to determine if they will be required to provide food from home. Any food brought from home must be in a sealed container with the child’s name on it.

Positive and supportive eating environments are provided encouraging the children to make healthy decisions about their nutritional needs. Water is made available to the children during all snacks and meals and throughout the day.

We also promote independence during snacks and lunches by teaching children to set the table, serve themselves snack and lunch. Lunch and snacks are also an opportunity to promote social interactions in a relaxed atmosphere.

To ensure that the environment is safe inspections will be done in the classroom on a monthly basis and on the playgrounds daily, monthly and seasonally. Yearly we have inspections from outside agencies for the fire alarms/fire exits, from the health inspector and playground inspector. Disinfecting of toys, shelves, cots are done on a regular basis. Fire drills are conducted once a month.

Physical activity is provided either outdoor or indoor (during inclement weather days) on a daily basis. Planned activities and games that promote the fundamental movement skills will assist children to become competent and capable in their movements.

GOAL: Children, parents, educators and staff will receive support to experience positive and responsive interactions in our centres.

We strive to ensure that all children, families, educators, students and servicing agencies feel like they belong and are respected when entering our centres and classrooms. We wish to achieve positive relationships that encourage trust and the ability to work effectively as a team for the best possible outcome of learning/knowledge for all involved.

Educators will model proactive interactions with the parents and children by encouraging appropriate and positive vocabulary and actions. The educators will respond to the children in a warm, sensitive and respectful manner being attuned to the physical and emotional state of each child.

We value children as individuals each with their own personal needs. Our intent is to provide an environment which places value on the children's interests and developmental needs.

Families will be supported on a daily basis with communication about their child at drop off and pick up as well as receiving daily reports through the HiMama program. We always welcome parents to become involved in activities/special events happening at the centre or in your child's classroom. Documentations are posted throughout the classroom and sent through e-mail via HiMama, we value parents input to fully complete them. If your child has talked about or displayed any of the learning taking place at the child care centre we would value your feedback. You are encouraged to share a talent or interest with the children. Contact the Supervisor or classroom educators to arrange a time to help us expand on the experiences the children receive while at the child care centre.

We also encourage parents to consider saving and donating materials/treasures that could enhance our craft activities such as yarn, buttons, and fabric remnants.

GOAL: The educators through positive appropriate interactions and communication will support the children's capability to self-regulate.

ABC Day Nursery of Windsor places the children's social and emotional needs to be significant to have positive experiences and outcomes on a daily basis. The children are encouraged and supported by the educators to interact and communicate in positive ways and to promote their ability to self-regulate. Supportive social learning is put into practice.

The children will be provided a quiet area with appropriate materials to aid in their ability to self-regulate and express their needs. Educators will work towards the children becoming more comfortable in displaying a more socially acceptable way to handle their anger/fear/frustrations. It is important to recognize that critical learning takes place, during conflict, negotiation, brainstorming problems and resolution thus allowing the child the ability to explore these skills.

GOAL: To implement play-based emergent curriculum, which incorporates the children's ability to learn through exploration, play and inquiry.

ABC Day Nursery implements play-based emergent curriculum. We strive to provide an environment and opportunities for the children to play and explore through a flexible schedule with limited interruptions and transitions. We believe that when children are engaged in play they are expanding on their learning.

The curriculum is based on the children's interest and developmental needs. The children learn through play, relationships, discovery and exploration. Opportunities are presented to the children to make choices, manipulate materials and learn through self-initiated hands on experiences. The children can engage in activities that interest them with the support of the educators. The

educators provide a classroom environment with experiences to engage children in active, creative and meaningful exploration, play, and inquiry. This learning is extended to the outdoor environment. Our educators participate with the children in play and observe and learn along with them.

GOAL: Educators must provide child-initiated and adult-supported activities daily.

The educators will provide open-ended materials to the environment to enrich the learning process. Adding new materials incorporates new ideas, challenges and learning possibilities. We will offer the children activities and follow their lead during play. Educators will provide materials for creative activities allowing them to create their own work of art based on the children's interest. The children will be able to choose activities that they wish to participate in. (Free choice)

The educators will whenever possible allow more time to support the children in:

- Dressing themselves for outdoor play
- Developing independence in toileting, washing hands
- The opportunity to complete the task they are currently working on
- Opportunity to self-regulate

GOAL: Educators will provide experiences, activities and centres throughout the classroom that create a positive learning environment for all the children in the program.

