



*Bobcaygeon Nursery School & Day Care Corporation*

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#3 Duke Street,  
P.O. Box 1003,  
Bobcaygeon, Ontario  
K0M 1A0**

**705-738-3267  
Telephone & Fax**

**\*Bobcaygeon School Age Club  
Bobcaygeon Public School,  
30 Balaclava St.,  
c/o P. O. Box 1003,  
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**705-738-3267**

**\*Fenelon-Langton Child Care Centre  
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**705-887-9524  
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**\*PARENT HANDBOOK\***



## **BOBCAYGEON NURSERY SCHOOL AND DAYCARE CORPORATION**

### **\*PROGRAM STATEMENT\***

At the Bobcaygeon Nursery School and Daycare Corporation our programs strive to have every child develop confidence, competence and a positive self image. In The Bobcaygeon Daycare Centre, The Fenelon-Langton Child Care Centre and the Bobcaygeon School Age Club we believe that children are competent, capable and inquiring. This belief allows us to present programs and services that value and build upon children's strengths and abilities as individuals. To ensure that we provide high quality experiences for children and families, our programming and pedagogy is guided by the "How Does Learning Happen? Ontario Pedagogy for the Early Years Document (2014)". The philosophy of the Bobcaygeon Nursery School and Daycare Corporation is based upon the belief that children are resourceful, curious, rich in potential and capable of complex thinking. Respecting the importance of family choices and traditions strengthens the bond between home and our care as the child's world begins to expand. We encourage parent and community involvement in all aspects of your child's learning.

Within a warm, nurturing environment children actively participate in positive, interactive experiences that are based upon their interests and real life experiences. Through play and inquiry, young children practice ways of learning and interacting with others that they will apply throughout their lives. Problem solving and critical thinking, communication and creativity, imagination and initiative are all capacities vital for success in life. Our objective is to create and provide opportunities for children to succeed physically, intellectually, emotionally and socially. Our programs are flexible and creative and provide children with opportunities for decision making and for building resilience.

Our first and foremost consideration is the health, safety and well being of your child/ children while in our care. We believe that a positive, safe and stimulating environment is "the third teacher". By recognizing and acting upon teachable moments the staff engage children in planning activities that are meaningful and important to their lives. Our goal is to provide opportunities for children to grow towards independence,



responsibility and social consciousness. The snacks and meals provided are based upon Canada's Food Guide ensuring a healthy well balanced diet is provided daily. Our educators take the time to genuinely listen to your child. Our staff will foster children's exploration, play and inquiry by asking open ended questions and incorporating thoughtful open ended materials and provocations that are meant to inspire and offer choices. For children in our care to develop through their experiences, curiosity and risk taking our educators use critical reflection to evaluate the programs they deliver. Our Educators understand that documentation of children's experiences and learning (pedagogical documentation) is not just recording activities but learning and understanding how children use their thought process and learning skills that they have acquired and ones they are working towards. The use of such pedagogical documentation allows us to further investigate the questions we have of children.

Our educators will create environments and experiences during indoor and outdoor play times that encourage active involvement and significant exploration based upon their observations of the group as a whole and of children individually.

Self regulation is the ability to effectively monitor one's own emotions, to focus or shift attention, to control impulses and to tolerate frustration.

Developing the ability to self regulate is an essential part of a child's healthy development. Self regulation develops over time with maturation. Children require experiences that allow them to learn self regulatory skills. Our staff will provide the nurturing and adult support your child needs to develop resilience and the ability to self regulate. We believe in supporting emotional stability by helping children cope and understand their feelings, as well as providing opportunities for positive interaction with other children and accepting adults.

At the Bobcaygeon Nursery School and Daycare Corporation we are aware of the importance of involving parents suggestions for activities offered in our program. We offer opportunities for parental feedback regarding our daily programs through the use of daily communication books, Instagram accounts, the posting of learning stories, monthly news letters and personal communication at drop off and pick up times.

All of our programs will provide a balance between indoor and outdoor play, active play and rest and quiet time. Consideration will be given to the individual needs of all children receiving our care. During rest and quiet time, children not requiring sleep will be offered quiet play activities such as board games, books, small parts, or puzzles. This is a special time of the day to offer personal educator and child interactions.

We are very fortunate to be located in a beautiful area full of resources and opportunities for families. We appreciate the support of community partners such as Five Counties Children's Centre, Community Living Kawartha Lakes, Trillium Lakelands District School Board and the Kawartha, Pine Ridge Haliburton Public Health Unit. We feel that it is important for the children to participate in community events such as the

Bobcaygeon and Fenelon Fall Fairs, skating at the arena and swimming at the Forbert Pool. We live in an area with abundant wild life and natural beauty and we ensure that the children in our care have the opportunity to see, learn from and experience the riches of our community.

Children attending the centres operated by the Bobcaygeon Nursery School and Daycare Corporation are cared for in a manner that encourages positive self-guidance, responsibility for one's own actions, and helps to build positive self-esteem and self-control. Through the observation of their play, by providing stimulating and inviting environments and empathetic interpersonal communication and relationship building behaviour guidance is often not required. Positive encouragement, permitting choice, valuing children's ideas and providing logical consequences is frequently the key to a child's positive behaviour. We have zero tolerance for prohibited practices.

Our program statement, policies and procedures are reviewed by all staff, students and volunteers before employment and annually thereafter. The Bobcaygeon Nursery School and Daycare Corporation is committed to professional development and staff are supported in the implementation of our exceptional approach to program planning, through imbedded professional learning and participation in ongoing professional development.

