

Parent Handbook

“helping children grow into their biggest dreams”



Revised April 2018

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Program Statement

At Royal Bear Child Care Centre, we believe that children are competent and capable beings that are full of wonder, ideas and potential. As such they are entitled to learning environments that honours them. We view curriculum as everything that happens during our time together. We believe that each moment we share with children offers us an opportunity to build positive relationships and create an atmosphere that nurtures children, educators and families. We encourage children to pursue their passions, curiosity and interests through environments that invite them to explore, collaborate, reflect and communicate using a wide range of resources and materials. Our commitment to a high-quality learning environment is linked by the children, parents, and educators.

How Does Learning Happen?

Using the common framework referred to in *How Does Learning Happen?*, our centre strives to support the children and assist in achieving the goals listed below. We aim to meet the expectations for programs building on the four foundations for healthy growth and development:

The four foundations and their definitions are as follows:

Foundations	Goals for Children	Expectations for Programs
Belonging	Every child has a sense of belonging when he/she is connected to others and contributes to his/her world.	Develop respectful relationships and connections to create a sense of belonging among and between children, adults and the world around them.
Well-Being	Every child is developing a sense of self and health and well-being.	Nurture children's healthy development and support their growing sense of self.
Engagement	Every child is an active and engaged learner who explores the world with her/his senses, bodies and minds.	Provide environments and experiences to engage children in active, creative, and meaningful exploration and learning.
Expression	Every child is a capable communicator who can express himself/herself in many ways.	Foster communication and expression in all forms.

Our Strategies

Our child care centre has combined the Early Learning for Every Child Today (ELECT) principles, along with the provincial pedagogy for early learning. These strategies strengthen the quality of our programs and ensure high-quality experiences that promote the health, safety, nutrition and well-being of children.

Royal Bear Child Care Centre will plan for and create positive early learning environments that:

1) Promote the health, safety and well-being of young children, families and educators.

You will see:

- Photographs and names of all the educators posted
- Well organized environments, with lots of materials that are easily accessible to the children
- A process to sign your child in and out of the program, to ensure they are safely supervised.
- Healthy menus, following Canada's Food Guide.
- Children and educators washing their hands frequently throughout the day to promote good hygiene and to prevent the spread of illness.
- Snacks are

available to the children

who arrive early and are set out for the children to promote independence. The Hand over hand technique will be used to assist younger children. Water is always available to the children throughout the day.

- At meal times, the educators sit and eat with the children and will participate in conversations with the children.
- Older children serve themselves and are encouraged but never forced to try new foods.
- An abundance of opportunities for gross motor play as children are encouraged to use their entire bodies to explore the world.
- Positive language that emphasizes accomplishment and effort.
- The centre is kept clean throughout the day.
- Security systems are installed and all visitors are required to sign in and out of the centre.
- There are no televisions and video games in the programs for the children. Educators will assist children on mobile technology (tablets/phones) to look up information on the Internet to expand or enhance their play and learning.
- Educators follow the health and safety guidelines set out by the Ministry of Education and the Durham Region Health Department.

Healthy Food and Active Play Make a Difference

Additionally, opportunities for rest and a balance between active and more reflective play are strategies that will be implemented to support positive interactions and facilitate healthy development.

2) Support positive and responsive interactions between educators, children and families.

You will see:

- During the process to enrol your child at our centre, the Supervisor or designate will provide you with a tour of the facility and introduce you and your child to the educators. A meeting will be held to compile information about your child's specific needs, likes and dislikes, and what comforts your child. This will allow educators to begin to build an understanding of your child's individual needs.
- Our Parent Handbook provides the operational details of our programs, hours of operations, fees and payment processes, and outlines our operational policies so families know what to expect when they choose our services.
- Educators who greet and welcome you and your child upon arrival at the program.
- Educators using calm voices and at the child's level for face-to-face interactions.
- Parents and educators talking together, sharing information and knowledge about each child.

Strategies to Support and Strengthen Positive Interactions

Positive interactions are encouraged and supported by the development of enriched environments where all children belong and where there are a range of interesting, intriguing and developmentally appropriate activity options to engage children. Educators are reflective practitioners whose knowledge and understanding of the individual children and child development supports positive behaviours on the part of children, educators and families. The focus on the positive is a key component of our affirming approach.

Questions educators ask themselves:

- How do I **engage** with children in a way that builds on their strengths as opposed to identifying what they are doing "wrong"?
- Am I **learning** too? How do I respond when a child asks me something that I don't know? Do I redirect the child to something else or do I respond: "Let's find out together!"
- Am I **moving** **away** from viewing

play as just something children do and **moving towards** viewing play as intentional and inquiry based; a way for children to **express** themselves in multiple ways?

- Am I having fun? Is at least a part of each day filled with a **shared sense of joy** that is the wonder of new learning for me and the children with whom I engage? What are the clues that demonstrate that I am engaged and interested in what I am doing?

Supporting Children to Manage their Behaviour

Children benefit socially, emotionally and physically from our positive approach. Educators focus on helping the child understand their feelings and emotions and provide support to help children regulate their behaviour.

The following are unacceptable behaviour management strategies and are not permitted at any time under any circumstances:

- 1) Corporal punishment.
- 2) Physical restraint of a child for the purposes of discipline or in lieu of supervision unless physical restraint is for preventing a child from hurting self or others and is used only as a last resort until risk of injury no longer exists.
- 3) Harsh or degrading measures or use of derogatory language that may humiliate or undermine a child's self-respect and self-esteem.
- 4) Depriving a child of basic needs such as food, shelter, clothing, sleep, toilet use or bedding.
- 5) Inflicting any bodily harm on children including making children eat or drink against will.
- 6) Confining a child by locking the exits of the centre or using a locked or lockable space to separate the child from other children.

3) Encourage and enable children to interact and communicate in a variety of different ways- with each other, with educators and with their communities.

