



## **PARENT HANDBOOK**

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# Dutton Co-Operative Child Care Centre Inc.

## Philosophy

The Dutton Co-Operative Child Care Centre provides a positive learning environment where children can enhance their level of development through experiences under the guidance of specially trained staff.

Children will be exposed to situations that will stimulate:

- 1) Social/Emotional Development
- 2) Intellectual Development
- 3) Cognitive Development
- 4) Fine/Gross motor Development

Opportunities to develop respect and acceptance of the differences and the rights of others are provided while supporting the health, safety and well-being of each child.

The Co-Operative philosophy which provides a criteria for parent participation is the foundation of this organization. The basic structure and goals of a co-operative is to create the dynamics that allow for **excellence** and a strong **commitment** for parents to give themselves for the benefit of all.

## Inclusive Care

Dutton Co-Operative Child Care provides inclusive care for children 0-12 years of age. If special assistance or enhanced program support is needed, the Program Supervisor or the Executive Director will consult with the parents and/or guardians to determine how the centre can support the child and the family.

## Locations

Dutton Co-Operative Child Care locations in the community are as follows:

**3 Lions Rd** – Full and part time programs for infants/toddlers/preschool and kindergarten  
Phone # - 519-762-2399

## Hours of Operation

The centre is open daily from 7:00am until 6:00pm Monday to Friday.

The centre will be closed for the following holidays:

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

Please note: the centre will also be closed Easter Monday and the Civic Holiday in August. Parents **will not** be billed for those two days as it is the Board's decision to close the centre.

**Note:** The centre will be closed for the week between Christmas Day and New Year's Day.

## **Program Description and Ratios: Children/Teacher**

(approximate ages)

Infants: 0-18 months 3:1

Toddlers: 18 months – 2 ½ years 5:1

Pre-School: 2 ½ - 4 years 8:1

Kindergarten: JK and SK 8:1

We encourage parents to visit all programs prior to entry into the centre. If there are any questions, please contact the office or speak to a staff.

## **Our Enrollment Options**

We offer Full Time enrollment for children requiring care on a daily basis and Part Time whether a full day or a half day. Fees for these options vary according to each option and they are listed in the Registration Package. Subsidy from the City of St. Thomas is also available to parents who qualify. Scheduling for these programs is listed in the Registration Package as well.

It is a priority of Dutton Child Care to accommodate parents who require full-time care before those requiring part-time care within the centre. Dutton Child Care will make every effort to try to match up two part-time families to equal one full-time spot.

If a full-time spot is required, the persons holding the part-time spot will be given the choice of assuming a full-time space or giving up their position.

In the event that full-time is not an option, the child will remain in the part-time position for two weeks in order for the family to make other arrangements.

## **Registration**

A completed package is required 1 week prior to your child's start date. Parents are encouraged to visit with their children for "play visits" prior to starting care. To help alleviate and reduce the anxiety of a new situation for both child and parents, we recommend that parents bring their child(ren) to the child care centre for a few hours at least 2 times prior to their start date. Please speak with the Program Supervisor to set up times for these visits.

## **Late Pick-Up**

If a parent is scheduled for a ½ day and is late picking up their child, they will be billed \$5.00 per half hour for the additional time.

If the parent is late picking up their child after **6:00 pm**, they will be **billed \$1.00 per minute per child**. This money shall be paid directly to the teacher upon pickup. If it not paid upon pickup, the administration will add this fee directly to the families account. Parents will be asked to sign a late fee slip at time of arrival.

## **Termination of Care**

We require 2 weeks written notice submitted to the Program Supervisor when withdrawing from the centre. Payment is required for those two weeks.

### **Fee Payment Policy and Options**

Full pre-payment for the week is due on the first day your child(ren) attends that week. Personal cheques, VISA, MasterCard, Debit or Cash are all acceptable forms of payment. 2% interest charges are applied on accounts over 30 days. \$25.00 Service Charges apply on all NSF cheques.

### **Statutory Holidays**

Dutton Child care Centre observes all 9 statutory holidays. If the statutory holiday falls on a day that your child would regularly be scheduled to attend, your account will be billed for the daily rate for that day. If your child **would not** regularly be scheduled on that day, your account **will not** be billed the daily rate.

### **Sick Days**

If your child is sick and absent from the centre, parents will pay the daily rate for the scheduled day.

