



Tender Years: Great Again

[We have changed: For the better, we have enhanced our learning environment!](#)



Tender Years Child Care

Parent Handbook

Our Mission

At Tender Years Child Care Centre, our vision is to become a forerunner in the childcare field by providing our clients with a service that will provide a solid foundation where children can learn in a professional and nurturing environment. We will provide the children with a program to stimulate creativity and intellectual growth.

All staff members with an Early Childhood Education Diploma are also registered with the College of Early Childhood Education (RECE's). Tender Years Child Care is licensed by the Ontario Ministry of Education. We meet and maintain provincial standards set out in Ontario Regulations 137/15 made under the Child and Early Years Act, 2014 concerning programming and operations as well as standards set by the Health and Fire Departments. Tender Years Child Care Centre is licensed to provide care for children from 0 months up to 12 years of age.

We believe that our centre is responsible for providing a stimulating environment that will invite children's interest, stimulate and provoke creativity, and satisfy the desire to explore the world around them. We aim to meet this standard by keeping in mind the individual needs and developmental levels of each child.

Our program will be constantly re-evaluated through frequent staff meetings to ensure that the need of each child is being met. The families will benefit from having their child in a facility where they will be nurtured and supported in such a way that promotes positive self-esteem and provides the opportunity for optimal growth in all areas of development. We seek to provide programming that is appropriate for your child's developmental age and abilities; and will work to ensure that their skills are continuously developing.

Our Program

Tender Years Child Care Centre's staff endeavors 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. Our

program planning is based on the document “How Does Learning Happen? Ontario’s Pedagogy for the Early Years (2014) which is organized around the following 5 areas of development:

Physical (gross and fine motor)

Social/Emotional (awareness, respect, ability to share and cooperate)

Language & Literacy Communication (verbal and non-verbal) (reading, writing,

Self-regulation esteem (self-awareness help skills, and positive self-image, coping mechanisms)

Cognitive (comprehension, inquiry, problem solving and skill acquisition)

This document also lists four foundations that are considered essential to optimal learning and healthy development for children and are represented in our programming:

Belonging – a sense of connectedness to others and the environment.

Well-being – focusing on the importance of physical and mental health and wellness.

Engagement – being involved and focused through exploration, play, inquiry and skill development.

Expression – (or communication) to be heard, as well as listened to (bodies, words, use of materials) recognized, and the ability to display creativity

We believe that capturing, observing and documenting the children’s progress in our program is a form of reinforcement of the importance to maintain a strong learning process for educators, family, and children. In this respect, portfolios are created for each child. Weekly/monthly observations are available for your review and reference to show you the areas in which your child is learning. Newsletters are distributed monthly, photographs are taken to capture a moment and document your children’s learning. Activities and program plans are posted in all rooms with our guiding document for parent’s reference. We display the work/interest that is progressing in each program.

In order to ensure that we are meeting all the requirements that outline a quality program in conjunction with the “How Does Learning Happen?” document, Tender Years Child Care follows our Program Statement that is implemented on a daily basis.

Tender Years Child Care Program Statement

We view children as adept individuals who are keen on enhancing their learning through observations in their environment. With our support staff and vast community resources, we strive to ensure that we meet the children's developmental needs. Through an array of communicative strategies, consistency, refined guidelines and principles, we are capable of staying committed to high-quality care. Together with parents, co-educators and caregivers as well refer to a sense of connectedness to others, individual's experiences of being valued, of forming relationships with others and making contributions as part of a group, a community, and the natural world.

Well-being: addresses the importance of physical and mental health and wellness. It incorporates capacities such as self-care, sense of self, and self-regulation skills.

Engagement: suggests a state of being involved and focused. When children are able to explore the world around them with their natural curiosity and exuberance, they are fully engaged. Through this type of play and inquiry, they develop skills such as problem-solving, creative thinking, and innovating, which are essential for learning and success in school and beyond.

Expression or communication (to be heard, as well as to listen) may take many different forms. Through their bodies, words, and use of materials, children develop capacities for increasingly complex communication. Opportunities to explore materials support creativity, problem-solving, and mathematical behaviors. Language-rich environments support growing communication skills, which are foundational for literacy.

Through our approach to early education and care, we have developed our program in a manner that allows optimal growth in all areas of development. We will endeavor to provide children with activities to stimulate creativity, intellectual growth, refine pre-literacy skills through the fine motor and gross motor development, enhance social and communicative skills as well as implement the necessary activities to encourage the best possible physical growth.

Within our academically based program, we have implemented the Early Learning for Every Child Today (E.L.E.C.T) which enables our staff to develop the necessary learning environment which strengthens the approach to education. Children will be engaged in continual learning opportunities through guided practices, which allows for independent growth and development. Our team aims to extend children's learning through methods that build from scaffolding techniques and strategies, which will facilitate abstract thought processes.

We will endeavor to engage our staff in ongoing professional development opportunities to maintain quality care with respect to updated information that is sent from governing bodies. The method will

ensure that our staff are competent and capable and are able and willing to learn and grow within the ever-developing field of child care.

Our centre will strive to maintain a healthy living concept by making sure that the children's nutrition is taken care of while in our care through menus that incorporate the recommendations from The Canadian Health Food Guide for healthy living. We also take the opportunity to make the menu in a manner that is inclusive of much diversity, in keeping with the whole child approach.

Tender Years childcare will continue to re-evaluate our approach to learning and education in order to keep up with the ever-evolving field of child care. Our system will allow for opportunities such as parent-teacher meetings, Bi-Weekly classroom meetings as well as monthly staff meetings to maintain a high level of quality service.

We will endeavor to keep our families within the open communication methods through a series of updates that will be provided verbally, in written format and through electronic means as well. The process will allow for partnerships to grow between parents, staff and the overall Tender Years Child Care centre community.

In keeping with the promotion of Health and Safety of the children and their families as well as our staff members you will see the following within the classroom environment:

All learning materials and surfaces within the learning environment will be cleaned and disinfected daily as well as on a weekly basis to prevent the spread of germs, illness, and disease.

Hand washing routines will occur throughout the day (i.e. before and after meals, after toileting routines, etc.) but will not be replaced by hand sanitizers.

The classroom environments will be large and wide and will also be equipped with allocated centres to encourage children with a self-regulation approach to learn and grow.

The children will be served a series of three meals while they are in our care during the day; an AM Snack, and afternoon lunch as well as a PM Snack which will all be cooked/prepared on site. All menus that are created will be developed in conjunction with Canada's Food Guide.

All meals will be served in a “family style” method. The children will be encouraged to self-serve with child-sized utensils at their lunch/snack tables. Teachers will be seated at the tables with the children to promote appropriate eating, conduct social interaction as well as encourage the children to “try” everything that is served.

All kitchen staff will be certified with the Food Handler’s Certification training that will be completed and updated regularly.

Children will be taken outdoors twice daily (weather permitting) enabling the most favorable growth and development for gross motor muscles, exploration and discovery.

