



Parent Handbook

Alexandra Day Care Centre

68 Alexandra Ave
Waterloo, ON
N2L 1L7

Phone: 519-886-9110
Email: alexandradaycare@execulink.com
www.alexandradaycare.com

Open all year 7:00am – 5:30pm
Closed for Statutory Holidays



Welcome to Alexandra Day Care Centre

This booklet is designed to provide information needed to help you and your child enjoy the many benefits of the services provided by Alexandra Day Care Centre (A.D.C.)

Vision and Philosophy of Child Care

Alexandra Day Care programs are designed according to the **ELECT (Early Learning for Every Child Today) Framework**. Six guiding principles that reflect belonging, values, experience, and research are implemented to our programs. This approach to learning is in alignment with the Ministry of Education document "**How Does Learning Happen?**" (**Ontario's Pedagogy for the Early Years**).

We deliver a stimulating learning environment that enhances a child's social, intellectual, physical and emotional development. **We believe that children are competent, capable of complex thinking, curious and rich in potential. Every child should feel that he or she belongs, is a valued contributor to his surroundings and deserves the opportunity to succeed.**

Play is the corner stone of our curriculum, understood to be essential to the healthy social and cognitive development of children. ADC's play based curriculum provides endless opportunities for children to be active and confident in their growing abilities as well as the ability to make healthy choices to meet their basic needs. Our daily activities support active engagement and exploration by focusing on the questions and theories children investigate through their play. Teachers focus less on the object that interests children and more on what children are doing with the object.

We recognize and support children's developing and self-regulation abilities in all domains (biological, emotional, communicative, cognitive, and social).

We create an environment where children feel included and safe in relationships with adults and other children. Our highly educated educators are attuned to the physical and emotional state of each child and respond in warm and sensitive manner. We recognize and value each child's unique spirit, individuality and presence.

We foster communication and expression in all forms. We give every child a voice regardless of the child's age or ability. We enhance the children's language skills, social conversational skills and cognitive activity. We value and protect children's first language, tradition and culture.

ADC meets all health and safety requirements for the Ministry of Education and local government by laws. Our daily menus follow **Canada Food Guide** and are developed with collaboration with registered dietician.

ADC's Educators are competent and capable, curious, and rich in experience. They are knowledgeable, caring, and resourceful professionals who take responsibility for their own learning and make decision about ways to integrate knowledge. They connect with children, plan and extend the play, scaffold learning, reflect on successes and document the children's play and learning, all of which is foundation to guiding the program planning. The documented play and learnings are shared regularly with parents.

ADC values parent engagement in the area of both their child's development as well as program development. We provide the following opportunities to ensure that communication and information sharing takes place between parents and ADC Educators:

- Daily open communication through the "**HI MAMA**" (online portal)
- Family events
- Newsletters



Handbook contents

Alexandra Day Care Centre core values.....	1
Professional child care staff	1
Child Care Programs offered by A.D.C.	2
Program goals and objectives	2
Child Guidance Principles	3
Child Care Procedures	4

Hours of Operation	4
Meals and Snacks	4
Field Trips	4
Registration	5
Termination of Child Care Space	5
Orientation to Program	6
Fees	6
Pickups	6
Assistance with Fees	7
Health Care	7
Medication	7
Clothing	8
Diapers	8
Inclement weather	8
Open Communication	9
Newsletters	9
Evaluations	9
Policies.....	10



Alexandra Day Care Centre's Core Value

- To place the needs and safety of the children first and foremost in any decisions related to the business of operating a Day Care Centre
- To continually strive to improve the learning experience of all participating children, families and staff
- To establish, maintain and conduct a Day Care Centre under The Early Years and Child Care Act for the education, care and guidance of children
- To establish, maintain and operate a Day Care Centre for physically, emotionally, developmentally or financially disadvantaged children within the community
- To offer onsite training, practice and experience to students of child care educational programs
- To liaise with other charitable, educational or government agencies or organizations in developing child care programs

Professional child care staff

- Alexandra Day Care staff are carefully chosen qualified professionals who have Early Childhood Education Diplomas or equivalent and are selected to meet the needs of children in the care of Alexandra Day Care and their families.
- All of our staff are involved in Raising the Bar, and have joined The College of E.C.E.
- All staff are required to provide a clean criminal reference check containing the vulnerable sector check prior to employment.