### **Child Care Scheduling Calendars**

Child care scheduling calendars are to be handed in on the indicated date of the previous month's calendar. You are required to fill in the days you need care and you will be responsible to pay for these scheduled days. You will not be given credit for days canceled after the child care calendar due date has passed. Child care calendars secure your child care space for that month. Late calendars will not guarantee child care spaces.

### **Vacation Time**

Full time (consistently 4 to 5 days per week) children will receive 10 days per calendar year for vacation time. These will be scheduled days off indicated on your scheduling calendar. These days will expire December 31<sup>st</sup> of that year.

### **Parent Involvement**

To achieve the quality of care described in our program, we feel parents and staff should work together. You can become involved by:

1. Alerting yourself to Parent Information and Parent Participation bulletin boards.
2. Read the monthly newsletter provided to you from your child's classroom.
3. Participate in projects and fundraising.
4. Voice suggestions and ideas
5. Attend Annual General Meeting

### **Children's Belongings**

Please send your child to school in weather appropriate play clothing and provide a change of clothes in your child's cubby. It is the parent's responsibility to provide diapers or pull-ups, wipes and creams that your child may need.

Parents are also asked to supply a hat, sunscreen and a pair of indoor shoes and outdoor shoes daily in the summer months.

In the winter months your child will require boots, hats, mittens, warm coat, snowpants, and a pair of indoor shoes daily.

### **Policies and Guidelines**

These guidelines are set up for the health, safety and well-being of the children and the staff.

1. We are a **Smoke Free Environment**.
2. We are a "**NUT FREE**" environment. **For allergy reasons, no food is allowed to be brought in the Main Centre** with the exception of the Infant Room. "**Nut Free**" bag lunches are allowed for the School Age Program, PD Days and Summer Camp. Please label your child's lunch bag with their name.
3. All children must have indoor and outdoor shoes. Flip Flops are not permitted. Both indoor and outdoor shoes must have a strap on the back for safety reasons. Indoor shoes may be left at the centre so they are always available.
4. Children must dress appropriately for the weather. All clothing must be labeled with your child's name. In the summer months children must wear a hat and at least an SPF 15 Sunscreen, 30 SPF is much more beneficial for outdoor play. In the winter it is helpful if a second pair of mittens are kept in your child's cubby.
5. Visitors will not be allowed in the classrooms without authorization from the Program Supervisor.
6. All persons entering the Centre are asked to remove their outdoor footwear during the winter months and rainy, muddy days. This helps keep our floors dry, clean and slip free.

### **Arrival and Departure**

1. Each parent is responsible for bringing his/her child into the Child Care Centre and into their classroom so that a staff member is aware of the child's arrival. Parents are also responsible for signing him/her in to the computer. The Child Care Centre assumes responsibility for your child(ren) after this point. The reverse applies when going home. The parent must sign his/her child out on the computer, pick up the child from the classroom to ensure that a staff member is aware of your child's departure. At this point the Child Care Centre returns responsibility to the parent.
2. Children must be brought to and picked up at the Child Care Centre by a responsible adult 16 years or older. Children can be dropped off or picked up by a responsible person 12-15 years with written parental consent. This consent form will be kept in the child's file.
3. Upon arrival, allow enough time to undress your child and attend to his/her needs. This will ensure that your child starts the day in a happy and relaxed manner. Upon departure in the evening, allow enough time for your child to clean up or put away their activity before closing time.
4. Please let us know by 9:00am if your child is going to be absent for any reason. If your child is ill, a description of the child's illness or a doctor's diagnosis is needed so

we can watch for symptoms in other children and notify the appropriate health authorities if necessary.

5. Your child will not be released to anyone other than the parents or those authorized by the parents. Staff will check photo identification if persons are unknown to them. It is the parent's responsibility to notify the Centre in advance of any special arrangements for release. We reserve the right to verify information.
6. If you are not picking up your child at your scheduled time or if there is an emergency that prevents you from picking up your child on time, please let us know as soon as possible.

### **Illness**

For the health, safety and well-being of children and staff, the following guidelines are used to determine if a child should stay home or needs to be sent home due to illness.

Reasonable precautions are taken to safeguard children against illness.

Your cooperation is required to prevent the spread of illnesses or infection in the childcare centre.