Our educators will provide activities that are age appropriate taking into consideration learning development in all areas. Centres throughout the classroom will reflect the interest of the children and promote creativity and curiosity for the children to learn and explore. As the children's needs are being met according to their developmental levels it incorporates all children as well as the children with special needs. The environment will be set up with materials/activities to expand on their growing interests and allowing the children to make their own choices and succeed at tasks.

We recognize that children have different learning styles and support them by creating learning opportunities to support the many ways of learning.

Children who require an Individual Support Plan will be supported by the educators in implementing the goals and recommendations.

GOAL: To provide a flexible variety of individual activities that incorporate indoor and outdoor play, active play, rest and quiet time into the day.

ABC Day Nursery views all children as competent, capable, curious and rich in potential thus allowing ongoing learning. Every educator shall ensure that they are programming and providing the following:

- Free choice – the children are able to choose their activity
- Opportunities to self-regulate
- Small and large group activities
- Activities and materials designed to promote gross and fine motor skills, language and cognitive, social and emotional development
- Active play, rest and quiet play area
- Open opportunities for creativity
- Planned indoor and outdoor activities

We attempt to offer small group activities for the children to benefit from more individual attention. We will take advantage of the meaningful learning opportunities that arise and explore them.

GOAL: To include and encourage families to become involved in what learning is taking place with their child and in the classroom. To be co-learners with the parents about their child. To communicate to parents about their child's day.

Through daily observations the educators are documenting the children's experiences to understand the child's thinking and learning. It assists the educators in making informed decisions about how they can proceed to continue to enhance the learning and development of all the children.

Documentations displayed throughout the centre can include pictures, learning stories, documentation panels. These documentations appear in the classroom to make the learning visible to the children and families as well on the HiMama program. Making the learning visible gives the children and families a sense of belonging, well-being, expression and engagement.

Parents are invited to view the documentations and are encouraged to contribute information on the learning that the child may have transferred to the home environment. Staff have an obligation to work towards involving parents to participate in expanding on the documentations.

Through HiMama we will send an individual daily report to full and half day children that includes the menu, how their child ate, how long they rested and toileting/diapering charts for the infants and children who are being trained.

Educating and encouraging families to work on skills that are currently being worked on at the centre such as serving themselves at the dinner table at home or zipping their own coat.

GOAL: To work with supporting agencies to assist our educators, the children and their families.

ABC Day Nursery of Windsor is committed to working with local community partners to support the children, families and educators. Local community partners can include but not limited to Children First, Children's Aid Society, John McGivney Children's Centre. It is important to create these partnerships and the resources and expertise they provide thus providing sharing between our educators, parents and the community. All of which will work towards goals for the children and families. These agencies are welcome to observe children in our classrooms, collaborate with our educators and parents and assist us in implementing the best possible program for all children.

Our experienced educators have a responsibility to all who are new to the profession or our centre in which they will guide them in working with the children, parents, program and professional knowledge.

We are also committed to volunteers and students from our local high schools, colleges and universities doing placements in our centres. Our educators will train, guide and support these students based on the program required by their placement Supervisor. Our goal is to enhance their learning experience with the children and within the classrooms. Students and volunteers will be given regular feedback from our educators evaluating their performance.

It is our responsibility to recognize that families are very important in the child's development; they are the ones that provide us with relative information about their child. We strive to respond to parents and their values, concerns about their children in the most respectful context.

GOAL: Continuous professional learning enhances knowledge and skills thus allowing educators/staff to remain current on issues relating to the child care field.

ABC Day Nursery of Windsor feels that professional development is extremely important in enhancing the program and committing to be life-long learners. All educators/staff will be held accountable when it comes to attending workshops/training sessions and engage in other forms of learning. We hope to encourage our educators to be consistent with self-reflection and professional growth.

Educators are required to follow the guidelines as set out by the College of Early Childhood Educators CPL (Continuous Professional Learning) Portfolio and Raising the Bar professional development requirements as well as any individual needs that may arise within the workplace.

If there is a fee to attend a workshop ABC Day Nursery whenever possible will cover the cost. For workshops approved by the Director, that are offered during working hours ABC will allow a few educators/staff to attend provided they are able to cover their shift with a suitable qualified person. Educators are expected to share with their co-workers information they received (learned about) at workshops especially when a limited amount of educators are able to attend the training.