Child care Programs offered by A.D.C.

- **Toddler care**

Full time or part time care for children aged 18 months to 2.5 years of age. Minimum of 2 days per week required for part time.

- **Pre-school Care**

Full time or part time care for children aged 2.5 to 6 years of age

Program Goals and Objectives

- To ensure a safe and healthy environment
- To provide an environment which supports the child's Sense of well-being and competence as well as social and physical development
- To provide reliable and flexible care to meet the needs of working parents
- To provide consistent nurturing and individual attention for the child according to his/her individual needs
- To promote positive family relationships

- To provide case management for children with special needs in cooperation with local agencies
- To provide a supportive working environment for staff with opportunities for professional growth



Child Guidance Principles

A positive approach is used to guide children. Each situation and child is dealt with individually. Methods include:

Redirection

Guiding a child into acceptable options when engaged in an unacceptable activity

Natural or Logical Consequences

Attempting to make the child aware of the result of his/her actions

Limit setting

Boundaries are developed by the teacher for the children as a group and for individual children according to each situation

Modeling

Demonstration of appropriate ways of interacting

Offering choices

Appropriate choices are outlined and children are encouraged to make decisions for themselves

Anticipating Trouble

Planning and preparing for the environment

Ignoring

Some inappropriate behaviour can be ignored with more emphasis given to appropriate behavior

Positive Reinforcement

Showing genuine approval when children are engaged in positive activities.

Prohibited Methods Of Discipline:

- corporal punishment of the 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 premises for purpose of confining the child, or confining the child in an area or room without adult supervision, unless such as 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, bedding
- inflicting any bodily harm on children including making children eat or drink against their will.

Compliance Of Behavior Management Practices:

If any failure to comply with the above mentioned Prohibited Methods of Discipline are observed and/ or reported, the staff member, or any person providing care to the children of ADC will receive disciplinary action up to and including immediate dismissal.

Child Care Procedures

Hours of Operation

A.D.C. is operated from 7:00am – 5:30pm Monday – Friday

We offer Full Day at 6 – 9 hrs

¾ Day at 4.5 – 6 hrs

½ Day at 0 – 4.5 hrs (ages 2 1/2 - 4)

A.D.C. is opened 12 months of the year closing only on Statutory Holidays.

Meals and Snacks

The children are served home cooked nutritious morning snack, hot lunch and afternoon snack. All menu choices are in conjunction with Canada's Food Guide.

Please note we are a nut free centre.

Field trips

As part of the curriculum field trips and other offsite excursions are planned periodically throughout the year. Parents will be notified in advance of field trips and will be required to give written permission. (Toddlers exempt) If any child required to take any medication while on the trip the teacher leading the trip will talk it with her.

Absence

Parents must notify the centre before 9:00 am that the child will not be attending on that day.



Registration

Upon completion of the registration forms, a \$20 per child non-refundable registration fee is required.

A two week deposit per child is required. This deposit will be refunded upon termination provided proper notice has been given.

Termination of Child Care Space

One month's written notice is required for withdrawal of your child from the centre.

One month's written notification is also required should you reduce the days of care. If written notice is not received full child care fees will be charged in lieu of notice.

As well your child's space may be terminated for the following reasons:

- Non-compliance with general policies and payment provisions.
- Behaviour related-verbal and/or physical abuse of staff and/or children by the child in question.
- An inability by the child in question to follow rules and routines therefore consistently disrupting the program.
- Written complaints about child in question from parents of other child in centre.
- Inappropriate or disturbing behaviour exhibited by the child's parent.