## ***PROGRAM STATEMENT IMPLIMENTATION POLICY***

The staff of the Bobcaygeon Nursery School and Daycare Corporation will follow the programming and pedagogy in the document “ How does Learning Happen?”. We will use it to guide our programming and engagement with the children. All staff will continue to receive training in documentation in order to develop the skills to set up the environment as the third teacher.

All staff will welcome parents, guardians and children every day with warmth, enthusiasm and joy. Documentation of children learning and exploring their environment will guide our programming, ensuring that opportunities are provided to encourage children to problem solve, and use critical thinking. Including open ended activities in the programming and using small parts will encourage the children in our care to develop their creativity, imagination and initiative.

Each program will set a daily schedule of activities that includes active play, quiet activities, outdoor play, time for routines, snacks and lunch but will be flexible in the timing of these activities by focusing on the children’s interests. By providing a safe and healthy environment the children will feel comfortable, and able to build positive self esteem and learn the skills for self regulation. Our staff will embrace the assets of our community and the strength of our families to provide positive, unique activities that reflect the greatness of where we live.

All new employees of the Bobcaygeon Nursery School and Daycare Corporation will become oriented to our Behaviour Management Expectations by the following:

1. The Director or Supervisor will discuss with the employee the Staff Policies and Procedures, and the employee will sign off on the Policy Review Form. A copy of the policy will be provided for the staff to be placed in his/her file.
2. All staff will read and sign the Staff Policies and Procedures on an annual basis.
3. The Staff Policies and Procedures Review sheet is dated and signed at the completion of each stage of review. This is kept in the staff’s file.

The Corporation’s child guidance principals are intended to foster desired behaviour rather than focus on less desirable behaviour. All employees of the Corporation, students and volunteers should:

- **PLAN FOR POSITIVE OUTCOMES:** Plan for the needs, the developmental level and the personality of the children in the program. Arrange the environment to meet these needs. Be aware of the emotional environment and intervene before play deteriorates.
- **RECOGNIZE POSITIVE BEHAVIOUR:** Show your genuine approval when children are engaged in positive activity.
- **PROJECT A CHEERFUL ATTITUDE:** Be enthusiastic and call upon your sense of humour. Let children appreciate the funny side of things.
- **OFFER CHOICES:** Choices must be real choices, which are clearly understood by the child and acceptable to you.
- **ENCOURAGE CHILDREN:** Encouragement indicates that we appreciate the child’s effort and provides them with the impetus to explore and initiate. Acknowledge success and all children’s efforts to succeed.
- **RELATE CLEAR MESSAGES:** Make requests in clear, precise terms in keeping with the child’s developmental level. Say what you want to happen.
- **DO NOT REINFORCE INAPPROPRIATE BEHAVIOUR:** If using this method, all staff must work together so that one person does not reinforce the poor behaviour the others are ignoring. The child may need to be removed from the audience or the audience from the child.
- **POINT OUT NATURAL OR LOGICAL CONSEQUENCES:** Clarifying logical consequences can help develop understanding and self-discipline.

- **PROVIDE TIME ALONE:** As soon after misbehaviour as possible allow the child time to be alone, regenerate and have a cooling off period. Renewal time is not punishment or time out, it is time to adjust mixed feelings or regain composure.
- **REMEMBER TO SHOW YOU CARE:** Children often feel the only way they can get attention is to cause problems; reinforce the positive. A hug is important to a child.
- **PROMOTE DISCUSSION:** Let the children own the problem, assist them to talk and listen to each other.

Prohibited practices that infringe on the physical and emotional wellbeing of a child in our care include:

1. Harsh discipline of any kind:
  - Spanking or other abusive physical control (pushing, pulling, striking with an object, man handling)
  - Depriving a child of basic needs, including food, shelter, clothing or bedding, or normal activity other than a brief time alone
  - Confinement in any inappropriate area ex. locked room
2. Verbal abuse including; humiliation, harsh tone, threatening, swearing, harassment, yelling, sarcastic comments, discussion of a child within any child's hearing, or any act that undermines a child's self respect
3. Lack of supervision including; diverted attention for frequent or extended periods, and or leaving children unattended

In the event a staff observes another staff contravening in a prohibited practice they have the duty to report their observations immediately to the Supervisor or Director. The Supervisor or Director will ensure that the child who was involved in the suspected incident is safe, and if necessary will attend to any needs that they may have. Immediately after the incident has been identified the supervisor or director must begin documenting as many facts pertaining to the situation as possible in preparation for her first oral emergency report.

In a case where public authorities are involved the Administrator must:

- Ask for identification of the investigating party
- Ask for as much information about the alleged incident as possible
- Co-operate fully with the authorities once they have been adequately identified
- Report incident to the College of Early Childhood Educators of Ontario if the alleged incident meets the reporting criteria

The Administration of the Bobcaygeon Daycare Corporation will adhere to the following **Progressive Discipline Policy:**

- A. The incident of inappropriate behaviour management will be documented. The situation will be discussed with the staff involved and will be signed by the supervisor, and or administrator and staff.
- B. If the incident involves actions or inaction by the supervisor, the President of the Board will be informed of the situation and actions will be taken.
- C. The following actions will be taken regarding unacceptable behaviour management:

Unacceptable Behaviour	1st Offence	2nd Offence	3rd Offence
Sarcasm/Ridicule	Verbal Reprimand and Warning	Written Reprimand	Suspension and/or Dismissal
Deprivation of Basic Needs	Written Reprimand and/ or Suspension	Suspension and/or Dismissal	
Isolation in a Locked Room	Written Reprimand and/ or Suspension	Suspension and/or Dismissal	
Corporal Punishment	Written Reprimand and/or Suspension and/or Dismissal	Suspension and/or Dismissal	



The Administrator/Supervisor will contact the parent/guardian of the child/children involved in the incident of inappropriate behaviour management and inform them that an investigation is taking place. Depending upon the outcome of the investigation, several courses of action can be taken:

1. If the investigation is inconclusive the Director and Supervisor will continue to be aware of the activity of the staff by providing continued documentation
2. If the investigation of the initial report was unfounded, no further actions will be taken
3. If the Administrator find the report to be based on fact, action will be taken in accordance with the severity of the situation

**Action in Severe Situations:**

The Administrator and the Board of Directors will review the documentation. If there is factual evidence that indicates harsh discipline was used or the employee was abusive in any way, the employee will be dismissed immediately. The reason for dismissal will be noted on the employees file.

Children's Aid Society must be informed of the situation immediately and the Ministry of Education; Early Learning Division must be notified within 24 hours of a Serious Occurrence.

**Action in Less Severe Situations:**

The Administrator and Board of Directors will review the documentation. If a less severe prohibited practice has been used by a staff member, this staff will have an interview with the Administrator. The employee may be placed on probation.

The employee will be responsible to develop positive practices through self-development or training. The employee will be informed in writing at the time of the interview that prohibited practices must not be used, stating which ones they used. This information will be kept in the employee's file.

If a second instance of use of a prohibited practice is substantiated, for any employee, the employee may be dismissed at the discretion of the Administrator and/or Board of Directors. The reason for dismissal will be noted on the employee's record and depending upon the situation, documentation may be sent to the Ministry of Education, Early Learning Division.

All disciplinary actions will include, concrete advice and a specific time frame for improvement.



***WELCOME TO BOBCAYGEON  
NURSERY SCHOOL AND DAYCARE &  
FENELON-LANGTON CHILD CARE CENTRE!***

The Bobcaygeon Nursery School and Daycare Corporation is a non-profit corporation, operating three licensed child care centres: The Bobcaygeon Nursery School and Daycare Centre , The Bobcaygeon School Age Club and the Fenelon-Langton Child Care Centre. Providing licensed child care since 1977, we offer high quality care to families in Bobcaygeon, Fenelon Falls and the surrounding communities.

The Bobcaygeon Daycare Centre first operated as a Nursery School Program out of Trinity United Church in Bobcaygeon. It was owned and operated as a commercial centre and in 1980 it was licensed to offer full day child care. The enrolment kept increasing and by 1989 we were using all the available space in the church for child care. The commercial child care centre operated by Nadine Jones, was in theory closed and became licensed as a non-profit centre. The Corporation has a seven member board of directors of which a minimum of 30% are parents of children enrolled in the centres. The Corporation received a provincial grant to purchase and renovate the building at 3 Duke Street and by June 1989 all construction was complete and the official move from Trinity United Church to the new centre was made.

The Corporation submitted a tender to the Victoria County Board of Education to operate the first child care centre in a Public School in Victoria County, at Langton Public School. The tender was granted to the Bobcaygeon Nursery School and Daycare Corporation and the centre opened in Langton Public School in 1991.

The Bobcaygeon Nursery School and Daycare Centre, the Fenelon-Langton Child Care Centre and the Bobcaygeon School Age Club are licensed by the Ministry of Education, under the Child Care and Early Years Act, 2014 (CCEYA). The Corporation has a Purchase of Service agreement with both the City of Peterborough and the City of Kawartha Lakes for child care subsidies.

Working together, staff, parents and our Board of Directors strive to create a warm, caring and stimulating environment where each child will feel secure and happy. We encourage you to ask how you can be involved in your child's experience at daycare.

### **GOVERNING BOARD OF DIRECTORS**

The Bobcaygeon Nursery School and Daycare Corporation is governed by a volunteer Board of Directors. The seven member Board is comprised of parents whose child(ren) are or have been in attendance at the centres and other participating community members.

Our annual meeting is in November of each year.

The Board reviews the activities of the Centres, monitors the financial budget, and discusses issues that may affect the operation of the Centres. Six meetings in the year provide an opportunity to assess all programs, in order to ensure adherence to the approved policies, licensing requirements and philosophy of care.

### **THE VALUE OF PLAY**

At the Bobcaygeon Daycare and the Fenelon-Langton Child Care Centre we are passionate about the value of play for young children. Play is how they learn and our job is to create positive opportunities for all children to learn social and emotional skills through play. The time that children spend playing make-believe helps them to develop a critical cognitive skill called executive function. Executive function has a number of elements, but the central one is the ability to self-regulate.

The following quotes on play reinforce our dedication to a play based program:

- "All play means something". It is the way a child explores his world, builds skills, exercises his imagination and learns through experiences.
- "Play paves the way for learning".
- "Young children who engage frequently in social fantasy play are more socially competent than those who play less frequently".
- Play provides opportunities for children to make sense of their world and what they are learning. Pretend play is a key component of learning.