You will see:

- Children to communicating their ideas, thoughts and feelings through:
 - Painting, drawing, modelling with clay, playdough and other art and creative / sensory materials.
 - Telling or writing stories.
 - Singing.
 - Dancing.
 - Talking with educators.
 - Talking with other children.
 - Building with blocks and other building materials.
 - Conducting experiments.
 - Solving problems.
 - Planned excursions outside of the centre site, to promote children's connection to their local community.

4) Foster exploration and inquiry that is play based. Evidence from diverse fields of study tells us that when children are playing, they are learning.

You will see:

- Children making sense of the world around them through play.
- Play that is supported by caring adults in environments with materials, space and time that encourage complex thinking and aid children to gain essential skills. These skills include: creative problem-solving, learning to get along with others, coping with challenges, overcoming obstacles, and learning to focus their attention. These are foundational activities that promote the development of literacy, numeracy and other important life skills.

Supporting Healthy Development and Learning

At Royal Bear Child Care Centre, specific strengths, needs and developmental goals are identified. Educators set goals through individual attention, inquiry play-based learning activities, and positive learning environments in which each child's learning and development is supported. Educators focus on children's **social, emotional, physical, creative, and cognitive development** in a holistic way. This approach will be strengthened by:

- 1) Preparing the environment to foster learning and development.
- 2) Building on the children's ideas, questions and theories as observed in play.
- 3) A collaborative approach that incorporates discussion amongst team members about how to support deeper exploration.
- 4) Inviting and engaging others in the continuing process of program development including parents, the children themselves and other community partners including but not limited to educators within the school system.

Children learn through exploration, play, and inquiry with the educators as co-learners. Educators have thoughtful conversations with children, which encourages them to interact and communicate in a positive way, and promotes their ability to self-regulate. We use the Nipissing District Developmental Screen, children's portfolios, learning stories, pictures and other pedagogical documentation of children's activities on an ongoing basis to study, interpret, make visible, and help inform children's learning and development, as well as the overall program.

5) Provide both child initiated and adult supported experiences to foster development.

You will see:

- Weekly Program Plans posted with a variety of educator planned activities that will be added to throughout the week as the children expand on the activities or move forward in new directions.
- The number of transitions during the day are limited; children do not spend a lot of time lining up or waiting for activities to take place.
- Times when the child takes the lead in planning the activity and times when the educator builds on observations to develop and implement activities that support each child build on his/her skills and abilities.

6) Provide many opportunities for a range of experiences that support each child's learning and development.

You will see:

- Children actively engaged in activities, typically using small groups.
- Children and educators are smiling, laughing and having fun; playing and learning together.
- Educators observing and making documentation about children to build experiences.
- Educators discussing the documentation with the children.
- A focus on learning through play with educators encouraging and supporting questions, answers and problem solving on the part of the children.

7) Incorporate a range of different



learning environments including indoor

and outdoor play, active play, quiet play, rest and quiet time considering the individual needs of children.

You will see:

- Well stocked toy shelves and creative materials available to the children.
- Quiet comfortable spaces for reading or quiet individual activities or rest.
- Children engaged in a range of different activities throughout the day.
- Children taking the lead; actively shaping their play.
- Educators listen and learn from the children as much as the children listen and learn from the educators.
- Educators encouraging children to explore nature and their natural environments.
- Quiet activities provided for children who do not require a nap during rest times.

8) Foster engagement of and ongoing communication with parents about the program and their children.

You will see:

- Educators seek out opportunities to talk with parents without ignoring the needs of the children.
- For Infants, daily information sheets will be completed by the educators for parents.
- Daily Journals are the main method of communication provided by Royal Bear Child Care. The journals provide daily information regarding their child's day.
- Opportunities, both planned and informal for parents and educators to share ideas about how best to support each child.
- Portfolios for each child which are accessible to parents.
- Accident / Incident reports completed if your child has an accident to provide you with information as required.
- Notes posted as reminders for parents about upcoming activities.
- Newsletters for parents sharing information about our programs.

We see children as competent individuals, capable of complex thinking, curious and rich in potential and we will value and build on their strengths and abilities. We will encourage the children to interact and communicate in a positive way and support their ability to self-regulate.

We see families as experts because they know their children better than anyone. They share relevant and valuable information to make their children's experience that much more special. We will foster the engagement and provide ongoing communication with parents, and the local community partners about the program and the development of their children.

We see our educators as knowledgeable, insightful, resourceful and rich in experience. We value the experiences and adaptive environments that are created just for the children based on interests. We will provide child-initiated experiences that are supported by adults. The centre will support staff with continuous professional development to maintain a supportive and educational environment.

Royal Bear Child Care Partnership with Parents

Educators foster engagement and ongoing communications with families regarding the program and their children. We strive to build positive and responsive relationships with children and their families. We recognize and value each family for their unique strengths, perspectives and contributions to our program. Families are encouraged to participate—as we are partners in supporting the development of healthy, happy, capable and competent children.

A strong, respectful and equitable relationship with parents is key to our ability to fully engage as co-learners with the children and with their families. To this end, we seek out opportunities to engage parents in a way that meets their needs and builds on strengths while respecting the challenges that face young families including: long commutes, time pressures and the busyness inherent in raising a family. Strategies include

but are not limited to:



- An “open door” policy that welcomes parents to drop off and pick up at the times that work best for their family within the hours that the centre is open and allows them to drop-in to observe whenever convenient for the parent.
- Informal discussions on a daily basis.
- Posted documentation of activities, interactions and engagement.
- Sharing resources and materials about community supports and activities.
- Inviting parent participation in the development of curriculum; to share cultural and family experiences.
- Inviting and encouraging parents to participate directly in the day to day activities of the centre.
- Social and open house activities.

Key ideas and messages we share with parents:

- Our program is **play and inquiry based** because it is the way children learn best. A play based program provides the kinds of opportunities that children need to be fully **engaged** and to learn how to **express** themselves many ways. We will be sharing our learning with and about your children in many ways.
- What do you think that it is important that I know about your child to support his/her **well-being**?
- These are our **goals for your children** and this is what we will be doing with your child to support the achievement of these goals. (outline the program expectations)
- How can we support your **engagement** with our program so that you feel that you **belong**? What works for you, your schedule and your family?