### **Communicable Diseases:**

The child infected must be isolated from the other children immediately and shall not attend the centre until the exclusion period has passed, or until cleared by a medical doctor.

### **Diarrhea:**

If a child has one episode at the Centre with no other symptoms of illness being present, the child may participate in programs and shall be monitored by the classroom ECE. Parents are notified of the episode when they arrive to pick up the child.

If a child has two or more episodes of diarrhea at the Centre, parents will be notified and the child must be taken home. The child must remain at home until stools are normal (without the aid of medication) for 24 hours.

### **Fever:**

If a child has a persistent fever (longer than 30 minutes) that is higher than 38.0 C / 100.4 the child **should remain at home**, or be sent home, until all symptoms have cleared and fever reducing medication is no longer required to control the fever. Parents will be contacted and asked to pick up their child(ren). Child must be fever free for 24hrs. before returning.

### **Pink Eye (Conjunctivitis):**

If a child exhibits symptoms of Pink Eye, the Program Supervisor is notified, the parents are contacted to pick up the child and the child should be diagnosed by a physician. If Pink Eye is confirmed, the exclusion period is 24 hours from the time the medication is administered.

### Rashes:

If a child displays an unidentified rash, the child shall be isolated from the other children. The Program Supervisor shall be notified and the parents shall be contacted to pick up the child. The rash must be diagnosed by a physician or be completely clear prior to the child returning to the classroom.

### Vomiting:

If a child has one episode of vomiting with no other symptoms of illness, the child may continue to participate in programs and shall be monitored by the classroom ECE. Parents are notified of the episode when they arrive to pick up the child.

If the child has two or more episodes of vomiting, parents will be notified and the child must be taken home. The child must remain at home until vomiting no longer occurs (without the aid of medication) for 24 hours.

### Medication

1. If your child requires medication while at the centre, you will be asked to complete a Medication Authorization Form giving consent for us to administer the specified medication to your child.
2. If your child requires an “**over the counter**” medication (ie. Tylenol, Benadryl, Ambesol, etc), the centre will require written authorization from your family physician. The Centre will provide you with a form to be filled out by your physician.
3. Medication must not be left in a child’s cubbie. All medications (including Salbutamol inhalers) must be handed to the Program Supervisor and stored in a locked container.
4. Only medication with a current date that are prescribed by a doctor and are in the original container will be administered to your child.

### Guiding Children’s Behaviour

All Child Care Centre Staff, Students and Volunteers will discipline the children in a positive manner, at a level that is appropriate to their ages and their actions. Discipline should promote self-esteem and self-discipline. It should ensure health and safety, and respect for the rights of others.

Discipline is to be:

- a) Used in a positive and consistent manner. Positive interactions should be praised at all times
- b) Implemented as soon as possible and not carried on to further situations.
- c) Designed to assist the child to learn appropriate behaviour.
- d) Discipline, no matter how minor, should always be discussed with the parents in an effort to keep methods consistent for the child.

Positive methods of discipline used at Dutton Child Care are:

- a) **Self-Selected Quiet Time** – this technique can be used for a child who seems to have a hard time handling a stimulating classroom environment. This technique gives the child an opportunity to control the environment.
- b) **Re-Direction** – this technique can be used to involve the child in an alternate activity and is especially effective for children under the age of 2 ½ yrs old.
- c) **Special Time** – this technique can be used for a child that needs some extra attention throughout the day. Staff will set aside some time each day to devote themselves to this child. They will participate in activities that the child initiates to give them the attention that may be needed.
- d) **Ignoring** – this technique can be used to help eliminate disruptive behaviours. While ignoring is an important and powerful technique, staff understand that the removal of attention must be replaced by reinforcement of positive behaviours.
- e) **Teacher-Initiated Quiet Time** – this technique will only be used sparingly and only when children engage in aggressive or dangerous behaviours that may hurt themselves or others. If a child is having difficulty controlling his/her emotions or behaviour, the child may be directed toward a quiet activity for a short period of time under the supervision of a staff.

### **Aggression Policy at the Child Care Centre**

Dutton Child Care Centre has made amendments to this policy to include that intentional aggressive behaviour would include but is not limited to: slapping, kicking, biting, verbal abuse, spitting, destruction of property or throwing objects will be documented daily by a staff persons. Staff will communicate to parents about displayed aggression and parents will be asked to sign an Incident Tracking Form when this information has been conveyed to them.