## **PURPOSE OF OUR PARENT HANDBOOK**

This parent handbook contains operating policies and best practices of care for the Bobcaygeon Nursery School and Daycare and the Fenelon-Langton Child Care Centre. Its purpose is to ensure that parents/guardians will understand and meet the terms of these policies and practices while using our child care service.

The handbook is given to and kept by parents/guardians upon registration. During registration, the Director/Supervisor will ask that the parents/guardians sign a Parent Handbook Consent Form which indicates that they have read and will comply with the policies and practices of the Centres.

The policies and practices are subject to revision as a result of changing conditions, regulations or experiences. All revisions will be reviewed and authorized by the Board of Directors and will take into consideration the best interest of the child care centre's quality of service. Any changes to this handbook will be issued to all parents in writing. Parents are bound by these revised or new policies immediately upon their posting.

## **OUR MISSION**

Our mission is to provide quality care to families in Bobcaygeon and Fenelon Falls and the surrounding communities. Through daily activity, we strive to enhance children's learning by teaching respect, tolerance and integrity. To achieve this goal, it is critical for the parents, teaching staff and the Board of Directors to function co-operatively and ensure on-going communication.

## **LICENSING**

The Bobcaygeon Daycare Centre, Bobcaygeon School Age Club and the Fenelon-Langton Child Care Centre are licensed under the Ministry of Education, Child Care And Early Years Division. They are inspected by a Program Advisor with the Ministry of Education, Early Learning Division, on an annual basis. Our centres strive to exceed all standards outlined in the Child Care and Early Years Act, 2014 (CCEYA).

We welcome all children and offer accessible, integrated care to children with Special Needs.

The Public Health Unit and the local Fire Department regularly inspect the centres to ensure a safe and healthy environment (CCEYA - Ontario Regulation 137/15)

### **QUALITY ASSURANCE**

The Bobcaygeon Nursery School and Daycare Corporation is committed to the goal of providing quality programs for the children and families in our care, and quality work places for our staff. We aim to do this by maintaining best practices and ensuring healthy child care environments.

The following cycle of quality assurance activities will support this goal:

- Participating in the annual accreditation program “Raising the Bar on Quality”
- DECA (an environmental assessment tool) will be performed annually
- Annual Parent Survey
- Annual Performance Reviews for all staff
- Annual Policy Review
- First Aid and Child CPR for all staff as required to maintain current certificate
- Food Handling Course for all staff in the position of “Cook”, supervisor and administrator



## **HOURS OF OPERATION:**

### **Bobcaygeon Daycare Centre:**

**Infant care - 0-18 months, Toddler Care - 18 months to 30 months,  
Preschool Care - 2 1/2 years to 5 years**

**\*Nursery School - 9am - 12 noon**

**\*Full Day Care**

**\*Half Day & Lunch**

6 am till 6 pm - Monday through Friday

### **Fenelon-Langton Child Care Centre:**

**Toddler care - 12 months to 30 months, Preschool Care - 2 1/2 years to 5 years,  
Kindergarten Care - 3.8 years to 6 years, School Age Care - 6 years - 12 years**

**\* Nursery School - 9am - 12 noon**

**\*Full Day Care**

**\*Half Day & Lunch**

**\*Before & After School, PA days & Holidays**

6 am till 6 pm - Monday through Friday

### **Bobcaygeon School Age Club:**

**Kindergarten Care - 3.8 years to 6 years, School Age Care - 6 years - 12 years**

**\*Before & After School, PA days & Holidays**

6:30 am till 6 pm - Monday through Friday

## **ADMISSION – ENROLLMENT:**

Before your child begins attending the centre, the supervisor will arrange an orientation visit for you and your child/children. The philosophy of the centre will be discussed, policies and procedures reviewed and the daily routines and expectations explained.

Upon enrolment parents/guardians must complete all registration forms, including children's medical information, permission forms and emergency information. Each child has their own

individual file, and an emergency file is completed and kept in the playroom and taken with the teachers on all outings.

There is a \$40.00 non refundable registration fee (per family) due **before** your child starts their first day at the Centre.

Parents are requested to sign a contract with the Corporation indicating that they have been informed of the Corporation's policies and procedures, parental obligations and agree to abide by these policies.

We encourage you to take the time to speak to your children's teachers each day. Our supervisor is always available to answer any questions. If required, a meeting can be scheduled with the supervisor and administrator to discuss your child's progress or to address your concerns.

### **ARRIVAL AND PICK-UP:**

Young children depend on a regular routine for their own sense of security. We recommend that you establish fixed hours for the pickup and drop off of your child at the centre. If your child is attending our morning program it is strongly recommended that you bring them in to start the day by 9:00am. It is difficult for a child to enter the program when the other children are already established in their play. When your child arrives at the Centre, you will be greeted by a staff member. Please **sign your child in** using the sign in/out sheet for the playroom. Similarly, when picking your child up, please **speak with a staff member and sign your child out** on the sign in/out sheet for the playroom.

In order to ensure the safety of your child, they will only be released to the parents and emergency contacts listed on their registration forms. Any staff member who has not met the person picking up your child will ask for photo identification and will check the registration forms to ensure that this person/parent/guardian is allowed to take your child home. If you need someone to pick up your child who is not listed on the registration forms, you will need to inform us in writing, in person or by phone. You will need to give us the name and description of the person who will be picking up your child. When that person arrives they will be asked to show photo identification. If a parent has sole custody of a child or children or there are visitation restrictions, we will need a copy of the court order to be kept in the child's file.