Implementation of Program Statement

In order to ensure that the Program Statement is being implemented and goals are being established, ABC Day Nursery of Windsor will participate in the following:

1. Program Statement will be read by all staff twice a year. Staff will be required to sign stating that they will adhere to the statement
2. Parent teacher socials twice a year
3. Parent survey once a year
4. Staff survey once a year
5. Staff performance reviews with goals
6. Teacher self-evaluation
7. Checklists with observations and goal setting at least twice a year on each classroom
8. Team meetings/Staff meetings
9. Program Coordinator will advise staff on programming and keep a copy of all memos given to classrooms in the office

6. SCHEDULE/HIMAMA

We recommend for your child to benefit from the entire program that you have them arrive by 9:00 a.m. If your child is coming in half day and leaving or arriving around sleep time it would be greatly appreciated if you could arrange the arrival or departure time to not be during sleep time. Sleep time starts at 12:00 p.m. and ends at 2:00 p.m.; our concern is that the children not be disturbed during this time.

HiMama is a program that educators use to record activities on a tablet as they happen throughout the day to keep parents informed by providing you with digital updates on your child. It will keep you informed on everything from nutritional information to fun moments and learning activities. You will receive these updates by e-mail or on your mobile device.

7. ITEMS REQUIRED AT THE CHILD CARE CENTRE

ALL children are required to have a change of clothes at school. These clothes are required for accidents such as spilled juice or a toileting accident. The clothes must be **CLEARLY LABELED WITH YOUR CHILD'S NAME** and be kept in a bag in his/her locker.

If your child brings home soiled clothing please be sure to replace it the next day. The child care centre has a limited supply of spare clothes. If your child wears any of these clothes home please return them immediately.

Children who attend a full day program need to be provided with a crib size blanket for sleep time. Be sure it is labeled with your child's name. Blankets will be sent home on a regular basis to be washed. Do not forget to return it the next day your child attends.

ALL FOOD AND TOYS SHOULD BE LEFT AT HOME. The preschool rooms occasionally have Show & Tell Day. This is the ONLY time the children should be bringing a toy. Lockers ~ Every child has been designated a locker labeled with their name for their belongings. Be sure to check their locker daily for soiled clothing, items or notes that may need to go home.

8. SNACKS AND LUNCH



The children are provided with a nutritious snack in the morning and afternoon; a healthy lunch is also served.

During snack time, children in the preschool rooms are taught to pour their own milk/water, tidy their space etc. All these skills help promote independence.

Lunch time is a relaxing meal time with social conversation between educators and peers. The children are taught to use their utensils properly and to develop acceptable/proper table manners. In the preschool rooms, children assist with setting the table and work on serving themselves and pouring their own milk/water.

Children arriving prior to 8:00 a.m. may bring a ready-made nutritious breakfast with them. (E.g. cereal, toast) We do require that it be a nutritious breakfast as we are promoting good health and growth. Please DO NOT allow your child to bring in a snack and/or candy.

It is very important that you do not bring in any foods that contain peanuts or nut products as we are a nut free centre and have children who are highly allergic.

9. OUTSIDE PLAY/WALKS/FIELD TRIPS



The Ministry of Education requires that children play outside a minimum of two hours a day. Please ensure that your child has all the clothing necessary to enjoy snow, mud and the sun. For safety reasons mittens cannot be on strings, clips are acceptable.

All items **MUST BE LABELED WITH YOUR CHILD'S NAME.**

If the weather does not permit outside play (raining, temperatures too cold or hot) gross motor activities will be offered indoors. If the current weather is fine but the playground is too wet due to recent rain the children may go for walks.

Parents will be required to sign a consent form for their child to be able to participate in a field trip. The Child Care and Early Years Act require parent volunteers to have a Vulnerable Sector Check in order to volunteer on field trips. The Supervisor must view and copy your original document. Special circumstances may apply, please see the Supervisor.

During field trips or walks our educators carry a small first aid kit, children's emergency information, EpiPens, Allerject and Inhalers if required.

Mosquito Weather- During the spring and summer we will make every effort to keep the playground clear of standing water to avoid having mosquito issues. When they are very bothersome we will bring the children inside. Parents are responsible to apply an insect repellent on their child's clothing or skin should you wish to do so.