9) Actively engage with community partners and provide opportunities for the children and families to develop close connections with a range of community supports.

You will see:

- Parents are welcomed at any time and are encouraged to drop in when and if they have time to do so.
- Planned excursions to community services and programs such as the local library, grocery stores and other neighbourhood locations.
- Use of community partners as a resource and support to families, children and educators. These community partners may include but are not limited to Resources for Exceptional Children and Youth, Grandview Kids, Kinark and Durham Behaviour Management Services.
- Staff supporting parents to connect to community partners through referrals with parental consent.
- Staff working collaboratively with parents and community partners to best support the children and families in our Early Learning and Child Care Centres.

10) Strengthen the capacity of educators to collaborate effectively with children, families and their colleagues through the provision of ongoing opportunities for continuous professional learning.

You will see:

- Educators encouraged and supported to attend professional development.
- Registered Early Childhood Educators (RECE’s) are required by their membership in the College of Early Childhood Educators to commit to their own ongoing professional learning.
- New ideas and strategies to support children’s development introduced throughout the program.
- Materials and research shared with parents.

Continuous Professional Learning for Educators

Our early learning and

child care centres are environments that support



educators, and others who interact with children, to continually self-reflect, have discussions, foster ongoing collaboration, and engage in continuous professional learning, to provide the best possible learning environment for children. Educators are provided with many mandatory health and safety related training sessions, such as Standard First Aid and Infant Child CPR

In addition,

- Educators are encouraged to participate in up to three personal professional learning opportunities each year, based on their annual Feedback and Development learning goals.
- Educators meet together to share ideas and information and to develop programs.
- Educators are encouraged to participate in community learning opportunities through Capacity Building and the Durham Region Child Care Forum.
- RECEs are encouraged to participate in the College of Early Childhood Educators Continuous Professional Learning Program.

11) Use many languages to document and review the experiences of the children and the educators in order to:

- Provide an ongoing record of development.
- Provide tools to enable educators to reflect on the impact of their activities and strategies.
- Provide a visual and oral record that enables parents to review and explore the developmental trajectory of their child.

You will see:

- Documentation posted on the walls that tells and shows you what the children are doing.
- Different methods of recording observations about what the children are accomplishing.

A Commitment to Continuous Improvement

All new educators, students and volunteers are required to review the program statement prior to interaction with children in our care, and any time the program statement is updated. All educators are required to review the program statement on an annual basis. This will be accomplished at a yearend team meeting which provides an opportunity to reflect on the successes and challenges of the past year and to set goals for the upcoming year.

Program Developments

Our programs are re-evaluated to reflect changes within the CCEYA (Child Care and Early Years Act) and ideologies of Early Childhood Education. Children’s developmental needs and the needs of families also play an important role in changes.

Parents/Guardians are encouraged to discuss any aspect of the programs and/or their child’s progress through formal or informal interviews at any time during the day. Input from parents regarding the program is always appreciated and welcomed.

Throughout the year newsletters will be sent home informing you of daycare news or special events taking place. Seasonal Newsletters will also be distributed.

Health, Safety and Well-being

Royal Bear Child Care supports and promotes the physical, social and emotional well-being of children and all staff. We strive to meet and, where possible, exceed licensing requirements as well as the

requirements of Durham Region Public Health. To protect the health and wellness of the children attending Royal Bear Child Care, everyone is strongly encouraged to follow routine practices and proper hygiene when at all possible. As a result, we practice frequent hand washing and the use of gloves during all diapering or assistance with toileting, as well as handling any injuries if they happen. We like to provide opportunities for healthy nutrition, hygiene, and regular exercise including daily outdoor play, in a safe and clean environment. On a regular basis, the staff at Royal Bear Child Care will be learning the needs of each child in care so that the best individual care can be offered. Every staff will have a valid First Aid Certificate.

It is required that you provide the immunization history of your child so that in the event of a community or facility outbreak, there is an understanding of risk to each child in my care. If you have chosen not to immunize your child, a signed note from you, the parent, stating such will be required.

In the event of illness, all measures are taken to comfort and provide relief to sick children or staff members and their families, and to protect others from contagion. Such protection measures include exclusion from Royal Bear Child Care when illnesses from identified communicable diseases or conditions of ill health pose a risk to others.

While there are many policies dealing with illness when it occurs, it is always important to address prevention through good hygiene strategies.

Hand Washing Procedure

Steps for proper handwashing

1. Wet hands with warm running water.
2. Apply a small amount of liquid soap. Antibacterial soap is not required.
3. Rub hands together for at least 15 seconds. Rub palms, backs of hands, between fingers and under nails.
4. Rinse off all soap with running water.
5. Dry hands with a clean, disposable towel.
6. Turn Taps off with paper towel
7. Discard the used towel in the waste container.

Nutrition

- Due to allergies we are a **nut free centre**. Outside food is prohibited as children could have life threatening allergies and requires epipens. Any food brought in will be discussed with staff before entering the centre or the classroom.
- All food is prepared on site by a qualified cook. We serve a morning and afternoon snack as well as a nutritious hot lunch every day. Weekly menus are posted outside the kitchen. We are on a 3-week rotation. If there are any changes in regards to the menu for the current day, the changes will be posted on the menu board.
- Food exceptions are not made for individual children except in the cases of food allergies or religious convictions. Please notify the supervisor at the time of enrolment if your child has a food allergy or develops an allergy. This will then be posted in the kitchen as well as in the child's classroom ensuring it is adhered too. Should you have any questions or concerns about the meals or menu please direct them to the supervisor.
- When planning the menu Royal Bear Child Care Centre will follow Canada's Food Guide.

Safety Inspections and Procedures

Fire Drills are conducted monthly to ensure staff and children are familiar with a safe evacuation procedure.