If there is a change in your family dynamics, please inform the teachers in your child's playroom. Knowing this information will often explain changes in a child's behaviour, or sign of stress and our staff can help your children adjust to new situations.

### **PLAYROOM DESIGNATION:**

Your child will be enrolled into the appropriate age grouping. As they grow older they will move into the next age appropriate playroom when they are socially, emotionally and physically ready and there is space available. Not all children move up to the next playroom at the same time. Before your child is moved into another playroom the staff and supervisor will discuss the move with you. Your child will be prepared for the move by ***visiting*** in the new playroom

during various times of the day. This will give your child a chance to meet his new teachers and make new friends. You will be introduced to your child's new teachers and they will explain the daily routine in their playroom. A time for the permanent move will be agreed upon with the supervisor.

### **PARENTAL INVOLVEMENT:**

We encourage daily communication between parents and the teachers. We encourage you to attend any training or information session the centre provides. All children in our infant program will have a daily log at their cubby. The logs will contain the following information daily: - Food/drink consumed – amount and time of day – Bowel movements – time & # that day – Summary of Daily Activities – children they played with; toys played with or play they engaged in; new developmental achievements; how they were feeling that day. You will be invited to attend our Annual General Meeting which is held each November. The Corporation is a non-profit organization with a Board of Directors comprised of parents and members of the community.

### **ATTENDANCE/SCHEDULES:**

The Bobcaygeon Daycare Centre provides programs for children aged 0 months to 5 years. The Fenelon-Langton Child Care Centre provides programs for children aged 12 months to 12 years. The Bobcaygeon School Age Club offers programs for Junior & Senior Kindergarten children and School Age Children (3.8 - 12 years). Centres offer full day programs, nursery school programs and before and after school programs. All programs are offered on a full-time or part-time basis. **We do not offer a drop-in service.** We must adhere to our licensed capacity, every day in every program, and therefore may only have limited space available in any program at any specific time. If your child is scheduled for a full day but arrives late or is picked up early, you will still be charged for the full day. If your child attends the Bobcaygeon Daycare Centre or the Bobcaygeon School Age Club, all messages, notices of absenteeism, re-scheduling of days, changes regarding pick up or drop off **MUST BE PHONED IN TO THE OFFICE AT THE BOBCAYGEON DAYCARE CENTRE – 705-738-3267.** These messages will be passed on to our staff at the Bobcaygeon Public School by phone or in person on a daily basis by the Supervisor and or Administrator of the Bobcaygeon Daycare Centre. If your child attends the Fenelon-Langton Child Care Centre please phone 705-887-9524.

Many of the children enrolled in the program attend on a part-time basis and scheduling children on the proper day is extremely important and time consuming. You will be asked to complete a monthly calendar indicating the days and hours of care needed for the month. The calendars will be handed out to families a month ahead of time. They are due back by the middle of the month, ex. April's calendar will be due back by March 15<sup>th</sup>. Your child will be scheduled to attend the centre and you will be billed according to the days on your schedule. Should you need extra days of care you are required to speak to the supervisor. We will accommodate any changes or additional days should there be space available without exceeding our licensed capacity. There is a minimum of 2 weeks' notice needed to cancel scheduled days without charge. **There is a retainer fee charged if you want to withdraw your child for a period of longer than 3**



**consecutive weeks. If reducing hours throughout the summer you are required to pay for the days scheduled at the beginning of the summer.**

### **ABSENTEEISM:**

You will be charged for the days that your child is absent due to illness. You are required to pay for the time they were scheduled to attend. If your child is absent we appreciate a call to notify us of the reason why. All calls regarding children enrolled at the Bobcaygeon Nursery School and Daycare Centre and the Bobcaygeon School Age Club are to be phoned into the **Bobcaygeon Daycare Office – 705-738-3267**. The phone number for the **Fenelon-Langton Child Care Centre is 705-887-9524**. This often alerts us to various illnesses in the community and we will take the necessary precautions to limit the exposure to other children in the program.

Should your child not attend the program for a length longer than 2 weeks without written or verbal notification from you, it will be assumed that your child has been withdrawn from the program and your child's spot may be given to a family on our wait list.

Our school age program does not run during a regular school day so we are unable to provide care for kindergarten or school age children during regular school hours should the school be closed, your child misses the bus or is suspended from class.

### **WAIT LIST:**

It is suggested that families contact the centre regarding availability of care before they actually need to enrol their children as we usually have a long waiting list for available spaces.

All families requesting to be added to our wait list will be treated with respect and understanding and will be kept informed of their position on the wait list. There is no fee to register on our wait list.

- When a family requests to be placed on the wait list / or enquires about registering a child and is put on the wait list because there is no space available at the time - the following information will be recorded: Parent/Guardian name, telephone number; Name of child if available; child's birth date or expected date of arrival; type of care requested ex. full days, half day and lunch; nursery school etc; frequency of care needed; date to be enrolled.
- Many factors can determine how long a family will remain on the wait list - The family who has been on the wait list the longest may not necessarily be given the spot that opens up because of factors such as; frequency of care needed, the age of the child, the length of time needed each day; and the program that the child will be enrolled in must all be factored into the equation when a space becomes available.
- Families will be informed as to an approximate length of time they will be on the wait list before a space is expected to open