Electronics will be implemented within the children’s learning module intermittently throughout the week in order to enhance their learning. The children will be guided under the direct supervision of the teachers to ensure the appropriate use of technology.

All staff will receive First Aid and CPR training which will be renewed on annual basis in order to stay updated on current safety methods and strategies.

Children will be allocated a minimum of two hours for rest time throughout the day that allows for a balance between active play and relaxation.

Written Attendances will be located in each class to sign the children in and out daily during arrival and departure times.

In order to maintain ratios as well as increase awareness of direct supervision at all times, our educators will sign the Staff Verification Sign IN/OUT sheets that are located in each of the classrooms. The Staff Verification Sign IN/OUT sheets will be signed intermittently throughout the day (i.e. when moving children, during outdoor play, during transitions, etc.).

Criminal Reference Checks will be completed for all staff prior to their first day with our centre to make certain the level of safety and wellness of the children is uncompromised.

We strive to build strong and lasting relationships. Our approach to building partnerships between parents, children, and educators, as well as, their families.

The classrooms are organized, clean and welcoming. Each class will have the children's individual cubbies for belongings to be kept safely and in an organized manner, with the children's names. The intent is to allow children to feel a sense of belonging and to also store personal materials in a manner that is clean and orderly.

All program plans will be posted in the classrooms for ease of accessibility if / when parents and families would like insight into their children's learning.

Evidence of learning that is taking place will be displayed in the classroom environment for easy viewing purposes as well as a method to encourage children to participate in the program and activities being implemented.

Communication on an ongoing basis will occur with parents through an array of communicative means. Educators and administrative staff will communicate with families in regards to growth and development, goals, skills and any topics of interest which enables open avenues of communication.

Children's ability to communicate is key in developing interpersonal skills. We will work on developing the children's ability to correspond to educators, families and the community that is effective and positive. Within our Tender Years community, you will find:

Modes of expression that will allow the children to communicate or express thoughts, ideas, and concepts of the self and the world around them. Environments such as our Dramatic Play Centres or our Art and Crafts Centre will provide children with the opportunity to develop the abstract mind and express themselves in a manner that is healthy and responsive.

Children will engage in an array of independent conversations that will occur amongst peers and educators through opportunities such as "group gatherings" or mealtime discussions.

The children will participate in a series of play experiences and activities that will allow for literacy skills to grow and expand. Opportunities such as reading in our Books Centres, printing activities as well as simple experiences such as Sensory play to refine fine motor development will allow for refined communicative skills.

Co-operative games will be played with the children throughout the week to enable opportunities for the development of comprehension skills, the healthy team plays habits as well as positive interactions abilities.

The children will be allowed to participate in an array of kinesthetic learning experiences that will allow for extension in all areas of development.

Opportunities for self-regulation will be provided to allow children to take moments, as where they require, for themselves. Areas such as Book Centres will be equipped with comfortable seating for children to unwind independently and with restfulness.

All equipment will be designed and geared towards children and their abilities. All furnishings will be child-sized which will add to the limitations of environmental stressors accessibility of our centre.

Classroom environments will be developed through child guided strategies and educator observations to facilitate the approach of learning through play-based experiences organized in a way that is accessible and will allow children to move between 'play centres' with ease.

Within the classrooms you will see

Documentation boards which will display the progression of learning and the methods of observations that enable child guided strategies for early education.

Individual portfolios of all children will be kept in the classrooms and will be accessible for examination. The portfolios will be pertaining evidence of learning that has taken place, observations that are being made on a weekly and monthly basis as well as the NIPSSING Screening Tools that are used to track each child's development.

Parents will receive electronic updates throughout the day via the "Bright wheel" application. Information pertaining to the curriculum plan for the week, newsletters, reminders, notes etc. Will be communicated to prevent any miscommunication errors and to open all avenues of communication possible.

Opportunities to explore the natural world during outdoor play experiences as well as centres such as Science and Exploration or Sensory play. The children will have an in-depth option of analysis, processes as well as critical thinking

The children will be provided with opportunities to engage in independent play or group play opportunities throughout the day to support the children in understanding the importance of identification of feelings and being able to express them in an appropriate manner.

We will follow the lead of the children in our care as our educators will provide support. The educators in the classrooms will be guided by the children's interests to develop our curriculum. In order to foster this particular learning environment, you will find:

Program plans that are developed on a weekly basis that outlines the learning that will be taking place for the week based on observations made by the educators.

Within the classroom, an array of evidence that learning that has taken place, the prior weeks will be displayed for analysis. It will be accessible to view the process that takes place when learning environments, activities, and opportunities are generated.

All programming will be planned in conjunction with the ELECT Document to ensure the children's developmental levels, various domains and goals that can be met are addressed.

All learning material will be ethnically diverse, inclusive of all children's capabilities and will be accessible for the children to use within the classroom.

A schedule will be developed and displayed within the classroom to demonstrate the daily routines that occur while the children are in our care. The schedule will allow for flexibility within the program, leaving it open for spontaneous activities as well as teachable moments.

The children will be provided with an assortment of knowledge-based learning that is supported by various learning centres. Within the classroom you will find the following:

Various learning centres that are labeled- to extend the children's literacy abilities.

The children will be encouraged to participate in small group play to enhance socialization skills as well as co-operative play strategies.

An array of Learning opportunities that will develop and refine the children's goals and skills that will be implemented with the children based on observations made throughout the day. The observations made, will be documented directly on to the program plan. These observations will paint a picture of how the following program plan will look. Prior to developing the curriculum learning module for the week as well as the subsequent learning that takes place after the learning opportunities have taken place.

To enhance interpersonal skills and communicative strategies, our educators will hold group discussions with the children that will extend and expand their learning. The opportunities for discussion will allow children to engage in stimulating conversations pertaining to the analyzes of the learned material, reflection and create a hypothesis.

Rotational resources will be readily available such as books, print, and magazines that are age appropriate, related to current learning as well as inclusive of all children.

The children will be encouraged to participate in positive interaction that will be free of biases, open-ended, engaging and stimulating.

Educators will see themselves as co-learners with the children-, in keeping with the child guided practices of curriculum development.

The classroom routines will be generated in a manner that is consistent with promoting a balanced lifestyle. Allocated times will be made to provide for active play experiences, quiet time activities as well as rest time.

The children will be provided with opportunities to develop and build on cognitive development through quiet time activities such as puzzles, an assortment of age-appropriate reading materials, memory games, matching activities, etc.

The toy shelves will be equipped with bins to store toys and activities neatly. Each bin will be labeled with the name of the toy that can be found in the corresponding bins as well as the pictures to help children easily identify what it is that they are looking to play with.

All play materials will be well supplied and accessible to the children at all times. The children will be able to independently seek out any toys/ supplies that they would like to expand on their learning and interests.

There will be quiet and comfortable spaces allocated for the children to unwind and relax with moments for some time for themselves whenever they choose to do so.