Sunscreen - Parents are responsible to apply sunscreen on their child in the morning before arriving at the centre. Our educators will re-apply sunscreen in the afternoon. We will provide the sunscreen for the afternoon, parents will be required to sign giving us approval. Should you prefer to provide your own sunscreen the educators will be happy to apply this in the p.m.

10. STAFF

Our educators are qualified Registered Early Childhood Educators. They are members, in good standing, of the College of Early Childhood Educators and also have a Vulnerable Sector Check. We have a few educators considered Para Professionals due to working at our centre for many years.

All staff are trained in Infant and Child First Aid and C.P.R. The staff are required to have a yearly medical and updated immunization. Our kitchen staff have their Safe Food Handling Certificates.

Supply Educators - Each location has their own supply list. This helps to ensure that a supply educator is familiar with the children and program schedules at that location.

Transfers - Educators can be transferred from one location to another. These transfers provide staff the opportunity to work with children in another age group.

Students - We have the opportunity throughout the year to have E.C.E. students from the college. This provides them with valuable opportunities and experience.

We also are fortunate to have Co-op students from area high schools as well as volunteers. These students/volunteers gain incredible insight into the Early Childhood Education field, thus allowing them to make an important decision in their future education.

The classroom educators and the Supervisor oversee all students and volunteers. At no time will a student or volunteer be left alone with the children.

11. SELF-REGULATION

We believe children grow through exploration, activity and play. We encourage children to play, learn and socialize. The children learn to work together to build ideas and solve problems. We guide and assist each child to feel competent in their abilities and to help them learn social skills and learn self-regulation skills.

We encourage children to express their ideas and feelings, and help guide their behaviour through acceptable child guidance techniques such as:

- Praise, encouragement (concrete or abstract), reward for appropriate behaviour.
- Ignoring inappropriate behaviour when the health and safety of the child(ren) is not threatened.
- Use of natural consequences, when natural consequence does not threaten the health and safety of the children
- Redirection to activities where the child is more comfortable and can cope or that provide a more socially acceptable way to handle his/her anger/fear/frustration etc.
- Cueing the child before he/she commits an inappropriate or unacceptable act, with redirection or suggestion of a more appropriate way to handle the problem.
- Withdrawal from activities where the child is not able to cope (i.e. child can be directed to sit away from the group when it benefits the child). Our preschool rooms have an area where we can work on self-regulation techniques with the children. This area provides the child with visual cues and strategies to cope with their feelings in an appropriate manner. A child's behaviour is considered a problem when it:
 - Can affect the health, safety or well-being of the child and others
 - Interferes with the child's development or learning
 - Infringes upon the property of others

If your child is acting in a way that causes concern, we will inform you right away. We will talk with you about any reasons that may be causing your child's behaviour and ask for your help to manage the behaviour and work effectively with each other.

Bullying and/or Aggressive Behaviour Procedure

The health and safety of your child is paramount and every measure will be taken to ensure they are protected from hurting themselves and others. **No form of bullying and/or aggressive behaviour will be permitted in the child care setting which includes:**

Physical: pushing, punching, kicking, hitting, etc...

Verbal: Name-calling, sarcasm, rumor spreading, and teasing.

Emotional: Exclusion, ridicule, humiliation, and tormenting.

Racist: taunts, graffiti and gestures.

If your child exhibits any of the following listed above, it will be dealt with immediately. A plan will be put forth, for the child/both children involved. The behaviour will be monitored. If the negative behaviour continues this can result in the parent being called to pick up their child immediately and may also lead to dismissal of the child involved.

Plan of Action - Both parents will be notified immediately in the event of bullying occurring within our centre.

If your child is being bullied:

1. We will ensure them that the bullying is not their fault.
2. Tell them that we care about them.
3. We will give them lots of praise, encouragement and responsibilities to help them feel valued.
4. We will work with you to help the child to develop techniques to deal with the bully, i.e... Assertiveness, walking away etc.

If your child is the bully:

1. We will reassure your child that we care about them but it is their behaviour that is inappropriate, and we will work with them to help change this.
2. We will work with your child to find ways to make amends for their actions.
3. We will develop a reward structure for good behavior.
4. We will discuss the matter with you, not in front of your child, to see if there are any problems that may have triggered the bullying.

If you have any concerns, regarding your child, please discuss them with the Supervisor as soon as possible. It is much better to deal with these problems before they become issues.

Prohibited Practices

A prohibited practice is any threat to the health, safety or welfare of any child.