If behaviours increase, a meeting will be arranged with the parents to discuss the aggressive behaviours and a Behaviour Management Plan will be prepared on how to address the undesirable behaviour.

Please be advised that if at any time a child becomes unmanageable (requiring the supervision of one staff, leaving the program inadequately staffed, or endangering other children or employees), parents will be asked to pick up their child immediately.

After outside agencies have been contacted and a Behaviour Management Plan has been implemented and no sign of improvement are noted, the parent will be contacted. The parent will be informed that the next step will be that the Board of Directors will be presented with all documentation and information about the incidents so they may determine if child care services to the family should continue or be terminated.

### **Aggression Policy at School Age Program**

For older children in the School Age Program “0 Tolerance” is practised.

To be fair and respectful, the Supervisor must respond to each case on an individual

basis, considering all factors. The “0 Tolerance” policy is explained further in the School Age Registration package.

### **Snacks and Lunches**

1. The Child Care Centre provides a nutritious morning and afternoon snack and a hot lunch that adheres to the Canada Food Guide.
2. The menu is posted by the Kitchen area and the Infant room. Children are encouraged to try all foods.
3. Please inform the staff of any food allergies your child may have
4. Infant parents are asked to supply;
  - formula
  - Pabulum
  - Baby food until on table foods
5. School Age, PD Day and Summer Camp children will receive a morning and afternoon snack. Children are required to bring a labelled “nut-free” lunch.

Included in the registration package is a list of foods. Due to the increase in food allergies and aversions, all children registered in the toddler, preschool, kindergarten and school age programs must eat these foods **at least twice** prior to their first day at the Centre.

### **Anaphylactic Allergies**

Dutton Child Care Centre has implemented a policy to:

- minimize the risk of an anaphylactic reaction to children while in care with us
- to ensure that all staff, volunteers and students have adequate knowledge of causative agents, immediate responses are taken by all and appropriate treatment is initiated immediately including competently administering an Epi-Pen if necessary.
- to raise the awareness of anaphylaxis and how to manage this through education and policy implementation

**\*A copy of our policy will be provided to you upon enrolment if your child has an anaphylactic allergy\***

If your child has an anaphylactic allergy, you will be asked to prepare in conjunction with the Child Care Centre an “Emergency Allergy Alert Form”. This form will contain information about what the child’s causative allergy is, what are his/her symptoms, what emergency precautions will be taken if a reaction occurs and a list of Emergency contacts.

All staff, students and volunteers will review this plan prior to employment or placements.

### **Outdoor Play**

Outdoor play, in suitable weather, is a very important part of our program. As required by The Day Nurseries Act, your child will participate in outdoor play on a daily basis, weather permitting. Your child should be dressed in clothing appropriate to suit the weather. If your child is too ill to participate in outdoor play, we ask that your child remains at home.

During the winter months, outdoor play will be limited to 15-20 minutes if the temperature with wind chill is between -13°C and -17°C. The children will not be permitted to go outside if the temperature with wind chill is greater than -17°C. If there is a **severe weather watch, warning or alert**, the children will not be permitted to go outside.

During the summer months, outdoor play will be limited to 15-20 minutes if the temperature with humidex is between 30°C and 35°C. The children will not be permitted to go outside if the temperature with humidex is greater than 35°C. If there is a **smog advisory** listed at these high temperatures, the children will not be permitted to go outside due to respiratory concerns.

### **Sleep Time**

In the Infant room, sleep time occurs as the children require it.

Each child over eighteen months are provided with a rest period up to but not exceeding two hours in length following lunch time. Children who are unable to sleep during the rest period are not kept on their beds longer than one hour and are then permitted to engage in quiet activities. In the Pre/K room, there is an awake room available for the children who do not sleep (Max. 8 children)

Your child may bring from home a special blanket or cuddly that he/she likes to sleep with.

### **Child Transition to Next Age Group**

When your child is ready to make the transition from his/her room to the next one, you will be informed by the staff and introduced to the teachers in the next classroom. Your child will have a “transition period” that will help him/her slowly adjust to the new classroom and activities. If you have any questions, please do not hesitate to ask a staff.