Alternative activities will be provided for children who would like to opt out of the activity that is being implemented as a group. Children will be allowed to pick materials of their interest to encourage independence.

Cultivating open avenues of communication between parents, educators as well as the local community is a priority. Engaging parents and educators in constructive communication to build partnerships surrounding the children will allow for the whole childcare experience. At our centre you will see:

Daily tracking will occur within the Infant and Toddler classrooms. Information such as food intake, toileting routines, and any additional notes will be tracked regularly throughout the day and delivered to the parents via electronic means. Parents will receive daily updates regarding as to their children's learning that will take place, menus that are to be expected for the week as well as curriculum outlines for the learning that will correspond to the week activities your children were involved in.

Individual portfolios will be updated and accessible to show children's progression of learning to be documented. Various evidence based on the learning that has taken place will also be made available to the parents, as the children engage in learning experiences.

Newsletters, reports, and notes regarding the daily operations of the centre will be provided to the families through written, verbal and electronic means.

Any information pertaining to ill health will be documented and will be reported to the parents immediately via phone calls.

Accident reports or incident reports will be filled out for each child if they have an accident or is involved in an accident. Information outlining the details of the accident will also be outlined on the report.

Strengthening our relationships with parents and minimizing closed-ended conversations is fundamental in fostering the partnerships we are keen on creating. In so doing, members of the management team will be available during drop offs and pick up times in order to address any inquiries, concerns or comments that parents and families may have.

We will aim to encompass the whole child approach to education and learning. Building and exploring the idea of community and how we can form connections is essential when aiding perspectives for children to create a professional trustworthy atmosphere for you and your children. Within the centre you will find:

Programming that provides insight into services that can be found within the immediate community space. The children will be educated in regards to services such as libraries, fire departments, auto mechanics, and what roles they play to strengthen our community environment involvement.

Parents will be encouraged to provide any sources that can support their children's learning, extend the sense of community partnerships and provide children with an opportunity to strengthen autonomous relationships.

We will plan to take children on off-site excursions to neighboring facilities such as restaurants, grocery stores, libraries, medical centres, etc.

Representatives from the immediate community space will also be invited to educate children and provide for enriched programming experiences.

On-going professional development and learning play a fundamental role in maintaining quality educators within the classroom environment. Quality educators continue to learn, stay informed with recent research and grow and adapt to new ideas and concepts that will support the overall classroom environment. In order to ensure that our team is implementing quality programs for your children, you will find:

Registered Early Childhood Educators in all the classrooms who have been recognized by the College of Early Childhood Educators.

Educators that will continually attend workshops, seminars, and conferences to stay up to date with any changing information on early childhood to continue to grow and learn in the field.

Resources and professional documents “How Does Learning Happen?” and the “Early Learning For Every Child Today” (ELECT) that will provide insight for the educators which are readily accessible for reference.

Tools within the centre, books, articles, webinars, that will allow for research-based ideas and concepts to implement with the children which will enhance the learning environment.

All educators undergo the mandatory Occupational Health and Safety Training, First Aid and CPR as well as and the Child Care Early Years Act, 2014 Self-Assessment to ensure that they are completely capable and well-informed individuals within the centre.

Documentation of learning is central to identify skills and goals of each of the children in our care. Various forms of documentation will enable detailed insight on approaches and strategies that may be implemented with the children to outline key learning concepts. In order to enhance the process, you will see:

An array of artwork that children have completed will be displayed at eye level to enhance the learning environment.

Photographs of the children and their learning processes with captions for each to provide an understanding of what is occurring and how it happened and why.

Independent and expressive language that will be documented by educators to demonstrate thoughts and ideas the children may have during the learning process.

Tender Years Dedication to Quality Care

In order to achieve our vision of quality care and education, Tender Years Child Care will remain devoted to continual growth and learning. All educators, team members, volunteers, and students will be required to read and understand our Program Statement prior to their first day. All staff will review our program statement and sign off on any modifications that may be made in order to adapt to new thoughts, concepts, and ideas as we endeavor to maintain excellence in our approach to early education.

Please refer to the points below as it outlines the Policies and Procedures that we practice at Tender Years Child Care.

Morning Snack for the Morning Program is served at 7:30 a.m. We recommend that children eat a healthy breakfast at home prior to coming to Day Care. Parents, please make every effort to have your child at daycare by this time. If, on any given day, this is impossible, please call and let the staff know.

If a child is not picked up by 6:30 p.m. and contact is not established by 7:00 p.m., the Children's Aid Society and Police will be notified.

When you bring your child to Tender Years Child Care, we require that you accompany him/her into the daycare and into his/her classroom. Please make sure that the teachers are aware that your child is present.

We also ask that all children be escorted into and out of the daycare by someone 18 years of age or older. Parents must fill out and sign an "Authorization for Youth Escort" form for anyone under the age of 18 who will be dropping off or picking up their child(ren) from the daycare. These forms are included in the Registration Package and can be filled out as part of the registration process or when the need arises. We will not release children to anyone under the age of 18 unless authorization is complete.

Fees

Tender Years Child Care payment schedule is run on a weekly basis. The rates are established based on care that is provided between 6:30 am – 6:30 pm from Monday – Friday. A late charge of \$15.00/week for a maximum of two weeks will be charged if fees are not paid on time. If payment isn't made during this two-week time period, additional measures will be taken by management, which may include but is not limited to, suspension of care. You may access your current balance via the Bright Wheel app that we implement in our daily program. Please note that payments may not be processed online through this app.

Payment Methods Include:

Cash: Expected on Monday of every week.

Automatic Withdrawals: Maybe set up on a weekly, bi-weekly or monthly basis.

Parents will also be responsible for paying an additional charge of \$35.00 on any payments that are NSF. Non-payment of fees could result in the withdrawal of your childcare services. For income tax purposes, a receipt for fees paid will be issued at the New beginning of each year. Please ensure that fees are kept up to date in order for accuracy when providing tax receipts. If you have withdrawn your child from the program or your child has graduated from our centre, please be advised that your tax receipt will be mailed to you at the address that we have on file.

Vacation Days and Absences

Please note fees are still payable on days that your child is not present due to vacation, illness and on statutory holidays. Please refer to the list below for days to expect closures:

Statutory Holidays

New Year's Day

Family Day

Good Friday

Victoria Day

Canada Day

Civic Holiday

Labour Day

Thanksgiving Day

Christmas Day

Boxing Day

Please note: Full fees are payable on these days and you cannot switch these dates to make up for other dates. On Christmas Eve and New Year's Eve, Tender Years will close at noon. On the days that Christmas Eve and New Year's Eve fall on a weekend we will close on the Friday at 2:00 pm.

For parents choosing the Part-Time options (Minimum 3 days/week), you must pick fixed days for the year and can only switch under special circumstances and with the Director's approval.

Part Time options depend on days of the week that are available per program with exception to our Infant Program which is a Full Time only enrolment.