- Families will be encouraged to come into the centre for a tour, to meet the staff, pick up registration packages and to familiarize themselves with our programs
- Families will be contacted on a regular basis to update them on their position on the list
- Families will be contacted several months before they need care / or when a space becomes available to come in for an orientation, to meet the staff, to receive and complete the registration package
- Families who already have a child/children enrolled in the program will be given priority
- Children will be registered from the waiting list as spaces become available in the programs offered for their ages not necessarily according to the date that they were put on the wait list
- When children are offered registration the enrolment in each program must be considered over the next year so that as the child moves into the next program there will be spaces available within our licensed capacity
- When a space becomes available the family who matches the criteria and has been on the wait list the longest will be contacted first
- When a full time space becomes available families needed full time care will be given priority over families needing part time care
- Should a part time space become available in a program families who have been on the wait list the longest will be contacted to see if they are interested in the part time space until a full time spot becomes available

### **PROCESS TO ADDRESS COMPLAINTS AND RESOLVE CONFLICTS**

Should a parent/guardian have concerns or a complaint regarding the operation of the centre they should first address their concerns with their children's teachers. The program staff will bring the concern to their supervisor/administrator. All concerns will be documented and discussed. The parents/guardians will be contacted by the supervisor/administrator in a timely fashion. We will strive to find a solution that will be acceptable to the parent/guardian and adhere to our program statement and licensing requirements. Our ultimate decision will ensure the well being and safety of the children are met, while still adhering to our licensing requirements

### **TOILET TRAINING:**

Helping children to learn to use the toilet should be a co-operative effort between the parents and teaching staff. When you feel your child is showing signs of training readiness, talk to your child's teacher and they will begin the process.

Children having difficulty mastering toilet training will not be excluded from any activities or movement from one program to another. Toilet training is a developmental milestone that requires patience, understanding and encouragement. The teaching staff will make every effort to support your child's sense of accomplishment.

### **SPECIALIZED PROGRAMS:**

Our staff work with resource teachers from Community Living Central Highlands, to provide individual programs for children with special needs. An individual support plan will be in place for each child enrolled with special needs. The plan will be developed by the child's teachers and the parents, with input from resource teachers as needed. The individual support plan will:

- describe how we will support the child to function and participate in a meaningful manner
- describe any supports, aids, adaptations or other modifications to the physical, social and learning environment that are necessary
- The individual support plan will be reviewed with staff, volunteers and students
- The individual support plan will be reviewed on an ongoing basis with changes over time and as the child's abilities, needs and circumstances change

### **HOLIDAYS:**

The centre is closed on the following days of the year without charge:

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

The centre will be closed for holidays over Christmas. Parents will be notified in advance and there is no charge for these days.

If the centre is closed due to inclement weather there will be no charge. Notice of closure will be announced on the local radio stations. If the centre is open on days of inclement weather you are required to pay the full fee if your child is absent.

### **TOYS FROM HOME:**

The centre cannot be responsible for lost or broken toys from home.

### **CLOTHING:**

Please label all clothing with your child's name. This assists the teachers when dressing the children. It also helps parents finding their children's belongings at the end of the day and saves everyone time and expense. It's amazing how many children in one playroom will have the same size and colour boots and snow pants!

Please keep a clean change of clothes at the centre for your child – including shirt, pants, underwear and socks. We ask you to provide a pair of indoor shoes or slippers to be worn while in the playroom. This helps to keep the centre clean and your child warm and safe.

If your child is in diapers please leave a supply of diapers at the centre and the staff will notify you when more diapers are needed. Should your child be ready for toilet training the staff will work with you and help toilet train your child while attending the centre. You will need to send a supply of training pants/pull-ups and several changes of clothing.

All creams and ointments to be used on your child ex. Diaper creams, teething creams, must be labelled with your child's name and will be kept in their basket in the diapering area or our medicine box. All creams and ointments must be in the original container and accompanied by a signed Drug Administration Form. If the cream to be applied is non medicated you will need to sign a **Non Medicated Cream Form** ex. Vaseline.

### **NUTRITION:**

A nutritious mid-day meal and a morning and afternoon snack are prepared on the premises and served to the children. Our snacks/lunches for the children in our kindergarten and school age programs at the Bobcaygeon Public School will be prepared on site at the Bobcaygeon Daycare Centre and transported to the Bobcaygeon Public School on a daily basis. Children's special dietary needs and allergies will be posted in the cooking areas and all playrooms. We strive to be a **NUT AWARE CENTRE**. Though we take many precautions to prevent exposure of identified allergens to the children in our care, it is impossible to be 100% safe. Therefore, it is important for parents/guardians to notify the child care staff in writing of any allergens or food restrictions, special dietary requests, and if applicable, a consent to administer emergency medications (i.e. Epinephrine, Benadryl). Though all meals and snacks are supplied by the Centre, it may be necessary for the Administrator to request that meals be supplied by the parent/guardian if there is a high risk of exposure to an identified allergen or when a requested food restriction is significantly present in the posted menus. If this is the case, all food brought into the centre must come in its original packaging or clearly labelled with the child's name and a list of ingredients. Their food will be stored in our kitchen as to retain maximum nutritive value and prevent contamination. The teachers have a right to restrict food brought into the centre that has little nutritional value. Weekly menus are posted outside the kitchen. The Centre follows Canada's Food Guide when setting the menus to ensure that the children are receiving healthy, nutritious meals and snacks. A variety of foods are prepared and the children are encouraged to try all food served.