Orientation to Program

Prior to enrolling your children in one of our programs, parents are required to attend a tour of the centre and an orientation with the Supervisor. As a part of the orientation process parents are encouraged to have their children attend the centre tour.

All paper work will be given out at time of tour and must be completed in full prior the children's first day of care.

Fees

Fees are due at the first day of the month. There will be a late charge fee of \$1/day should these fees not be paid after 7 business days.

Private paying parents are allowed 3 weeks holidays at ½ price. No decrease for sickness. Payable by cash or cheque or email money transfer.

Pickups

For the protection of all concerned you must notify the staff if someone other than yourself will be picking up your child at the end of the day. The child will not be released to anyone unless we have heard from the parent in person, in writing or by telephone.

A late pickup fee of \$2.50 for every 5 minutes will be charged after 5:30pm.



Assistance with Fees

A.D.C. has a subsidy agreement with the Region of Waterloo. The Supervisor can assist you in accessing information on child care subsidy or go to the Region of Waterloo website.

Health Care

The Day Nurseries Act requires that prior to admission each child be immunized as recommended by the local Medical officer of Health.

It is our policy that a child who is too ill to fully participate in all programs is to remain home. The child will be sent home if he/she develops a fever of 37.3 C or higher. If the child has had

two consecutive diarrheas or vomiting or a contagious illness your child will be sent home until the condition has been cleared up.

Medication

A.D.C. will administer prescription and non-prescription medication to children. All medication will accompany the child's teacher if we should have to evacuate the building or while on a field trip.

- Written authorization must be given
- Medicine needs to be in original container
- Medicine must be given directly to a staff member, not left in the cubby area or in children's bags

Clothing

Appropriate clothing for the season is necessary for comfortable play and activity at all times. Please ensure that an extra set of clothing is available in your child's cubby in case of spills and/or accidents. Parents should also bring a blanket for nap time and a second pair of footwear for inside play.



Diapers

If your child is in diapers an adequate supply of diapers is to be kept at the centre, along with wipes, ointment or powder to be used. If a child is in training pants, several pairs must be kept on hand at the centre along with extra shirts, pants and socks.

Inclement weather

We are committed to providing reliable child care and thus our policy is not to close the centre due to inclement weather, unless a weather emergency occurs. Please listen to your local radio station for information.

Open Communication

Our qualified ECE teachers are committed to building a strong and supportive relationship with parents in order to enhance the care and learning of children. Parent's comments and suggestions are welcomed.

Newsletters

An informative newsletter is available at the beginning of every month via our internal HiMama email client.

Policies

Licensing Inspection Summary

Licensed child-care programs are required to publicly post the result of annual licensing inspections. The centre has received an inspection summary in graph form, showing how well the center did on the date of inspection. More information about child-care and licensing is available on the ministry website at: www.ontario.ca/licensedchildcare

Serious Occurrences in Licensed Child Care Programs

The safety and well-being of our children in Alexandra Day care is the highest priority. The Ontario government has introduced a new policy that requires licensed child-care centres to post information about serious occurrences that happen at the center. A Serious Occurrence Notification Form will be posted at the center in entrance hall bulletin board for 10 days. Many factors may lead to a serious occurrence report. A serious occurrence does not necessarily mean that an operator is out of compliance with licensing requirements or that children are at risk in the child-care program. More information is available at: www.ontario.ca/ONT/portal61/licensedchildcare.

Supervision of Volunteer and Placement Students Policy

All students and volunteers will read and sign in front of a witness all Alexandra Day Care policies and procedures manuals as required. Alexandra Day Care staff will be responsible for supervising any and all volunteers and or students. No person who is not a part of the staff of ADC is left alone with children. Students and/or volunteers are not to be counted as staff.

No Release Photograph Policy

No staff member, volunteer or visitor will release any photos or digital images taken of the children at ADC.

No photos or digital images of the children will be used for outside public use i.e. Facebook, community programs or websites.