Admissions

Once you decide that Tender Years Child Care is the right fit for your child, you will inform us of the care type that you are interested in. We provide Full-Time care (Monday-Friday) as well as Part-Time care (Minimum three days per week, depending on availability). The option to make use of the complimentary transition days are available to the children who have enrolled for Full-Time Care (Please refer to the transition schedule below) only. A registration package will be provided during your initial visit online to be submitted prior to your child's first day. A non-refundable registration fee of \$100.00 will be required to complete the registrations process. A spot for your child is secured once the registration fee is paid. The registration forms, including the proof a copy of your child's up- to- date immunizations must be provided prior to your child beginning day their first daycare. Enrolment will be not permitted without the completion of the required registration package as well as immunization records.

Please inform us immediately of any medical conditions your child may have: asthma, an anaphylactic or any other type of allergy, food sensitivity, on medication, special needs, etc.

Transition Schedule

Day 1: Two-hour visit 9:00 – 11:00 am

Your child's morning will include a tour of their classroom and an introduction to the teachers and the children. They will also have an opportunity to engage in outdoor activities.

Day 2: Four-hour visit 9:00 – 2:00 pm

Your child will have an opportunity to have lunch. Your child will also have an opportunity to sleep today. It is recommended that you bring a blanket and anything that your child may need to fall asleep.

Day 3: Six hour visit 9:00 – 3:00pm

Your child will have participated in our typical full day routine. AM Snack, a hot lunch as well as a PM Snack will be served. Opportunities to learn and grow through play-based learning modules will be provided throughout the day!

Please note: You will not be charged for these transition days. The transition schedule is fixed and may not be altered.

We encourage all Full-Time families to make use of the transition days as it allows the children to assimilate into the program with ease.

Your child's morning will include a tour of their classroom and an introduction to the teachers and the children. They will also have an opportunity to engage in outdoor activities.

Your child will have an opportunity to have lunch. Your child will also have an opportunity to sleep today. It is recommended that you bring a blanket and anything that your child may need to fall asleep.

Your child will have participated in our typical full day routine. An AM Snack, a hot lunch as well as a PM Snack will be served. Opportunities to learn and grow through play-based learning modules will be provided throughout the day!

Waitlists

Tender Years Child Care understands the importance of planning care arrangements that parents need to make for their children. In so doing, to support our families, a wait list has been generated in order to help minimize the challenges of receiving care for parents.

Parents may call the centre if they are interested in attaining insight or to be added to the waitlist for any program within our centre.

A chance for potential parents to fill our wait list form online through our website is available. Parents have the opportunity to provide information such as:

Child's Name

Child's Date of Birth

Parents' Name

Parent Contact Number

Ideal start date

Upon completion of the waitlist form, parents will submit their application to which a phone call will be made from Tender Years Child Care to confirm the receipt of application. Any further inquiries will be discussed at this time as well. Tours for our centre will also be booked for parents who wish to do so.

There will be no charge to parents to add their child to the wait list and parents must understand that the wait list is maintained regularly. No special consideration will be given to parents who request to have their child moved to the top of the wait list.

As soon as a spot becomes available, parents will be notified and the registration process will begin. Parents will be required to provide all the necessary documentation that the centre Director supervisor requests and will be expected to have it all submitted PRIOR to their child's first day. If all necessary documentation has not been submitted, Tender Years Child Care practices the policy to refuse services until the required documentation is submitted.

Please Note: Parents are required to fill the Waitlist Form with complete accuracy.

Withdrawals/ Dismissals

If you wish to withdraw your child from the Child Day Care Centre, two weeks advance notice must be given in writing to the Director/Supervisor. You may send this written notice to supervisors@tenderyearschildcare.ca for your child's withdrawal. If notice is not received, full fees will be charged for the two-week period. A permanent space cannot be guaranteed if you wish to temporarily withdraw your child.

Tender Years Child Care Centre reserves the right to terminate services if policies are not followed, fees are not paid or if the program is unsuitable for the child — i.e. in such instances that a child's behavior is repeatedly disruptive to the program or threatens the safety of other children and staff. Every effort will be made to amend unacceptable behavior prior to dismissing the child from the program.

Tender Years Child Care practices a Code of Conduct for all employees. As it is, we also have an expectation pertaining to the Code of Conduct that is practiced by parents and children. Tender Years Child Care Centre's mandate is to provide a safe and respectful environment for all of the children in our care. When children break the rules, it makes it difficult to fulfill this. Therefore, we must ensure that when this occurs the situation is dealt with appropriately. Disruptive behaviors include visible and/or verbal disrespect given to teachers and other children, refusal to participate in the program, name-calling, disregard for classroom rules, harmful behaviors (towards themselves, others or property) and bullying.

The process Tender Years follows when dealing with these types of incidences is detailed below:

Currently, when a child is being disruptive, the following procedures take place:

The teacher takes the child aside and explains why the behavior is unacceptable.

The parent of the child is informed upon pick-up.

Depending upon the seriousness of the occurrence, the following steps are included:

The child is redirected to an area away from the other children in the group.

The child is taken away from the activity and/or unable to fully participate in other activities planned for the day – modifications and/or accommodations may be put in place to help with self-regulation and successful play interactions.

An incident report will be filled out by the teacher, which is to be signed by the parent and will be kept on file.

Repeated disruptive behaviors, after all, possible options have been explored:

A letter of warning is issued to the child's parent(s) that outlines previous incidences. The letter will also explain that the next serious incident (to be determined by Director/Supervisor) will result in possible suspension of the child from the childcare centre for one to five days – therefore the letter specifies terms and conditions of continued enrollment. At this time, the Director/Supervisor will meet with the parent(s) of the child (child and/or classroom teacher(s) may be present).

If the behavior persists, withdrawal of childcare services – this decision is made by the Director/Supervisor.

Withdrawal of Childcare Services Due to Parent Behavior

While on the premises of Tender Years Child Care Centre, the following is expected:

Everyone must be treated with respect, including children, staff, volunteers, and parents.

You must carefully choose the words you use while in the centre. Refrain from loud and angry voices, rude, crude or threatening remarks.

All concerns and/or complaints that cannot be dealt with by room staff should be brought to the Director/Supervisor's attention or designate and should not be addressed in front of the children or in the classrooms.

Any deviation from the above will result in a written warning. At this stage, a meeting may be held with the concerned parties, the Director Supervisor and the designate.

If the parent's inappropriate behavior re-occurs/ continues, the parent and their child(ren) will be withdrawn from the centre resulting in the termination of childcare services.

Any threat of violence or any violent act against any person at the daycare centre (child, staff, parent, volunteer, etc.) will be immediately reported to the police and is reason for immediate withdrawal of the child(ren) and parent from the child day care centre as well as immediate termination of childcare services.