The following are prohibited practices in dealing/working with the children in our care. Failure to comply and treat children with proper care and respect can result in disciplinary action or dismissal.

- a) Corporal punishment of the child. Physically abusing the child.
- b) Any deliberate form of harsh or degrading measures on the child that would humiliate or undermine the child's self-respect. Verbally, psychologically or emotionally abusing the child.
- c) Depriving the child of basic needs including food, shelter, clothing or bedding.

- d) Locking the exits of the child care centre for the purpose of confining the child or using a locked or lockable room or structure to confine a child if they have been separated from the other children.

Corporal punishment shall be defined as:

- Striking a child, directly or with any physical object
- Shaking, shoving, spanking, slapping or other forms of aggressive contact
- Requiring or forcing a child to repeat physical movements
- Forcing a child to sit on a chair for a length of time specified by the adult

12. CHANGES IN INFORMATION

If any changes occur that should be noted on your child's records, it is the parent's responsibility to notify the child care centre. The Ministry of Education requires that all information be kept up to date. These changes may include:

- ~ Change in address and/or phone number
- ~ Change in parent's place of employment
- ~ Updated immunization records
- ~ Any other important information

13. PHONE CALLS/VISITS/ QUESTIONS/CONCERNS

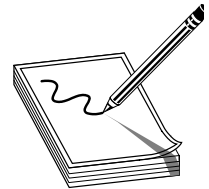


Parents are always welcome to call or visit to check on their child. Please try to avoid calling to speak to your child's teacher between 12:00 and 2:00 p.m. The children are resting at this time. If we transfer the call to the room it will wake children up.

Please do not hesitate to discuss any questions/concerns you may have with your child's classroom teachers or the Supervisor. If you have addressed a concern with your child's classroom teacher and feel that it has not been resolved please bring it to the attention of the Supervisor. The Supervisors are always available to meet with or call at any time during the hours of operation.

14. POSTED NOTICES

Important notes will be posted at all the entrance doors and in your child's room. These notices will inform you of important things such as cases of illness that you should be aware of (E.g. Chicken Pox). We will also post any upcoming special events. Please be sure to read all notes posted in your child's room. You may also receive these notices through HiMama.



15. PARENT SOCIALS

Parent Socials are held a couple times a year. During these socials the educators will be available to discuss your child's progress, answer any questions and discuss any concerns. We encourage all parents to participate.

16. LICENSE/INSPECTIONS

Our centres are licensed by the Ministry of Education yearly. We also receive regular Health and Safety Inspections by the Windsor Essex County Health Unit.

We perform daily playground checks and have a yearly playground inspection to meet the required CSA Standards.

To ensure that the centre's drinking water is free of lead we flush the water system weekly. We also have yearly water inspections done.

17. FIRE DRILLS/EMERGENCY SHELTER /LOCKDOWN

We have an efficient fire drill procedure that is practiced once a month to assist the children and staff in becoming well-organized in evacuating the building. Each room has the procedure for their room posted.

All of our child care locations have an emergency shelter in the event we ever have to evacuate the building. This shelter is also posted in each room.

Lock Down Procedure – In the event that the area around the child care centre is deemed unsafe by Windsor Police we will follow the lock down procedure by securing the centre from any outside intruders. The procedure will include the following:

- Educators will, upon notification from the Police or Supervisor lock all doors and windows
- Close blinds/curtains
- Remain calm and continue to follow your programming excluding outside play

The Supervisor will notify the local radio station in an effort to inform our parents of the lockdown and that they are unable to come to the centre at the current time. The Office Manager will temporarily disable the swipe system for the location involved so that nobody can enter the building.

This lockdown procedure will be followed until the Police notify us that the lockdown has been lifted.

18. CREATIVE WORK

The children are provided the opportunity to create art work every day. Your child's creative work is filed in their classroom. Please take his/her work home regularly, at least once a week.

19. BIRTHDAYS



If your child is having a birthday and you wish to have them celebrate with the friends in the class, we encourage a healthy treat such as a fruit tray or a fun activity such as small bottles of bubbles for the class. Please keep in mind our Anaphylaxis Policy where Peanuts and Nut Products are not permitted in the child care centre.