The Fire Department may visit the centre throughout the year to conduct an inspection prior to annual licensing by the Ministry of Children and Youth Services. Municipal Program Managers complete two annual on-site inspections per year for quality assurance purposes.

The Health Department visits the centre throughout the year to monitor safe food handling, hygiene, playground safety and other health related issues.

A third party independent inspector inspects our outdoor play area and playground equipment annually to ensure the equipment and outdoor area are maintained in accordance with the CSA standards.

Child care staff conduct daily inspections both indoors and outdoors of the premises to ensure all equipment is free of hazards. Child care staff ensure the centre is clean and tidy throughout the day.

Cleaning of the centre is done on a daily basis. Toys and equipment are washed and sanitized regularly by staff.

Cleaning schedules are posted and signed off by staff. Bathrooms are disinfected and cleaned regularly throughout each day as necessary and thoroughly each evening.

Program

Prohibited Practices

- Corporal Punishment of a child
- Deprivation of a child's basic needs for shelter/food/clothing/ or bedding
- Lock the exits of the centre or permit to be locked for the purpose of confining a child without adult supervision, unless for emergency purposes.
- Physical Restraint of the child such as confining to a high chair. Car seats, stroller or any other device with the intent to discipline the child, unless the purpose of restraint is to prevent the child from harming themselves or others.
- Inflicting bodily harm on children including making the child eat or drink against their will.
- Use of harsh or degrading measures or threats or use of derogatory language that would humiliate, shame, or frighten the child or undermine their self-respect, dignity or self-worth.

If through staff's verbal efforts a child cannot be encouraged to eat, the food will be removed and the next course will be offered. (If staff are aware that a child does not like what is being served a smaller portion may be offered at first). Parents will be made aware of the indecision to have lunch or snacks.

Any type of child abuse e.g. striking a child will result in immediate dismissal and will be reported to the Children's Aid Society.

Disciplinary Actions used by staff:

Acceptable practices include:

- Discuss inappropriate behavior
- Ignore inappropriate behavior such as temper tantrums
- Redirection
- Time out from activity as a last resort
- Limit Setting

Monitoring

Monitoring will first begin with the orientation of new staff, students, and volunteers whereby the policy will be read and discussed. Every 6 months staff and supervisor will get together to review their interactions with all the children. These standard forms will be kept in all staff files available for reviewing at any time. Continued monitoring will be done through annual appraisals and casual classroom observations by the supervisor, assistant supervisor, talking with staff and feedback from parents. Notes of conversations, evaluations or observations that is confidential in nature will be kept in staff files. Otherwise notes may be put into the classroom log book but will not compromise the confidentiality policy of the child care centre. The classroom daily log book will be placed in an area from public view but still accessible to the teachers to immediately record information. These records are **NOT** to be shown to parents unless the supervisor is made aware and has given their consent. The supervisor will retain these records for 3 years.

Open Door Policy

As a daycare that is proud of what we are and what we do, we welcome parents and visitors to drop in anytime to observe our program and our staff. Our parent handbook is made available to all parents considering care at Royal Bear Child Care Centre or upon request.

Family Partnership & Parent Concerns Policy

Purpose

The purpose of this policy is to describe our family partnership practice and provide a transparent process for families, the child care licensee and staff to use when an issue/concern is brought forward by a parent/family member.

Family Partnership

Our family partnership statement/approach allows our organization to be proactive and responsive to parent and family needs before conflict arises.

Our commitment to provide high quality child care involves remaining knowledgeable with current research in child development and working in partnership with our families.

Royal Bear Child Care educators create inclusive and respectful environments that foster positive, equitable, and collaborative relationships. When children feel safe, secure and valued they freely explore, discover, try new things, grow, learn and develop. We believe that our expertise in child care is only one part of ensuring every child has the best experience possible. We rely on our families to work side by side with us to better understand and respond to individual needs.

We encourage our families and our educators to exchange information regularly. We have an open-door policy and encourage our families to spend time in the program with their child when possible.

We use many strategies to ensure open communication with our families, and they include:

- informal information sharing during drop-off and pick-up times
- phone calls and emails
- celebrations and family engagement events (eg. Open House Christmas Party)
- meetings (coordinated at the request of the RBCC and/or the family)
- photographs of children at play
- posting program plans that include observations of children's interests and activities
- Facebook Updates, newsletters and Instagram

Parent Concerns Policy

All issues and concerns raised by parents/family members will be taken seriously by Royal Bear Child Care Centre and will receive follow up. Every effort will be made to address and resolve any 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/family will respect and maintain the confidentiality of all parties involved.

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

All inquiries of concerns will be fair, impartial and respectful to all parties involved.

Confidentiality

Each concern will be treated confidentially, and every effort will be made to protect the privacy of parents/families, 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).

Conduct

Our organization maintains high standards for positive interactions, communication and role-modeling for children. Harassment and discrimination will not be tolerated from any party.

If at any point a parent/family member, or Royal Bear Child Care staff member feels uncomfortable, threatened, abused or belittled, they may immediately end the conversation and report the situation to the supervisor and/or licensee.

Concerns about the Suspected Abuse or Neglect of a child

Everyone, including members of the public and professionals who work closely with children, are required by law to report suspected cases of child abuse or neglect.

If a parent/family member expresses concern that a child is, or is at risk of being abused or neglected, the parent will be advised to contact Halton Region Children's Aid Society at (905) 433-1551 directly.

Persons who become aware of such concerns are also responsible for reporting this information to CAS as per the "Duty to Report" requirement

under the *Child and Family Services Act*.