Our aim is to work with parents and families in the best interests of the child(ren) in our care. At times, meetings will be set up with you to discuss issues, concerns and/or possible changes to the services and care provided. Parents are asked to work cooperatively with staff to ensure that everything possible is being done to correct any problems and/or difficulties and those issues are being handled fairly and quickly. If a parent refuses to co-operate with this process, and inappropriate behaviors are persistent and on-going, services may be withdrawn.

Drop Offs and Pickups

Regular routines establish a child's sense of security. It is therefore recommended that you try and maintain fixed hours to drop-off and pick-up your child.

The children begin their daily program with morning snack at 7:30 am – 8:30 am. We have found that it is unsettling for a child to walk into a room of children sitting at the tables looking at him/her and difficult for the teachers to attend to both the snack duties and the children arriving. This also causes disruption during a time when we believe children need to remain calm and relaxed and be able to enjoy their snack and get ready for the day ahead.

Authorized Pick Ups

Your child will be allowed to leave the school only with a parent or Emergency contacts stated on the registration forms. If someone other than yourself is coming to pick up your child, the staff should be notified in advance and the authorized person should have photo identification as they will be asked for ID before your child is released.

Please note: Morning Snack is provided for all age groups. Regardless, all children should be eating a healthy breakfast at home before coming to Child Day Care. Please remember that we have a "NO OUTSIDE FOOD" Policy. Within our centre, we may have several allergies to various foods and expect that parents understand this. Please be advised that if there is any food that will be brought in, it will need to be disposed of immediately.

The exception to this particular case is for our infant children who have an array of dietary requirements. If parents wish to supply milk from home for their infant child, you are permitted to do so. Otherwise, all other foods will be cooked on site and served to the children.

All children should be in the centre by 9:30 a.m., so they are able to participate fully in the program. If your child is absent or is going to be in after this time, please telephone the centre and notify us. If you arrive after this time, and your child's group is on a scheduled walk or away from the premises, you can:

Meet up with your child's group on their walk.

Wait with your child at the child day care centre until your child's group returns to the centre.

Or...Your child can be left with another group or with another staff – this may not always be an option if the other groups are out as well or at maximum capacity.

Please Note: Even with notification of late arrival, staff will not stay back or delay a walk or trip to wait on your child's arrival.

Transition to the next Program

The Supervisor is responsible for the transitioning of all the children from one age group to the next. We follow the general guidelines for each group and consult with both the staff and the parents concerning the readiness of the children. Please understand that sometimes the transition of your child to a new group may be delayed for a short period of time due to space availability in the new group. Also, the transition of children from one group to the next is based on the age capacity of each room. Therefore, children's transitions will be based on their date of birth and they will be moved up based on age. Although we will consider each child's readiness, transitions will not be granted to children based on child friendships or parent preference. We will gradually introduce your child to the new age group by having them visit several times before going they move over full time.

Late Pickup Fees

Late pick up fees apply to all programs. The late fee is \$1.00 per minute that is paid directly to the staff that stays with your child after working hours. Late fees must be paid within 24 hours or your child will not be permitted into the program. A written reminder will follow after the first 10 days. Please call the centre if you know that you are going to be late so that we can explain to it to your child as they await your arrival. A late fee slip will be filled out by the staff person on duty and signed by the parent or the person who picks up the child. If you have delegated the picking up of your child to someone else, the parent/guardian is still responsible for any late fees owing. Also, please respect our staff's personal lives and arrive on time. If a parent is consistently late, child(ren) may be withdrawn from the program. This

policy enforces Ministry guidelines that children are not in Child Day Care for longer than 9 hours and that children are not being neglected and are spending enough time with their family.

Please Note: It is important that parents and staff communicate in order to find an alternate solution if lateness becomes an issue.

Parent and Staff Communication

At Tender Years we feel that it is important that communication between parents and staff takes place on an ongoing, daily basis. We recommend that this occurs in person, electronically via our Bright Wheel app or over the phone. Please take into consideration the activity of the room and the availability of staff at the moment you wish to chat. If there are any concerns, please address them promptly. If you need to talk to your child's teacher at greater length you may call and set up a time that you wish to meet. All programs submit daily tracking reports through the Bright Wheel app that parents are required to have set up prior to their child's first day.

Health and Safety

Please notify the centre by 9:30 am if your child is going to be absent or late. Also, please inform the staff if your child is ill and as to the nature of the illness, above all, if it is contagious. This also helps us to maintain a safe and clean environment for all children, staff, and families.

All parents of School-Age children should notify the centre of any changes to their schedules. Please give the centre at least two hours advanced notice if your child will not be returning to TYCC on the bus.

The following factors have been considered in developing our Centre's Health Policy:

The inability of a child who is ill or not feeling well to cope with the day's program

The need to protect children from contagious disease.

The need for a guideline to assist parents in deciding whether to bring in a child who is "not quite well" to child day care.

The responsibility and commitment of parents who work full-time.

Policy Regarding Ill Health

In the best interest of all children attending Tender Years Child Care Centre, a child should be kept at home when he/she has any of the following symptoms:

A cold that hinders day to day functioning (phlegm/congestion, yellowish/green discharge from nose) and a sore throat or persistent coughing.

An ear ache

Discharge from the eyes or ears

Swollen neck glands

Fever

Digestive upset – vomiting or diarrhea

Unexplained rash or skin eruption

A child with the above may not return until symptom- free for a period of no less than 24 hours. Please note that the child must be fever free without the aid of fever-reducing medication. If your child becomes ill while in our care, you will be contacted immediately. If we are unable to reach you, we will call the emergency numbers provided in your child's file. Yourself or your emergency contact person must come and pick up your child immediately. These signs and symptoms are fairly obvious and indicate that your child is unwell. All children should be kept away from the centre until they are symptom-free for at least a 24-hour period; temperature has been normal for at least a 24-hour period and/or the child has been on prescribed medication for a 24-hour cycle. This means that if a parent is picking up their child from child care with any of the above symptoms, the said child may not return to child care the following day.

When a child is ill and cannot attend, the centre should be notified by telephone by 9:30 a.m. It is also suggested that parents prepare and arrange for emergency backup care in anticipation of these situations. If your child attends Tender Years Child Care on a Part- Time schedule, days cannot be switched to make up for a sick day(s). Fees are payable even though your child is ill. In situations of extended illness, speak to the Director Supervisor.

If a child appears unwell, management staff have the right to refuse admittance. Depending on the situation, we will request a medical note and/or request immediate pick-up of a child who is ill or not capable of full participation in the program for any other reason. If a child becomes ill while in attendance, the child will be isolated from the other children until the parent arrives. This is for your own child's well-being as well as others in the daycare. If a parent is not available, the emergency number and contact person will be called.

Contagious Disease

If a child is suspected of having any contagious/communicable disease, the child must not be in the Centre. If symptoms develop during the day, the parents will be notified and asked to take the child home immediately. The child will not be accepted back into the Centre until there is a note from the doctor stating that the child's condition is no longer contagious. Should a child require medication when he/she returns to the daycare, parents need to fill in and sign a medication authorization form. All medication must be prescribed by a doctor and needs to be in its original container. Please see, Health and the Administration of Drugs.