20. BINGOS AND FUNDRAISERS



Several times a year we have a Bingo at Classic III (E.C. Row Expressway and Manning Road). All funds raised are used towards improving the needs of all our centres. The Bingo monies have been used to renovate the playgrounds and upgrade their safety; we have also purchased outside sheds for the storage of new equipment. Other spending includes sending the preschool children on field trips and toys for all the rooms plus much more.

Occasionally the staff will plan other fundraisers such as raffles. The money raised from these fundraisers is used for special activities in these rooms.

21. MEDICATION POLICY

Only medication that has been prescribed by a doctor and brought in the original container OR over the counter medication which is accompanied by a doctor's note will be administered.

In order to administer over the counter medication the parent/guardian MUST provide the child care centre with a doctor's note which includes the type (name) of medication and the instructions for dosage. This note can state "as described on the label". Parents will be required to periodically review the doctor's note and medication form to initial and change the dosage according to their child's weight.

PLEASE NOTE: Fever reducer will only be administered with the doctor's note while your child is in the infant and toddler rooms. In special circumstances, such as febrile seizures we will continue to administer the medication when your child is in the preschool rooms.

The parent/guardian is also required to fill out a consent form stating all of the following:

- ◆ The child's name
- ◆ Address
- ◆ Name of Medication
- ◆ Date(s) for administration of medication
- ◆ Daily time schedule for administration
- ◆ Amount for each administration
- ◆ Reason medication is being prescribed
- ◆ Parent/guardian signature
- ◆ Date
- ◆ Expiry date of medication.

In order for us to give the medication, this form is to be completely filled out. Educators cannot fill out the form, it is the parent's responsibility. A separate form is required for every medication.

The forms are available in each room.

All medication brought to the centre is required to be locked up in the medication boxes in the kitchen or designated area. Please do not leave medication in your child's locker or bag, hand it to a teacher for safe keeping.

Please inform us when dropping off your child if they have received any medication prior to coming to the child care centre.

Inhalers

We have an Action Plan and Consent for Inhaler Administration form. If your child has an Inhaler you will be required to fill this form out so that we clearly understand how and when it is to be administered.

Seizures

We also have an Action Plan form to be filled out by parents for children who have a history of seizures. This form provides us with information describing your child's medical condition that causes the seizures. It also gives us an action plan of what you would like us to do if a seizure occurs or how to avoid a seizure from occurring.

EpiPens/Allerject

If your child has an EpiPen/Allerject we will require you to fill out an EpiPen/Allerject Alert form and an Individual Treatment Plan form. We will require a current picture of your child to attach to the Alert Form.

Parents are responsible to ensure that your child's medication (which includes Tylenol, EPIPEN® /Allerject and puffers) have not expired.

22. ALLERGY ALERT

Anaphylaxis is a severe allergic reaction that occurs rapidly and causes a life-threatening response involving the whole body. For an anaphylactic reaction to occur, the child/person must have been exposed in the past to the substance that causes the reaction; known as the antigen.

The reaction usually occurs within seconds to minutes of exposure. Occasionally, they are delayed. Triggers of anaphylaxis include all types of substances. Only a trace amount of the trigger may be needed to cause a severe reaction.

Some common triggers are:

- Medications (prescription or non-prescription)
- Venom of stinging insects
- Foods – commonly fish, shellfish, peanuts, nuts, fruits, wheat, milk and eggs.
- Food additives such as sulfites
- Latex

It is for the above mentioned reason that we must insist that:

NO PEANUT, NUT PRODUCTS OR LATEX PRODUCTS BE ALLOWED IN THE CENTRE

23. SERIOUS OCCURRENCE INFORMATION

The Ministry of Education requires that all child care centres report any serious occurrences, such as a serious injury to a child. We take great measures in ensuring the safety of the children in our care, however sometimes accidents do happen. We are also required to post a Serious Occurrence Notification Form in the centre for parents to view.

24. ILLNESS AND ACCIDENT

If your child appears to be ill, the teacher will notify the Supervisor who will notify the parent at home or place of employment. In situations where a parent cannot be reached we may need to contact the emergency person designated by the parent.

You may be requested to come and pick up your child if the illness includes symptoms such as:

- A fever over 38°C
- Low energy
- Unexplained pain
- Cold with fever, runny nose and eyes, coughing and sore throat
- Sore throat with difficulty swallowing
- Rash
- Red eyes (with or without discharge)
- Headache
- Stomach ache, diarrhea or vomiting
- Severe, itchy body or scalp
- Known or suspected contagious illness such as chicken pox, measles

Parents are strongly encouraged to keep ill children at home to prevent the spread of illness to the other children in our care. Children must be free of symptoms for 24 hours before returning to the centre. In the event of a contagious illness and an outbreak of flu like symptoms we will follow the recommendations of the Windsor Essex County Health Unit. Children may only return to the centre when they are no longer contagious.