For more information, visit

<http://www.children.gov.on.ca/htdocs/English/childrensaidthereportingabuse/index.aspx>

Procedures:

Nature of Concern	Steps for Parent/Family Member to Report Concern	Steps for Centre Staff and/or Royal Bear Child Care Management in responding to concern
<p>Program Room Related</p> <p>(ie. schedule, sleep arrangements, toilet training, indoor/outdoor program activities, feeding arrangements etc.)</p>	<p>Share/discuss your concern with</p> <ul style="list-style-type: none"> - the classroom teacher directly <p>or</p> <ul style="list-style-type: none"> - the centre supervisor 	<p>Professionally respond to the concern at the time it is brought forward and/or</p> <ul style="list-style-type: none"> - Coordinate a meeting to discuss the concern with the parent/family member within 2 business days. <p>Document the concern in detail. Documentation should include:</p> <ul style="list-style-type: none"> - the date and time the concern was brought forward; - the name of the person who received the concern; - the name of the person reporting the concern; - the details of the concern; and - any steps taken to resolve the concern - information given to the parent/family member regarding next steps.
<p>Centre Operations Related</p> <p>(ie. child care fees, hours of operation, staffing, waiting lists, menus, etc.)</p>	<p>Share/discuss your concern with</p> <ul style="list-style-type: none"> - the centre supervisor 	
<p>Educator or Centre Support Staff Related</p>	<p>Share/discuss the concern with</p> <ul style="list-style-type: none"> - the individual directly <p>or</p> <ul style="list-style-type: none"> - the centre supervisor <p>or</p> <ul style="list-style-type: none"> - the general manager, child care (289) 240-9188 <p>All issues or concerns about the conduct of a Royal Bear Child Care staff member that puts a child's health, safety and well-being at risk should be reported to the supervisor as soon as parent/family member becomes aware of the situation.</p>	<p>If you are unable to effectively respond to the concern or it needs to be escalated further, provide the contact information of the person the parent/family member can call</p> <p>Ensure the resolution of the concern is initiated by the appropriate party within 2 business days, or as soon as reasonably possible thereafter. Document reasons for delays in writing</p> <p>Provide a resolution or outcome to the parent/family member who raised the concern.</p>

Nature of Concern	Steps for Parent/Family Member to Report Concern	Steps for Centre Staff and/or Royal Bear Child Care Management in responding to concern
Placement Student and Volunteer Related	Share/discuss the issue or concern with <ul style="list-style-type: none"> - the individual directly or - the centre supervisor or - the general manager, child care (289) 240-9188 All issues or concerns about the conduct of a placement student or volunteer that puts a child's health, safety and well-being at risk should be reported to the supervisor as soon as parent/family member becomes aware of the situation.	

Escalation of Concerns

Where parents/family members are not satisfied with the response or outcome of an issue or concern, they may escalate the issue or concern verbally or in writing to royalbearchildcare@outlook.com

Concerns related to compliance with requirements set out in the *Child Care and Early Years Act., 2014* and Ontario Regulation 137/15 should be reported to the Ministry of Education's Child Care Quality Assurance and Licensing Branch.

Concerns may also be reported to other relevant regulatory bodies (e.g. local public health department, police department, Ministry of Environment, Ministry of Labour, fire department, College of Early Childhood Educators, Ontario College of Teachers, College of Social Workers etc.) where appropriate.

Contacts:

Child Care Supervisors – please refer to family handbook for direct phone numbers

Ministry of Education, Licensed Child Care Help Desk: 1-877-510-5333 or childcare_ontario@ontario.ca

Wait List Policy

A waitlist will be formed when full enrollment has been reached in the daycare.

Royal Bear Child Care has a capacity of 72 licensed spaces. Our program offers care under 18 months to 12 years of age. A waiting list exists at our centre for all age groups as requests for care often out-number our available spaces. **Parents must understand our waitlist does not guarantee you a spot in the centre.**

We do have some priorities that we consider when inviting new families to join us. In order of priority, we consider:

- Children currently enrolled and needing to graduate to the next age group;
- Siblings of children currently enrolled

To register on the Wait List please call the centre at 289-240-9188, email royalbearchildcare@outlook.com or visit us on our facebook page. Please feel free to contact the centre to receive an update regarding your placement /position on the waiting list.

Families are removed from the waiting list for several reasons. A child is removed once he is no longer age-appropriate to attend our program; the family asks to be removed; the family does not return a phone call requesting confirmation of interest in space; the family is not able to be contacted by phone because the phone number is out of service; or the family has moved and has not left a forwarding contact number

Classrooms

Royal Bear Child Care Centre has the facilities to accommodate the following children:

1. Infants
2. Toddlers
3. Junior/Senior Preschoolers
4. Kindergarten
5. Nursery School Program

Hours of Operation

Our child care centre provides care all year around, Monday – Friday from 6:30 am – 6:30 pm. We provide both full time and part time care. In order to secure a part time, space a minimum 2 days per week is required.

We ask that you **please call the centre by 10:00 am** if your child will not be coming in for the day so that we can staff accordingly. If you are going to be late, after **10: 00 am** we ask that you call the centre to let staff or the supervisor know that your child will be attending however coming in late.

Nursery School Program will run September to June. The program is closed P.A Days, March Break, Christmas Vacation and summer (July & August). There is no charge for the closure.

Royal Bear Child Care Centre will be closed on all Statutory and Civic holidays. **Our Centre closes at 2:00 pm on both Christmas Eve Day and New Year's Eve Day. Important to note: full payment for the holidays and early closure is required and there is no reduction in fees due to the holiday/closure.**

Holiday Closure Includes

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

Payment Policies

Fees are due at the beginning of each month. You may pay the total amount at once or use post-dated cheques. If you have decided to make bi-weekly payments, please be sure to have the payment made on the last day of care before the following week. There is a daily late fee in the amount of \$5.00. A week grace period is given before you are subjected to late fee penalties for monthly payments only. If you are scheduled for biweekly payments, please be advised late fees will apply as soon as payment is missed. In addition, any cheque that is returned NSF will be subjected to a \$25.00 fee.