Immunization Records – must be on record, current and kept up-to-date for your child to attend daycare.

Health and Administration of Drugs

The Day Nurseries Child Care Early Years Act requires children to spend a minimum of two hours each day in outdoor activities. If your child is not well enough to go outside, then he/she is not well enough to attend child Day Care. Any child who has been absent from child the Day Care due to a communicable disease will not be re-admitted until a doctor's note is provided. A child who shows signs of fever, diarrhea or vomiting will not be admitted. A "Resource Manual on Communicable Diseases" is available for parents. Where a doctor prescribes medications, the child may not attend the centre for at least a 24-hour period – please follow our "Policy Regarding Sick Children" guidelines. The policy is to ensure the control and prevention of infecting other children and/or staff in the centre. If your child is going to be absent due to illness or for any other reason, please contact the centre Day Care before 9:30 a.m.

Rest Time

Any child under the age of four, that is with us for a whole full day is required to rest. Depending on the age of the child, they are expected to rest quietly or engage in quiet activities that way children who need to sleep are able to. All children are provided a cot., you will be asked to supply a favorite blanket, pillow (if necessary) and any favorite rest time toy (please limit to one). Rest time is no longer than 2 hours per day.

Administering Medication

A parent must fill out and sign a Medication Authorization Form in order for a staff member to administer medication prescribed by a doctor. Included on the form is authorization and information regarding the dosage and time the medication is to be administered by staff. Parents who bring in prescribed medication must make sure it comes in its original container and that it is labeled with the child's name, time of administration, dosage, and date. We will not administer "over the counter" medicine unless it is accompanied by a doctor's note with specific and clear instruction on dosage and time of administration and our "OT Prescription Requirements" form which is available for your doctor to fill out. For a copy of this form, please see our centre Director or classroom staff.

Please Note: Tender Years Child Care is not responsible for any allergic reactions your child may have to medication.

We will not administer medication if:

not prescribed by a doctor

not been authorized by a parent

not in its original container

not prescribed to another child (brother or sister)

has not been labeled with proper information (non-prescription)

has expired

Please make sure medication is not left in your child's knapsack/school bag or/cubby. This is not only potentially dangerous to your own child, but also for other children in the centre.

All bottles should be clearly labeled with the child's name.

Long Term and Emergency Medication

Authorization to administer long term medication is needed (drugs that control asthma, hyperactivity, anaphylaxis medication. Any medication that your child requires for a life-threatening condition, such as a nut allergy or bee sting etcetera, we will keep the medication at the centre as long as the child is enrolled in our care. Written authorization is required by the parent and physician, and will need to be renewed every six months. All expired or unused medication will be returned to the parent for disposal.

If your child has asthma, an inhaler and aero chamber must be provided for the appropriate administration of the medication to prevent severe asthmatic attacks. If any symptoms persist AFTER the medication has been administered, we will contact the child's parents.

Anaphylactic Allergies Policy

Tender Years Child Care is a Nut Free Zone as we are aware that children within our centre may have Anaphylactic Allergies. Anaphylaxis is a serious allergic reaction and can be life-threatening. The allergy may be related to food, insect stings, medicine, latex, exercise, etc. The Anaphylaxis Policy is intended to help support the needs of a child with a severe allergy and provide information on anaphylaxis and ensure parents, staff, students, and visitors to the child day care centre are aware of existing allergies and plans. Our centre's Anaphylaxis Plan is designed to:

Ensure that children at risk are identified

Ensure strategies are in place to minimize the potential for accidental exposure

Ensure staff, students and volunteers are trained annually to respond in an emergency situation

It is the responsibility of the parent/guardian to:

Inform the centre day care of their child's allergy (anaphylactic, asthma)

Complete medical forms and meet with the Supervise Director and teachers to complete the Anaphylaxis Emergency Plan prior to your child's first day.

Advise the daycare centre if their child has outgrown an allergy or no longer needs an epi-pen.

Replace epi-pens as they expire (&/or before they expire)

If your child has an anaphylactic allergy you are required to provide an Epi-Pen in case of anaphylactic shock. Every Epi-Pen must be individually labeled with his/her name and expiry date. The Epi-Pen will be kept with/near the child at all times. After the administration of an Epi-Pen, an ambulance will be called, the parents will be contacted and the allergic reaction documented in the child's file.

Tender Years Child Care Centre is a peanut/nut free environment. To ensure the safety for children with this allergy, we take all possible precautions to prevent exposure to all allergens, through communication, awareness and careful food purchasing, preparation, handling, and serving. We do not allow any peanut/nut products on the premises. This includes items that read "MAY CONTAIN PEANUTS/NUTS" on their label.

Please do not send any treats to the centre that have this warning on its packaging. Please make sure you read all ingredient labels, and do not send anything with peanuts/nuts. Your co-operation and understanding in this matter are appreciated, as it is a very serious condition.

For children with non-anaphylactic food allergies, we make every effort to provide a substitute food that is similar to what the other children are having. This helps to normalize eating experiences for children that cannot eat certain foods.

Emergency Procedures

The Centre has written policies and procedures for all emergencies. Fire drills are held on a monthly basis and all staff is expected to know and practice their escape routines. Fire drills are documented on a monthly basis. Evacuation plans are posted in each of the classrooms. Parents are encouraged to discuss these drills with the older children.

Lockdown Procedures

TYCC conducts monthly lockdown procedures to ensure children are aware of proper safety procedures. Lights are shut off, blinds are closed and children are guided to a safe area away from the windows. Should there be a potentially dangerous situation (i.e. collision, gang-related activity, natural disaster, etc.) the educators and children will follow through with the safety measures that prevent children, educators and their families from harm.

Smoke-Free Policy

Smoking is prohibited within all areas of TYCC. The Centre prohibits all staff, students, volunteers and/or parents and relatives/friends of the children enrolled at the day care centre to enter the premises and/or remain on premises with a lit or unlit cigarette or holding a pack of cigarettes (where they are visible to the children in our care). This will also be enforced in and around all areas where children play – i.e. playground. This policy has been legislated by law –Smoke-Free Ontario Act.

Should this occur, the said person will be asked to leave the premises.

Accident or Illness

If your child becomes ill or has an accident at the centre, the supervisor or centre staff will provide immediate care and/or first aid. We would then contact you. If you cannot be reached, we will call the emergency contact person on file. In the event that your child is injured while in care at the centre, the staff will prepare an accident report form for you to sign. A copy of the Accident Report will be provided to you as well if you wish to receive a copy. If your child has an accident or injury at home, we would appreciate being informed when the child comes into our care the following day.