**If your child has food allergies or food restrictions**, you will be required to give written instructions regarding which foods they can and cannot be served from our menu. You will be asked to review all menus with the supervisor prior to the menu being served to the children. Food substitutions will need to be given in writing. This procedure will be completed for each seasonal menu before it is introduced. **There are no discounts given when children bring their own meals or snacks.**

## **INFANT PROGRAM:**

### **FOOD**

All infants under the age of one enrolled in our programs will be fed in accordance with written instructions from a parent of the child. Where food or drink is supplied by a parent of a child in attendance the container for the food or drink is labelled with the child's name and all food or drink is stored, prepared and served so as to retain maximum nutritive value and prevent contamination. All bottles must be labelled clearly with the child's name.

Patterns of eating and food tolerance are highly individual in infants. New foods will be introduced judiciously because of the immaturity of the child's digestive system. The amount and scheduling of nourishment must accommodate the needs of the individual child in order to respond to the child's rapid development. Parents will have an active role in planning this nutritional intake during the child's hours of care. All foods and drinks (bottles, food containers) **must be labelled with the child's name** to ensure that a child receives the correct nourishment for him/her.

A refrigerator and microwave will be provided in the infant playroom to ensure the proper storage and preparation of food and drinks and to eliminate the need for staff to leave the room and go to the kitchen.

### **FEEDING**

An area will be provided where the children may be individually held as they are fed – rockers; adult sized chairs; highchairs. Those infants not able to hold their own bottles will always be held and bottles will not be propped. New foods in a progressively coarser form will be offered to correspond with an infant's development and instructions from the parent. All vegetables served to infants/toddlers will be par boiled so they are soft to avoid the possibility of choking.

## **ILLNESS AND HEALTH CONCERNS:**

It is the policy of the Bobcaygeon Nursery School and Daycare Corporation to follow recommendations and instructions of the Medical Officer of Health and the requirements of the Child Care and Early Years Act, 2014 when responding to and reporting illness and health concerns of the children and staff. Procedures have been put in place to provide a sanitary environment where the spread of infectious disease is minimized.

### **Procedures for handling illness and health concerns:**

- Daily Health Checks are carried out by the staff on each child entering the program. Details of any ill health are documented on Illness Tracking Forms.
- Ill children receive the appropriate care and attention they require immediately.
- Parents are promptly notified of their child's illness and they are required to take their child home and/or seek a physician's diagnosis.
- Parents keep their child home to recover until there have been no symptoms for 24 hours. Children on antibiotics for infectious conditions need to stay at home until they have been on the medicine for 24 hours.
- The Program Supervisors will report any "Reportable Diseases" to the area Health Unit.

- Any cases of Fifth's Disease will be posted to inform parents and staff immediately
- Staff shall, at all times follow Sanitary Procedures including proper hand washing techniques to minimize the spread of illness and infectious disease.
- Licensing regulations require daily outdoor play for all children, therefore, children too ill to play outside must remain at home.
- Children with a common cold do not need to stay at home, but **do not** bring your child to care if they exhibit any of the following symptoms:
  1. Fever over 38 Degrees Centigrade
  2. Unexplained diarrhea
  3. Vomiting
  4. Severe coughing (Croupy or cough that leads to vomiting)
  5. Sore throat with difficulty swallowing
  6. Acute cold symptoms with green nasal discharge (continuous and infectious)
  7. Rash of unknown origin
  8. Red eyes accompanied by discharge (Pink Eye)

Giving a child Tempra or Tylenol in the morning before arriving at daycare can mask most signs of illness. As the medication wears off, children's symptoms can return in a worse condition. This can be alarming to staff if they are not aware that a child has been medicated. Please advise your child's teacher if you have medicated your child.

### **GOVERNMENT LEGISLATION REGARDING THE ADMINISTRATION OF MEDICATION:**

The Child Care and Early Years Act, 2014 stipulates that prior to admission to the Centre each child must be immunized as recommended by the local Health Unit.

If your child needs to take medication during the time that they are at the Centre, we must follow the legislation of the Child Care and Early Years Act and request that the medication be sent in the original container, labelled with your child's name, the name of the drug, dosage, date of purchase and the instructions for storage and administration. A drug administration form must be filled out and signed by the parent. This form is kept on file in the Centre. The medication will be sent home each night unless it is an ongoing prescription and a separate **original container** is processed for the centre.

Should your child require herbal supplements, vitamins, creams or ointments during the day, they must also be left at the centre in the original containers and the drug administration form will need to be completed and signed.

### **ACCIDENTS AND INJURIES:**

It is the policy of the Bobcaygeon Nursery School and Daycare Corporation to provide a safe environment therefore minimizing the risk of accidents and injuries. In following the safety

requirements of the Day Nurseries Act we aim to provide the safest possible environment for the children and staff. All staff are trained in First Aid and Child CPR.

### **Procedures for Handling Accidents and Injuries:**

- If a child is injured, immediate First Aid will be administered.
- The parents will be notified immediately if the injury is of a more serious nature and depending on the severity of the injury will be asked to pick up the child and seek a physician's attention.
- If the child remains at the program, he/she will be monitored closely.
- Staff will complete an Accident Report for all injuries whether minor or serious and this report is signed by a parent.
- If the injury is deemed a serious occurrence, the supervisor will file a Serious Occurrence Report with the area office of the Ministry of Education, Early Learning Division.

### **SERIOUS OCCURRENCE NOTIFICATION**

The safety and well being of the children in our care is our highest priority. We will work diligently to provide a safe, creative and nurturing environment for each child. In spite of all the best precautions, serious occurrences can sometimes take place.