If child care fees are two weeks overdue your child care spot will be suspended until full payment is made. Written and verbal contact will be made with parents whose accounts are in arrears. If your child's spot has been suspended due to non-payment and you have not formally withdrawn from the centre you are required to pay for the days missed until payment is received. Although your space has been suspended it will be reserved until a decision regarding your attendance has been determined either by yourself or the centre. Royal Bear Child Care reserves the right to terminate services if payment policies are not adhered to. Fees include all absentees and statutory holidays. **Note: Fees may be increased on an annual basis with an increase of 1-3%.**

Tax Receipts

Tax receipts are given during the income tax period. If you are no longer attending the centre it will be the parent's responsibility to contact us to request the receipt. You can have the receipt emailed or you may pick up in person.

Late Fees

The center closes at 6:30pm. Any pick up after 6:30 pm will be subjected to a fee of **one dollar per minute**. The fees are to be paid directly to the staff member who stays past their shift. If a parent is consistently late they may incur a higher late fee rate or asked to make other child care arrangements

Fee Schedule

New Fee Schedule 2018

Infants	New Born to 18 months	Part Time (minimum 2 days per week) \$70.00 per day	Weekly \$295.00
Toddlers	18 months to 2.5 years	\$60.00 per day	\$270.00
Preschool Program	2.5 to 5 years	\$59.00	\$240.00
Nursery School Program 8:45-3:00	2.5 to 5 years	\$41.00 per day	\$190.00
Before and After	Transportation provided by the school board	\$41.00 per day	\$155.00
Before	Transportation provided by the school board	\$23.00 per day	\$105.00
After	Transportation provided by the school board	\$32.00 per day	\$136.00
Before and After	RBCC Transportation Provided	\$46.00 per day	\$185.00
Before	RBCC Transportation Provided	\$28.00 per day	\$135.00
After	RBCC Transportation Provided	\$37.00 per day	\$166.00
Summer/Holiday		\$49.00 per day	\$220.00
PA Day		\$15.00 additional to fees	

Payment Notes:

- All fees are required to be paid on Friday by cheque, cash, debit or e-transfer. If fees are not paid on the Friday, you will be subjected to a \$5.00 per week late fee beginning the following Monday.
- Our fees are based on a 9.5-hour day. Over-time hours are paid at the rate of \$3.00 per half hour.
- Part Time is based on a minimum of two days per week. We do not accommodate for Flex schedules.
- **Fees may increase annually from 1-3 percent**

Deposit

A deposit of one week's fee is due upon registration. This deposit will be used toward your child's first 2 weeks of care. All enrolment forms must be completed by parents/guardians **prior** to the child's first day at the center. Your deposit must accompany the form and secures your child's space in the program.

Withdrawal

We require two weeks written notice before you withdraw your child from our program. If you have not paid the two weeks prior to your notice payment must accompany the written notice. If you have any questions or require further information, please contact the supervisor.

If your fees are not paid before your child's last day your account goes directly to a collection agency regardless of the amount outstanding.

Sick

If your child is sick longer than 3 days (which are consecutive) and you are registered full time you are eligible for 50% off the total fees for the week. To receive the discounted fee, you must provide a doctor's note stating that your child was away due to illness **at the time the child is absent**. We will not accept dr's note that are past due. **This is not applicable to part time children. We only allow for 1 discounted fees per year.**

Vacation Time

A one-week vacation may be taken in 2 six-month periods. However, your child must be in attendance for 6 months. The year is the anniversary date of your child's enrollment. Vacations must be communicated directly with the supervisor.

Illness

Please keep your child at home if they show signs of the following symptoms:

- **He/she has a fever of 100 degrees Fahrenheit or over**
- **He/she has had or has a heavy nasal discharge and a cough**
- **He/she has vomited or has had diarrhea (3 diarrhea's while in the centre will result in sending your child home)**
- **He/she has any contagious diseases or viruses**
- **He/she was sent home and requires prescribe medication. Your child can not come back to the center for 24 hours.**

If your child becomes ill during the day with any of the above symptoms, they will be isolated from the other children and we will notify you to come and pick he/she up. To prevent or stop the spread of an outbreak your child must stay home for 24 hours after the last symptom. In the event of an outbreak the health department may require the centre to submit samples.

Head Lice

Head Lice always causes concern and frustration for some parents, staff and children. This childcare policy is intended to outline roles, responsibilities and expectations of the childcare community to assist with treating and controlling head lice in a consistent and coordinated manner.

While parents have the primary responsibility for the detection and treatment of head lice our childcare centre will work in a cooperative and collaborative manner to assist all families to manage head lice effectively.

If a child has **live** head lice present, they are to be excluded from the Centre until treatment has commenced and all live lice and eggs have been removed (the most important part of the treatment is the removal of eggs with a comb, treatment alone does not remove the lice and eggs). The procedure should be repeated in 7 days to ensure that any live eggs that weren't removed in the first course of treatment are killed off before hatching into lice.

What to bring to Daycare Daily in a School Bag/Diaper Bag

- Blanket or special toy for sleep time (parents are to supply a crib sheet for cribs/cots** 2 if possible)
- Diapers (approx 3-5 day) and wipes, cream
- Two changes of clothing including, socks and underwear
- Indoor shoes or slippers
- Clothing for outside play (appropriate for current weather conditions)
- Sunscreen (May – October)

ALL ITEMS BROUGHT TO THE CENTRE MUST BE CLEARLY LABELLED WITH YOUR CHILD'S NAME

If any of the above items need to be replenished a note will be placed on your child's cubby for the next day. All children should be dressed in clothing that is appropriate for physical activity and weather. Foot wear should also be comfortable and appropriate for physical outdoor activity. **Flip flops are not permitted at the centre.**

Medication

The staff at Royal Bear Child Care Centre will only administer prescribe medication. The medication must be in the original container as supplied by the pharmacist with the following information:

- Child's Name
- Name of the Medication
- Dosage
- Date of Purchase
- Instruction for Storage and administration clearly labelled

We require you to fill out medication authorization forms giving designated staff permission to administer the medicine. The forms will provide staff the scheduled times with given dosage. Any reaction that would result in the discontinuation of the medication must be clearly indicated on the form.