Please Note: All staff are trained in Standard C First Aid and CPR

Administration of Potassium Iodine Pills

In the event of a serious accident at the Pickering Nuclear Generating station, radioactive material may escape from the station. One type that may be released is radioiodine. If radioiodine is inhaled, it gets absorbed by the thyroid gland. The ingestion of potassium iodide (KI) pill will minimize the amount of radioiodine taken up by the thyroid. It is expected that there will be plenty of time to close our centre and evacuate your child before any radiation exposure occurs. However, a decision has been made to pre-distribute potassium iodine to all childcare centres within a 10k.m. radius of the Nuclear Generating Station. There may be some reaction to the KI pills in individuals allergic to iodine. For this reason, it is imperative for parents to notify us if they suspect or know their child may have an allergic reaction. The use of the KI pills is voluntary; therefore, we request that you confirm your wishes regarding the administration of them to your child on the attached form and return it promptly to Tender Years Child Care Centre

Clothing and Possessions

Children should come to the centre in their “work” clothes so that they may concentrate on their projects/activities and not on trying to stay clean. Your child should be dressed in clothing that is appropriate for physical activity, the weather and season. We suggest that children wear clothing that is comfortable and easily handled by little fingers. This is important so that we can encourage their self-help skills and help them develop a sense of independence. Also, we ask that shoes have rubber soles and are properly fitted which allows them freedom and safety of movement for full participation in all activities. Children with shoes that do not meet these criteria may be excluded from participating in activities due to safety concerns.

The following is a list of articles a parent needs to bring to the centre Day Care. Please make sure that all items are labeled and replaced when necessary:

enough diapers and wipes weekly (for children in diapers)

2 full changes of clothing, season appropriate

a blanket and cuddly toy (for children who have a sleep time)

appropriate outdoor clothing

Children (regardless of age have accidents) should have a second full set of season appropriate clothing at the Day Care centre in case of accidents (getting soiled with food, paint or wetting themselves). Staff will place soiled clothing in a plastic bag in the child’s cubby. Please check their cubbies daily and replace anything that is brought home. Should your child not have a full change of clothing in their cubby, you will be notified and required to come in with one or your child will have to wear daycare spares if we have some on-site. We will not borrow clothing from other children. Please label all clothing and other articles clearly with your child’s name. Do not send your child to the centre with any money, food or toys unless otherwise specified by the staff. We are not responsible for any lost items.

If your child has a sleep time at the Day Care centre, blankets will be sent home every Friday to be washed and returned the following week.

THE EXTRAS: Scarves, hats, mittens (no strings please) – These are items that almost always get misplaced. The reason is that they don’t have a place. One way to keep things together is to teach children to place the items in their coat sleeves. This is good for two reasons. One, the child cannot get his/her coat on without being confronted with the items that need to be worn outside; second, in most cases, the items won’t fall out of the coat.

Child Abuse

It is the legal responsibility of each person working at our centre to report abuse or suspicions of abuse to the Children's Aid Society. If a teacher finds reasonable grounds to suspect that a child in their care is in need of protection, that staff must promptly report the suspicion and any information upon which it is based to the Children's Aid Society. If a parent suspects a staff member of abuse or neglect, that parent must notify the CAS. The Supervisor will also contact the C.A.S. if he/she feels the situation is serious and will follow their directions. The Behavior Management Policy is reviewed annually and signed by the staff; it does contain preventative strategies for child abuse in a child care centre. If there are reasonable grounds to suspect a staff member may be involved in child abuse, the party will be suspended pending further investigation. Reporting any form of abuse is a serious occurrence, and that policy must be followed.

Nutrition

Good nutrition is essential for healthy growth and child development. This is why it is an important and intrinsic part of our program. Here at Tender Years, all food is prepared fresh daily and on site. We provide an AM Snack, hot lunch as well as a PM Snack on a daily basis. The menu is on a four-week rotation, and changes from Spring/Summer to Fall/Winter. We follow the Canada Food Guide when making our menu plans. We use high quality, fresh ingredients and are mindful of allergies and any dietary restrictions. Allergies and dietary needs will be accommodated and a list will be posted in all classrooms and the kitchen. We make every effort to provide children with food that is nutritious, but also a pleasure to see, smell, touch, and taste. Any changes you wish to make to your child's diet (i.e. you do not wish your child to have milk for a few days, or there is a discovered allergy) must be given to the centre in writing.

Please Note: TYCC has a No Outdoor Food Policy

Transportation

Throughout the year there will be various opportunities when transportation for your child(ren) will be necessary. The form of transportation may vary from Public Transit to Chartered School Buses. The safety of the children is something that is taken very seriously at Tender Years; the following is a more detailed outline of our safety plan for field trips and daily transportation to and from school.

Field Trips

There will be a letter and permission slip sent home with each child, explaining what the event is if there is any cost to you, as well as the method of transportation. This form MUST be signed and returned, or your child(ren) will remain at the centre, where alternate activities will be provided. Attendance records, emergency cards, first aid kit, and a cell phone are taken on all trips. Attendance is taken before leaving the centre, at each destination and upon arrival back at the centre. No child(ren) is left unattended for any reason at any time. They are always in the care of a Tender Years staff or a parent volunteer. All children will wear a seatbelt if available.

Outdoor Play – Weather Advisories – Smog/Heat or Cold/Wind chill Alerts

TYCC believes that children should be exposed to fresh air and sunlight daily. Aside from the natural benefits this provides, it is also an opportunity to experience the outdoor environment and learn about it. It is also a requirement under Ontario Regulation 137/15 made under the Child Care and Early Years Act, 2014 that children participate in outdoor play (weather permitting) for at least two hours each day. TYCC Daily Schedule programs for one hour in the morning and one hour in the afternoon. During very hot or cold months, TYCC's policy on outdoor time is as follows.

The Supervisor/ Director informs the staff of any broadcasted advisories. If there is an extreme weather alert, the children's outdoor time is shortened or canceled. During the summer months, parents are responsible for applying sunscreen in the morning prior to dropping off their children at daycare the centre. The staff will re-apply as needed throughout the day. We will not apply bug spray, please do not bring it in. We will do our best to limit the outdoor time during hot weather to before 11:00 a.m. and after 3:00 p.m. – when the sun is less intense. We encourage that every child, especially in the summer, comes to the centre daycare with a re-useable water bottle – the staff will refill as needed.

Clothing in the summer should include – sun hat/cap, bathing suit, sunscreen, towel, comfortable walking shoes, running shoes (children are not to wear sandals on walks, or in the playground or in the gym).

Clothing in the winter should include: – mittens or properly fitting gloves (no strings), scarf/neck warmer, snow pants, hat (no strings), boots, coat (no strings), extra socks, extra pants and a pair of indoor shoes – boots are not permitted indoors.

Behavior Management Strategies

Children have the right to quality care that is safe, healthy and provides learning opportunities to promote their growth and development. Our strategies are based on the child's age and level of development and encourage self-regulation.

Our goal is to help the children in our care achieve a sense of self-discipline and inner control by talking about inappropriate behavior and understanding the consequences of their actions. The role of the teacher is to support a child's sense of self-worth while providing opportunities for the child to learn appropriate ways to interact with others.