Accident & Injuries – In the event your child is injured while at the centre the Supervisor will notify you if the injury is:

- ◆ Serious where medical attention is required
- ◆ If the injury is of a nature that medical attention may not be necessary but warrants the child be monitored (Parents are the ones who will make the decision whether their child requires medical attention)
- ◆ If the injury is not serious but is clearly visible e.g. a scratch on the child's face. We never want a parent to arrive and be surprised to see such an injury.

If a child has had an accident that results in an injury the staff will fill out an Accident Report for the parent to read and sign upon picking up their child. A copy will be given to the parent. This report will explain what happened and what treatment was given.

25. TIPS FOR PARENTS



**BE SURE TO SIGN YOUR CHILD
IN AND OUT EVERYDAY**

- Make certain that we always have current emergency contact names and telephone numbers.
- Advise educators of any allergies, medical conditions and medication your child may have received before coming to the child care centre.
- Arrange for alternative care when your child is not well enough to participate fully in the program.
- Call the centre if your child is going to be absent before 9:30 a.m.
- Call the centre if your child is not going to be coming off his/her bus after school.
- Label all of your child’s belongings, be sure they have spare clothing and appropriate outside clothing.
- **Discourage** your child from bringing toys from home.
- **Be sure to read all notices posted throughout the child care centre.**

Notes: _____

A Letter from Play to Parents

Dear Parents,

It's me, Play. We have not spent much time together lately- I miss you:

When you were a kid, we were together all the time: riding bikes, sculpting out of play dough, building moon bases out of blocks, and squishing mud. Remember how many times you were told to quit playing with your green beans and eat them? Remember all the times your mom yelled "goofing around with those toys is *not* going to get that pigsty-of-a-mess you call a bedroom cleaned up!" Remember the fun we had on car trips? It was great until the order to "stop the silliness back there" boomed from the front seat. Remember how the big slide burnt your legs, but you just could not stop going down again and again? Back then, all you wanted to do was hang out with me. Those were good times.

Anyway, I'm not writing to relive old times. I'm writing about your kids. I don't see them that much...they're MIA. From what I hear, their days are full of adult-led activities, screen time, and rushed academics.

I know you want the best. You want them to get ahead in life and be ready for whatever it tosses their way. You're scared that if you don't push them a bit they will not "be ready". You feel there is learning to be done and that there is not time for your old buddy, Play. You're also under a lot of peer pressure to do what other parents are doing. If the kid down the street is shuttled between academic preschool, dance, karate, a travelling soccer team, and a foreign language class you'd look like a bad parent if your kids spent time "just playing".

I get the Fear and the Pressure, but it's getting a bit intense. You're expecting things out of your kids that are not developmentally appropriate. You're expecting them to do things at the age of 3 that *you* did not do until the age of 5 or 6. Is it right to push kids to do things that are not cognitively, emotionally, or physiologically ready for?

The thing is, if you want the best for your kids, *I'm* the answer. It's my job to get them ready for whatever life throws in their path, to prepare them to thrive in an ever-changing world, to help them learn to be creative, knowledgeable, and-well adjusted. I don't want to brag, but I'm an evolutionary strategy lots of creatures use to prepare for life. Puppies, chimps, whales, elephants, tigers-the list is huge. They all use me, Play, as a strategy for gathering information about their surroundings, sorting and classifying objects and ideas, developing social skills, learning to self-regulate, and so much more.

Don't take my word for it, there is plenty of research and anecdotal evidence showing that Playful Learning is a better choice for young kids than computers, videos, flashcards, worksheets, and adult-led academic settings. Check it out when you get a chance.

Right now, I'm just asking you to relax a bit. Let your kids play and enjoy childhood. Stop running and pushing.

By the way, you look stressed. You could use more Play, too. How about right now? Grab a towel, fasten it around your neck, and see if you can still fly the way you did when you were a kid—if you try it, send a picture for my scrapbook.

Hope to see your kids...and you...soon!

Your Buddy,

Play

EXPLORATIONS Early Learning