The staff at Royal Bear Child Care is not authorized to administer child's Tylenol or other such non-prescription drugs without a note from a physician, the pharmacy sticker and a medication form signed by the parent/guardian.

Epi-pen or asthma medication storage for

school- children only will be left on their

personal belonging with written permission of the parent. For quick administration if needed. Otherwise the epi-pen and asthma medication it will be stored in a locked medicine container out of reach of children.

Any contagious diseases that have been detected at the center will be posted on the front door of the center immediately. If there are more than two cases of children showing the same symptoms the health board will be contact to assist us moving forward and eradicate the illness.

Individual Medical Plans

Policy Statement: There is an individualized program plan for a child with medical needs developed in consultation with the parent of the child and with any regulated health professional who is involved with the child's health care and who, in the parent's opinion, should be included in the consultation.

Definitions: Medical Devices – tools, equipment and supports used to support child in care Individualized Medical Plan – A plan developed in consultation with parent of the child and with any resulted health professional who is involved in the child's health care and who, in the parent's opinion should be included in the consultation.

The plan shall include:

Steps to be followed to reduce the risk of the child being exposed to any causative agents or situation that may exacerbate a medical condition or cause an allergic reaction or other medical emergency

A description of any medical devices used by the child and any instructions related to its use

A description of the procedures to be followed in the event of an allergic reaction or other medical emergency

A description of the support that will be made available to the child while in Home Child Care.

Any additional procedures to be followed when child with a medical condition is part of an evacuation or participating in an off-site field trip

A child carrying his or her own medication for self-administration.

Medical Conditions form is completed containing the above information

Administration of Prescribed and Non-Prescribed Medication is completed.

Accidents

If your child has a physical accident during the day you will be given an accident report to read and sign. The report will describe the incident, staff witness, and the first-aid applied. If a serious injury occurs and we are unable to reach you an ambulance will be called. **Please note:** If an ambulance is required you are responsible for any fees incurred.

Emergency

Please make sure your registration file is update. Make sure we have the correct home, work and mobile numbers. All emergency contacts, phone numbers and addresses are current. Alternate emergency persons will be contacted in the case you (the parents) cannot be reached. It is imperative that we maintain up to date files always.

Serious Occurrence Notification

Although the safety and well-being of the children in our centre is always our top priority, on occasion incidents of a “serious” nature may occur. A serious occurrence is defined as follows; a) the death of a child b) abuse, neglect or allegations of abuse and neglect c) a life-threatening injury or a life-threatening illness of a child d) a child goes missing or is temporarily unsupervised e) an unplanned disruption of the normal operations that pose a risk to the health, safety or well-being of the child. If a serious occurrence is reported to the ministry a parent notification will be posted outside the office for 10 days as per ministry policy put in place November 1st, 2011.

Legal Requirements for Reporting Child Abuse

The Child and Family Services Act states that every person in Ontario must call a Children’s Aid Society immediately to report his/her belief that a child may have been abused or at risk of abuse. The governing act also clarifies that a person who works with children has an added legal responsibility to report immediately any suspicion of abuse. A professional who works with children and does not report a suspicion of abuse can be charged and fined.

Authorization to Pick Up Your Child

Unless otherwise arranged, children will not be released to any person other than those specified on the registration and permission forms. If you know someone will be picking your child who is not listed on your file, please call the centre prior to pick up.

Royal Bear Child Care requires that this person be an adult (**18 years of age or older**).

We will NOT release a child from the centre to anyone under the age of 16.

In an emergency only; a person, 16 years to 18 years may be permitted to pick up a child from the centre. In this situation, parents must speak directly with a supervisor authorizing Royal Bear Child Care Centre to release their child to this person. We will be asking for picture identification so please inform the person you have designated to pick up your child to be prepared to show ID.

Your child may be picked up by an older sibling on the condition there is written permission given by the parent and the person picking up is of age. **If information changes, please notify us immediately.**

Specialized Services

Our centre attempts to answer the needs of exceptional children when resources permit. Experts of community professionals will be sought out to respond to these special needs.

Fire Drills and Emergency Management

Fire drills are practiced monthly. Fire

procedures are posted in each room. To ensure



optimum safety, fire inspections are held yearly as well fire equipment tested. In the event there is a real emergency at the centre which include fire, lockdown, flood, sewage backup and a power outage. The children will be evacuated and brought to our designated emergency shelter which at this time is Legends Centre. We will transport the children via bus. Once a head count is conducted and each child /staff are safe the supervisor and/or designate staff will contact each parent by phone. Please make sure your contact information is up to date. If the situation is not an emergency such as explained above, there will be a written notice that goes out to the parents.

Aggressive Behaviour Policy

If your child is aggressive or violent toward other children or staff (hitting, biting, scratching, spitting, kicking etc) a meeting will be held with the supervisor to discuss various strategies that may help in dealing with the child's behavior. We will try various techniques to deal with and rectify the inappropriate behavior. If there are no changes in your child's behavior after a specified amount of time you will be given two weeks' notice to withdraw your child. If help is offered and you refuse it you will automatically be given two weeks' notice to withdraw your child. **If your child's behavior jeopardizes the safety of the other children or staff your child care services can be terminated immediately without notice.**

Biting

Biting is a natural developmental stage that many children go through. It is usually a temporary condition that is most common between thirteen and twenty-four months of age. The safety of the children at the center is our primary concern. The center will take the following steps if a biting incident occurs:

- Act without emotion. Acknowledge the bite by saying, "Biting hurts." "Biting is not okay."
- Console and give first aide to the child that was hurt. Allow them to return to their play group.
- The "biter" should not immediately return to their group. Take the time to help the child choose the words that describe their feelings of frustration that lead to biting. Asking a child to "use their words" is too vague for them to understand.
- Give a child who is teething an appropriate object to bite on.

The teacher in the classroom will fill out the incident report and will do the proper documentation after administering First Aid to the bitten child.