We're hoping that the children in our care will grow to have a greater understanding of concepts such as health, safety, and respect for others and property. When situations arise, we encourage children to verbalize their feelings and to listen to the other views involved. The teacher then helps the child(ren) generate a solution to his/her problem through sharing, turn taking, redirection or alternatives to the undesired behavior.

We hope to teach children positive ways of solving problems and the ability to understand logical consequences to their behavior. All children are addressed and approached in a positive way and at an age appropriate level.

We try to prevent and/or anticipate problems, conflicts, and accidents and work together to create a happy and safe environment. Please realize though that accidents and injuries sometimes do occur since children will be children and not all situations are avoidable.

Prohibited Practice

TYCC implements an educational approach to all circumstances. When directing behaviors, all measures will be taken to ensure the children in our care learn the importance of solution generating techniques. Therefore, the following is a list of practices that are strictly prohibited and may be deemed as grounds for immediate dismissal.

Corporal punishment of a child

Physical restraint of the child, such as confining the child to a high chair, car seat, stroller or other device for the purposes of discipline or in lieu of supervision, unless the physical restraint is for the purpose of preventing a child from hurting himself, herself or someone else, and is used only as a last resort and only until the risk of injury is no longer imminent

Locking the exits of the child care centre or home child care premises for the purpose of confining the child, or confining the child in an area or room without adult supervision, unless such confinement occurs during an emergency and is required as part of the licensee's emergency management policies and procedures

Use of harsh or degrading measures or threats or use of derogatory language directed at or used in the presence of a child that would humiliate, shame or frighten the child or undermine his or her self-respect, dignity or self-worth

Depriving the child of basic needs including food, drink, shelter, sleep, toilet use, clothing or bedding

Inflicting any bodily harm on children including making children eat or drink against their will.

Supervision of Student and Volunteers

Tender Years Child Care Welcomes Volunteers and Students within the centre environment to enhance the learning of our children as well as the learning that comes with being part of our team.

Tender Years Child Care Centre will ensure that no child will be supervised by a person under the age of 18. Also, all volunteers and/or placement students under and/or above this age will not have direct unsupervised access to children. Volunteers and students are not employees of the childcare centre and therefore not counted in the staffing ratios. Only employees, who have met all employment requirements, will have direct unsupervised access to children.

Parent Communication and Involvement

The essence of a good relationship between a family and the Daycare centre is ongoing communication. It is only by working together that we can provide the best possible care and environment for your child(ren). We encourage parents to make use of our email supervisor@tenderyearschildcare.ca to discuss any inquiries parents you may have.

Upon registration, parents provide the centre with information that allows the staff to get to know the child – background, personality, habits, interests, likes and dislikes and health conditions. Although a child may feel a little anxious when he/she first joins the centre, the staff and parents will work together to help the child make a successful transition. It is the parents' responsibility to take the time to discuss these with their child's classroom teachers as it provides an opportunity to understand your child's needs and how to best accommodate them while they are in our care.

Please provide a valid email address on your registration form for us to have open avenues of communication.

A newsletter and/or calendar is prepared once a month that contains information about children's activities, notice of upcoming events in the childcare centre, the community and other information related to child development. You may also log in to your Bright Wheel account to access information regarding daily activity that will be occurring in your child's classroom.

Please Note: It is imperative that you immediately inform our centre of any changes to your address, home or work number or other emergency information.

Trips and Excursions

Throughout the year, trips are organized and children visit various places of interest. A notice will be posted informing parents of the destination, time, date, and cost (if any) of the excursion. Permission forms will require a signature from a parent or guardian for your child to attend trips/excursions - verbal permission will not be accepted. Upon registration, a form will be required to be filled out to provide permission for your child to participate in off-site excursions.

Entering the Centre

Please ensure when entering or departing from the centre or the playground, that the door is securely closed behind you, and that the gate to our playground is firmly closed and latched. Your car must be turned off when dropping off or picking up; to ensure that if there are children in the playground, they are not breathing harmful fumes. Also, in order to ensure the accessibility of our centre to ALL of our families, we asked that you park in designated parking spots, and only park in the 'handicapped spots' if you possess a valid permit.

Parent Agreement

Please read the following agreement very carefully before signing.

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

Agreement Terms and Conditions

Registration Fee/Deposit

The Parent agrees to pay a registration fee of \$100.00 (cash payment only). This fee is payable at the time of registration and is non-refundable.

Fees

A one-week non-refundable deposit will be required at the time of registration. Please be aware that this deposit is non-refundable and will not be waived under any circumstances. This deposit will be applied to your last week of care, given that the appropriate written notice has been provided. Should you decide for any reason, you no longer require our services, these fees will not be reimbursed.

The Parent agrees to pay fees on the Monday of each week. The Parent understands that there are no deductions for absence, including Statutory Holidays. Late submission of fees results in a \$15/week late charge.

Withdrawal

The Parent agrees to provide, in writing, a two-week notice of withdrawal and understands that failure to do so will result in having to pay the two weeks full fees after withdrawal without proper notification.

Receipts

The Child Care agrees to provide, at the end of each calendar year (end of February of the following year), an official receipt for the total amount of fees paid during that year. Receipts will be issued for all payments that are made.

Absence

The Parent agrees to pay full fees if the child is absent due to illness, vacation, statutory holidays, etc.

Vacation

Parents are to notify the teachers in their child's classroom of any vacation/ absences. Regular weekly child care fees are due on these days as well.

Statutory Holidays

The Parent agrees to pay for all Statutory Holidays for which the Centre is closed. Days cannot be switched to avoid or make up for these dates.

Medication

Both Parent and Day care centre agree that medication will be given only in accordance with the Day Care Centres Medication Policy.

Late Charges

Late pick-up fees are payable directly to the closing staff in the form of cash payments only. Please be aware that late fees are not added to your weekly childcare fees. All late fees will be based on the discretion of the centre Director.

NSF Charges

The Parent agrees to pay for any additional service or bank charges incurred on all direct withdrawals returned NSF. Parents will be required to pay \$35.00 for any NSF returns.

This Parent's Agreement is subject to change if deemed necessary and advisable for the best interest of the Centre, with two weeks' notice of change given to parents. If you have any questions, please feel free to contact the Director.

Special Forms / Notifications Required

Copy of your child's immunization record is required. The state of health of the child must be acceptable at all times to the Director of the center.

A copy of a Custody Order to be given to the centre if the child is involved in a custody dispute or if Sole Custody is to be exercised.

Written notification of any change of home address, home, business or emergency telephone numbers, as well as any changes to diet or rest periods for any reason, or any alternate pick up person.

Notification given to the Director Supervisor of a communicable disease is contracted by the child at any time during attendance at the program.

I hereby acknowledge receipt of a copy of the Agreement and consent to the terms and conditions of the Policies and Procedures herein.