No staff member, volunteer or visitor are allowed to take photos with their personal cell phones.

Wait List Policy

Alexandra Daycare has established the following priority ranking for offering available space to new applicants on our waitlist.

- Children of staff members
- Children in care who need to increase their days of care
- Siblings of children already enrolled
- Children in care who need to move into the next age group
- All other applicants on the waiting list

At time of offering an open space we (ADC) will give applicants a 3 day period to return a phone call or respond back to an email, before we will move on to the next person on our wait list.

ADC will ensure that the wait list will be made available in a manner that maintains the privacy and confidentiality of the children listed on it, but that allows the position of a child on the list to be ascertained by the affected persons or families. O.Reg.274/16,s.4(2)

Parent Issues

As supported by our program statement, we support positive and responsive interactions among the children, parents/guardians. All issues and concerns raised by parents/guardians are taken seriously by Staff and Owners and will be addressed. Every effort will be made to address and resolve issues and concerns to the satisfaction of all parties and as quickly as possible.

Issues/concerns may be brought forward verbally or in writing. Responses and outcomes will be provided verbally, or in writing upon request. The level of detail provided to the parent/guardian will respect and maintain the confidentiality of all parties involved.

The steps for parents to follow when they have an issue or concern to bring forward to the licensee;

- Address it with the staff if they feel comfortable to do so
- Leave a email for supervisor or owner via email address all parents are provided with at enrolment
- Phone the center and talk to Supervisor or owner
- Leave a comment in the comment box located in hallway
- We have an open door policy for all parents we can arrange to have a meeting any time

The steps for licensee to follow when they have an issue or concern brought forward by a parent

- All issues and concerns raised by parents/guardians are taken seriously by Alexandra Daycare and will be addressed. Every effort will be made to address and resolve issues and concerns to the satisfaction of all parties.
- Issues/concerns may be brought forward verbally or in writing. Responses and outcomes will be provided verbally, or in writing upon request. The level of detail provided to the parent/guardian will respect and maintain the confidentiality of all parties involved.

An initial response to an issue or concern will be provided to parents/guardians within 2-3 business day(s). The person who raised the issue/concern will be kept informed throughout the resolution process.

Investigations of issues and concerns will be fair, impartial and respectful to parties involved

Confidentiality

- Every issue and concern will be treated confidentially and every effort will be made to protect the privacy of parents/guardians, children, staff, students and volunteers, except when information must be disclosed for legal reasons (e.g. to the Ministry of

Education, College of Early Childhood Educators, law enforcement authorities or a Children's Aid Society).

Emergency Management Policy and Procedures

Staff will follow the emergency response procedures outlined in this document by following these three phases:

- Immediate Emergency Response;
- Next Steps during an Emergency; and
- Recovery.

Staff will ensure that children are kept safe, are accounted for and are supervised at all times during an emergency situation. For situations that require evacuation of the child care centre, the **meeting place** to gather immediately will be located at:

1. Erb Mennonite Church. 131 Erb St W, 519-886-3570
2. Our Lady of Lourds School, 55 Roslin Ave S 519-886-4810

If it is deemed 'unsafe to return' to the child care centre, the **evacuation site** to proceed to is located at:

1. Erb Mennonite Church. 131 Erb St W, 519-886-3570
2. Our Lady of Lourds School, 55 Roslin Ave S 519-886-4810

Note: all directions given by emergency services personnel will be followed under all circumstances, including directions to evacuate to locations different than those listed above.

For any emergency situations involving a child with an individualized plan in place, the procedures in the child's individualized plan will be followed.

If any emergency situations happen that are not described in this document Supervisor or Owner will provide direction to staff for the immediate response and next steps. Staff will follow the direction given.

If any emergency situations result in a serious occurrence, the serious occurrence policy and procedures will also be followed.

All emergency situations will be documented in detail by the Supervisor in the daily written record.

All parents are notified via Hi Mama that we are in an emergency situation, Along with a telephone call in a timely manner.