A referral will be made to Resources for Exceptional Children for help. More resources will be given to parents to prevent biting at home as well.

BABYSITTING OUTSIDE DAYCARE HOURS

Royal Bear Child Care Centre

After Hours Interactions Policy

Royal Bear Child Care Centre hours of operation are Monday to Friday, 6:30 am to 6:30 pm. Any relationships that occur between Day Care Staff and Registered Families at the Center are to remain separate from the daily operations and interactions at the Center.

Babysitting



We ask that Parents/Guardians of children enrolled at Royal Bear Child Care Centre not ask employees to provide babysitting services outside of the Center, in their homes or elsewhere. The Staff at Royal Bear Child Care Centre are certified, qualified Early Childhood Educators, and experienced assistants employed by Royal Bear Child Care Centre. Employees are also prohibited from providing babysitting services to families of enrolled children as well as soliciting babysitting positions to others while on the job. In addition, employees of Royal Bear Child Care are prohibited from taking children off the Day Care premises, outside of regular scheduled Day Care activities such as: scheduled Fieldtrips and walks to the park. Contravention of this policy may result in significant consequences (termination) for the Staff and Parents who do not comply with this policy.

Discharge Policy

Royal Bear Child Care recognizes that a child care centre is not always appropriate for all children. Many supports are put into place to create a happy and successful placement for all children. In cases of severe behaviour issues, it may be necessary to terminate the child care space. A decision to terminate a child's space will be made in consultation with parents. Our priority is for the safety of all children in its programs. Royal Bear Child Care believes in providing and maintaining a work environment in which all employees are free from violence, threats of violence, intimidation, bullying, unkind comments and other disruptive behaviour or actions which belittle, threaten, offend, embarrass, humiliate or diminish another's self-esteem, whether deliberate or unintentional, including sexual harassment and discrimination. Such actions are not tolerated, will be addressed immediately and may result in the termination of child care spaces or other consequences (e.g., police contact). Failure to comply with Royal Bear Child Care policies, including payment provisions, may in Royal Bear's sole discretion result in termination of space in the child care centre.

Rest Period

We have a two-hour rest period at which time all the children are required to lie down and rest. For this time a blanket and sleep toy (stuffed animal) may be brought in. Quiet activities are provided for early risers. Any sleep items brought in are done so daily and will be return to your child's cubby following sleep time.

Outdoor Play

Children will have two outdoor play times consisting of an hour each weather permitted or unless a parent or physician advises otherwise **in writing**. Please be sure to dress your child appropriately and ensure that your children's outdoor dressing items are available.

Clothing

Each child is required to have 2 pairs of footwear at the centre; one pair for indoor use and the other for outdoor time. Sandals are not permitted for outdoor play.

We ask that each child have a change of clothing available at the center in case of accidents or spills. In the case your child requires a change of clothing but do not have any you may be called to bring in a change of clothes. We have a limited supply of extra clothing and if you are provided with child care clothes please be sure they come back laundered the following day. Finally, please be sure that your child has weather-appropriate clothing as we do spend time outdoors every day.

Potty -Training

We will work in conjunction with parents

during potty training. If you have a method that

has been working for you, please let us know and we will adopt it for your child. We will work with you - but not for you. Should you discontinue potty training at home, please let us know. If a child shows no interest in potty training, we may choose to discontinue and try again later. Please do not ask us to offer “treats” to the child for going “potty”.

Toys

Please leave all toys at home except for designated show and tell days. If your child does bring in a toy, please clearly label it. **Please Note: Royal Bear Child Care is not responsible for its loss or damage.**

Trips and Neighbourhood Walks

Throughout the year Royal Bear Child Care may plan field trips to various locations. You will receive notice and be required to sign a permission form for such trips. Parent volunteers are welcome however, space is limited on the bus and you may need your own transportation. Neighbourhood walks may occur occasionally, locally and you may or may not be notified in advance depending on the walk.

Photography and Videos

Pictures and Videos are a great way to share in your child’s child care experience. At Royal Bear Child Care Centre, we welcome staff to post pictures throughout the centre; For your child’s pictures/videos to be taken and displayed a consent form must be on file. This is included upon registering your child.

Important: Please be advised for the safety of the children the child care premises are protected by a closed-circuit surveillance system. This monitoring system is strictly for protection only and will not be used for any other purposes such as broad casting or for distribution.

Custody Issues

If there are custody papers assigned, please be sure to discuss with the supervisor upon registration. A copy will be made for your child’s file and the information may be shared with staff.

Inspections

Being a licensed child care facility Royal Bear Child Care is subject to several inspections throughout the year by various departments including but not limited to; The Ministry of Education, The Health Department, The Fire Department, Playground, and Durham Children Services.

Students and Volunteers

Royal Bear Child Care welcomes students for placement from local high schools and colleges. Volunteers are also with us from time to time to assist staff with various tasks. Students/Volunteers are never permitted unsupervised access to

children in our care and do not count in our required staffing ratios. Students/Volunteers are required to review all center policies and expectations and submit some criminal police check before commencing their placement.

Key Fobs

Parents will be given a key fob upon registration it is your responsibility to have the fob always. In the interest of security, the fobs are not to be transferred to unauthorized individuals. If you are having someone else pick up your child, they will be buzzed in by staff at Royal Bear Child Care Centre. Lost key fobs will require a replacement fee of **\$20.00** payable by the parent(s) before a new one is issued. At Royal Bear Child Care, the security of the centre and the children is paramount therefore we formerly request you are extremely careful about your access key fob

Nursery School Program

Our Nursery School hours are 9:00-3:00. Part Time and Full Time Care is available for ages 2.5 to 5 years old. Activities will include Creative Art, French, Gross Motor (Outside Time) and educational circles

Please return this page to the centre signed so that it may be kept on file.

I have read the parent handbook and understand the policy and procedures outlined within. I also understand that failure to comply may result in the termination of Royal Bear Child Care Centre services.

Signature

Date

Supervisor's Signature

Date