The Ontario Government has introduced a policy that requires licensed child care centres to post information about serious occurrences that happen at the centre. To support increased transparency and access to information a "Serious Occurrence Notification Form" must be posted at the centre in a visible area for 10 days.

A serious occurrence could include:

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

This posting will give parents information about the incident and outline follow-up actions taken and the outcomes, while respecting the privacy of the individuals involved. Longer-term actions we take as a result of the incident will be included to help prevent similar incidents in the future.

Many factors may lead to a serious occurrence report. A serious occurrence does not necessarily mean that we are out of compliance with licensing requirements or that children are at risk in our child care centre.

### **FIELD TRIPS**

Throughout the year, trips may be arranged to places of interest. A notice will be sent home in advance of the excursion, informing the parent of the destination, time, date, any costs involved and requesting authorization for their child to participate. Parents or other family members are encouraged to participate! On all trips away from the Centre, children will be transported in school buses. When the whole class is on a field trip and parents do not wish to send their child/children, they are responsible for finding alternate care.

We may take the children on walks in and around the community to enhance educational opportunities. We have multiple strollers for use in the Infant Program and Toddler programs so that we can also take them on walks around town. The registration forms ask you to sign if you agree to allow your child/children to participate in walks within town.

### **SUPERVISION OF STUDENTS AND VOLUNTEERS**

All students and volunteers will be supervised by the staff and supervisor of the child care centre. No students or volunteers will be left alone with children. No child will be supervised by a person under the age of 18. All students and volunteers over the age of 18 will need to provide a clear Criminal Reference Check/Vulnerable Sector Check prior to their start date and a signed declaration annually thereafter. All Policies and Procedures will be reviewed by the student and volunteer with the supervisor before they begin their employment and at least annually thereafter.

### **BEHAVIOUR MANAGEMENT POLICIES AND PROCEDURES:**

The behaviour Management Policies used by the staff at the Bobcaygeon Daycare Centre and the Fenelon-Langton Child Care Centre are intended to foster desired behaviour rather than focus on less desirable behaviours.

Children are disciplined in a positive and consistent manner. The discipline used is appropriate to the child's age and actions and will be handled in such a manner as to promote self discipline. Redirection is preferred, but should there be a need for child guidance it will occur as soon as possible after the troublesome behaviour. Parents will be informed of the guidance used and the reasons why if their child was involved.

If negative behaviour is ongoing, our staff will work together and set up an individual program with steps to help the child work towards acceptable behaviour. The parents will be called to allow them to become involved in the plan. Goals will be set and the plan reviewed regularly; with parental consent, an outside resource may be approached for expertise.





### **FEES FOR CHILD CARE SERVICES:**

Invoices will be processed after the 15<sup>th</sup> of the month and at the end of the month. Invoices will be placed in the child's tin at their cubby (in the tin of one child per family). Payment is expected within 5 days of invoicing. Payments may be made by cheque, cash or money order payable to:

- Bobcaygeon Nursery School and Daycare Corporation or
- Fenelon-Langton Child Care Centre

Cash payments should be received by the supervisor, director or staff ***in person*** and you will be issued a receipt. Please do not leave cash in the mailbox without receiving a receipt. Payments by cheque are to be placed in the mailbox at the office. Overdue accounts will be charged 2% interest. Accounts over a month overdue may be forwarded to the Credit Bureau for collection.

Receipts for income tax purposes will be prepared and available for pick up in February. **NSF cheques will be subject to a \$25 service charge.**

### **LATE FEES:**

The child care centre is closed at exactly 6:00pm daily. You are required to pick up your **child and exit the child care centre by 6:00pm**. The following late fees will apply if your child/children are still in our care after 6:00pm:

**FLAT FEE OF \$5.00 PLUS \$1.00 PER MINUTE**

### **TERMINATION OF SERVICE:**

A parent may be asked to withdraw their child from the centre if it is determined that the child cannot adjust to or benefit from the program. Two weeks written notice will be given in such cases. Some circumstances which may precipitate such action are as follows:

- Behaviour which is consistently disruptive to the group
- Behaviour which puts other children or staff in danger, or personal injury
- Refusal by parents to accept reports of unacceptable behaviour and failure to follow through on suggestions made
- Fees are not in good standing
- A parent/guardian is not in compliance with or continuously disregards established operating policies

A parent may be asked to withdraw their child from the centre immediately if they are unable or unwilling to abide by the Corporation's Policies and Procedures as signed upon registration.

### **FIRE DRILL PROCEDURE:**

Each centre will hold a monthly fire drill. The supervisor will keep a log of how long it took to exit the building, number of children and staff who were in care at time. Practice helps both the staff and children to remain calm if a situation should occur when we would need to exit the building quickly.

### **TERMINATION OF SERVICE PROCEDURE:**

All incidents will be documented. The administrator and the parent(s) will have a meeting to discuss the problems. The supervisor will document the discussion. If after a mutually agreed length of time there has been no improvement in the situation, the administrator will terminate the service. A letter will be written to the parent giving two weeks' notice.

In cases of behavioural problems every effort will be made by the daycare to assist parents in getting appropriate help for their child. Parents may request to have their child re-admitted to the centre when a treatment program is in place.

**THE BOARD OF DIRECTORS/ADMINISTRATOR HAS THE RIGHT TO RECOMMEND IMMEDIATE WITHDRAWAL SHOULD THE SITUATION WARRANT IT.**