### **Family Status**

If you have legal documents regarding custody, guardianship, etc, we would appreciate a copy of these papers to keep on file. This is for your protection and the protection of your child. If the Child Care Centre is not made aware of the situation existing in your home, we are legally bound to let your child go with either parent as both have legal rights.

### **Child Abuse and Neglect**

If the staff of the Child Care Centre have any reason to believe a child is being abused or neglected, we will contact the Family and Children’s Services to begin appropriate action. If the staff have any reason to believe a parent is under the influence of drugs or alcohol, the staff will offer to arrange a ride for the child and parent. Calls can be made to a friend, a spouse or an emergency person. If the adult insists on leaving the centre and the staff person truly believes the child may be in danger, the staff may;

1. Call the police and report that an impaired driver has just left the centre
2. Give the address to which they suspect he/she is going
3. Try to obtain the license plate of the vehicle

### **Extreme Weather Policy**

1. The decision of closing the Centre will be made by the Executive Director and Program Supervisor.
2. Guidelines that will help determine the decision to close the Child Care Centre are as follows:
  - travel on the road has been deemed unsafe and dangerous
  - school buses have been cancelled
  - Public School have been closed

\*\*\*For school closure reports please tune into BX93 or Q97.5\*\*\*
3. Parents will be notified by phone as soon as possible after the decision has been made
4. The parents will be responsible to make arrangements to have any children picked up from the Centre within 2 hours of notification. After this late fees will apply.

### **Early Closure**

1. Should it be decided to close the Centre before the time of 6:00pm the above guidelines will be followed.
2. The After School Program will not operate if the Public School closes before the regular time of 3:30pm.

### **Students**

The Child Care Centre frequently has students from various educational facilities on practical work experience. These students plan and implement activities with the children. By choice of the Centre the students will be supervised by our staff at all times.

### **Confidential Policy**

1. No information verbal or written regarding a child or their family shall be released to anyone other than the legal guardians
2. In the case of an emergency or injury to a child, information may be released to the police authorities, medical staff attending to the child or in the case of abuse, the appropriate Child Welfare Department.
3. Access to a child's information records is given only to the legal guardians of the child and to the regular staff of the Centre.
4. Confidentiality of the families should be respected at all times.

### **Field Trips & Off Site Activities**

All field trips are pre-approved by the Program Supervisor. There will always be a minimum of two adults on a fieldtrip (either two staff members to maintain Ministry child: staff ratios, or one staff member and a parent volunteer). Parents are requested to sign a permission form at least 1 week prior to trip date. Additional costs may apply. Off-site activities are listed on the weekly program plans and a permission form is signed in the registration package.

Community walks will be noted on your child's monthly calendar. There may be times when the group decides to go for a walk around the neighborhood if the play yard is too muddy or there is something exciting that the educator would like the children to see. During these walks the program supervisor will be notified and only if approved will the group be allowed to go (the educators will make every attempt to wait until all of the children are in program before leaving the centre).

### **Website**

Dutton Child Care Centre now has a web-site. Please look on our site for information concerning programs at both sites. We will be constantly updating this new site with new information, photos and classroom information.

If you have feedback or suggestions about the web site, please speak with management. Web-site address: [www.duttonchildcare.ca](http://www.duttonchildcare.ca)

### **Questions, Suggestions and/or Concerns**

If at any point parents have any questions, suggestions and/or concerns, we encourage the parents to talk with their child's teacher. You may also speak with the Program Supervisor and/or Executive Director to address any issue of concern you may have. We always encourage positive feedback from parents about the centre, staff and children.

### **Summary**

These policies concern you and your child. They have been set to meet and satisfy the needs of your child(ren) and to promote and sustain the effective and efficient running of the Dutton Co-Operative Child Care Centre.

### **Role of Parents in the Program**

As a member of the Dutton Co-operative Child Care Centre Inc. there are two commitments that we ask all parents to make.

Within one year of signing your parent agreement, you agree to be responsible for

1. Working one Bingo or a \$75.00 charge will be billed to your account.
2. You attend the Annual General Meeting or a \$50.00 charge will be billed to your account.

If you withdraw from the program within the first 30 days, you will not be held to your Parent Participation Agreement. If you withdraw after 30 days, you will have to work your bingo or pay \$75.00. If you withdraw before your anniversary date, you will not have to attend the AGM.