



PARENT MANUAL

Mission Statement

Where We Grow Early Learning Centre provides exceptional care for children and their families in a healthy and safe learning environment. A place where children can play, explore and learn. We will follow the Day Nurseries Act and the Region of Durham Children Services. We are staffed with dedicated professionals who are passionately committed to the wellbeing of all children.

We are involved with Resources for Exceptional Children, Grandview Children's Centre as well as Durham Behaviour Management Services and Children Services.

Philosophy

We offer a nurturing atmosphere that is a fully integrated environment. Children learn through play at their own rate and developmental level. They will be exposed and encouraged through stimulating learning experiences, which celebrates individuality, promotes self-esteem and encourages social interactions based upon respect and kindness. We believe children are individuals who learn through observation, exploration and by having positive interactions with peers and adults.

Registration Requirements

- 1) A Where We Grow Early Learning Centre Inc. registration form, completed and signed.
- 2) A medical certificate completed and signed by a parent.
- 3) Signed consent forms
- 4) Photocopy of immunization for the health department.

We require that registration forms be completed before your child/ren's first day.

Hours of Operation and Holiday Closures

Where We Grow Early Learning Centre Inc. is open throughout the year Monday to Friday, 6:30am to 6:00pm.

We are closed on statutory and civic holidays.

Holiday Closures:

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

Fees

Fees are paid on a weekly or bi-weekly basis, and are due by the Friday morning of the current week. Feel free to leave postdated cheques in the office. Please be aware that if your fees are more than 2 weeks in arrears you may need to withdraw your child/ren until arrangements are made with the office to bring your account up to date.

Fees must be paid for the number of days that your child is registered, regardless of whether he/she is absent.

Receipts will be issued at the end of the tax year.

Parents in need may apply for child care subsidy to assist in the payment of fees. We will be happy to provide you with the necessary information.

Interest will be charged on overdue accounts at the rate of 2.5% per month. If any legal action is required the costs incurred will be added to your bill.

Returned Cheques: If a cheque is returned, a \$15.00 processing fee will be charged. A returned cheque must be paid immediately. If you have 2 returned N.S.F. cheques, cash or certified cheque will be required.

Withdrawal Policy

Parents are asked to provide Where We Grow Early Learning Centre Inc. with 2 weeks written notice prior to withdrawal OR pay 2 weeks fees, unless we are able to fill your child/ren's spot.

If we are unable to meet the needs of your child/ren or family, we have the right to ask you to withdraw your child/ren. We will give you 2 weeks written notice.

Holidays

Children enrolled Monday to Friday, for 12 months of the year (full time) are entitled to 2 weeks holiday per year, which will be prorated from start date. If additional holidays are required, one half of the regular fee will be charged.

Children enrolled part time, are not eligible for non-paid holidays, but are entitled to 2 weeks holidays at half their weekly fee.

The full fee is payable for statutory and civic holidays.

Parents who choose to keep their children home for the summer months are required to pay $\frac{1}{4}$ of their weekly fees to keep their spot for September.

Arrival, Pick-up and Late Fees

When dropping off your child/ren in the morning please be sure that a staff member is aware of his/her arrival. **NEVER** allow your child/ren to enter the centre on their own. If there was an emergency and staff were not aware of your child/ren's presence they would not be counted in our numbers.

When picking up your child/ren in the afternoon please be sure that a staff member is aware that he/she is leaving.

Your child/ren will not be released to anyone other than the parent(s)/guardian(s) designated on their registration form. If someone other than yourself will be picking up your child/ren please inform a staff member in the morning when you drop off your child/ren. We will require the person's name and a physical description if he/she is unknown to us. They **MUST** bring their photo identification when they come to pick up your child/ren.

Similarly, for single parents a custody order must be on your child/ren's file if you do not wish the other parent to have access to your child.

When entering the parking lot **please** park in one spot and be careful not to park so close your door will bang into someone else's vehicle.

Be aware of children when backing up or entering the parking lot.

Turn off engines when dropping off and picking up.

You **MUST** call if you are going to be later than 6:00pm

You **MUST** call if someone other than yourself is picking up your child/re, even if that person is named on the file card, otherwise we must call you. If you cannot be reached, we cannot release your child/ren to the person sent to collect them and must call the emergency contact instead. Picture identification must be shown if we do not know the person.

Hours of operation of Where We Grow Early Learning Centre Inc. are 6:30am-6:00pm. We understand late pickup of your child/ren is occasionally unavoidable due to bad weather conditions in the winter months, but nonetheless we would appreciate a call to notify the staff. This allows the staff to prepare the children for a longer day and to comfort if necessary. When you arrive to pick up your child/ren you will be required to sign a late arrival acknowledgment form.

If you are having difficulty picking up your child/ren on time, we request that alternate arrangements be made. (i.e. have a friend or family member pick up your child/ren and to inform the centre of such arrangements).

These are the steps that the staff on duty must follow if there has been no notification from parents that they will be late or that someone else will be picking up your child/ren:

- 1) 6:10pm- Staff on duty MUST call the parents numbers on the child/ren's file care, both home and work numbers.
- 2) If no answer, the staff MUST call the emergency contact person to inquire if they can pick up the child/ren.
- 3) 6:30pm- If the emergency contact has not been reached, the staff MUST call the police to inquire if any accident has been reported.
- 4) 6:45pm- The staff on duty will call CAS to advise the centre as to what procedure will follow next.

Where We Grow Early Learning Centre Inc. staff hope that these emergency measures would never have to be implemented, but the policy is in force for the protection of your children and the staff of the centre.

Late Charges are as follows:

6:01pm to 6:10pm: \$5.00

6:11pm to 6:15pm: \$10.00

6:16pm to 6:30pm: \$15.00

After 2 late fees have been charged the rate will change to \$1.00 per minute after 6:00pm. You are responsible to pay the late fees directly to the staff on duty. Keep in mind that these amounts are considered to be fines, not extra fees. They are not receipt able for income tax purposes, and for parents who receive subsidy, these charges are not covered by Social Services.

When a family exits the centre after 6:00pm, the adult is required to sign out, indicating the time of exit. In the event of a discrepancy between clocks, the supervisor's office clock will be used to determine the recorded time of exit.

Supplies Required

Please ensure that your child/ren bring appropriate clothing for both indoor and outdoor activities. Indoor shoes or slippers should be provided in the winter. We also ask that your child/ren not wear flip flops in the summer, they need to wear shoes/sandals that stay on their feet with a good sole for safe outdoor play.

In the summer we ask parents to apply sunscreen at home in the morning and we will supply sunscreen to apply in the afternoon. You will be required to sign a permission form for this sunscreen. (It is included in your enrollment form).

We ask that you child/ren have a complete change of clothes in their bag in case they have an accident. Please ensure all your children's belongings are clearly labelled.

Please ensure you supply enough diapers for your child/ren.

Toilet Training: During this transition your child/ren will need numerous changes of clothing. As required by the health department all soiled pants will be double bagged and sent home for disposal. If you prefer we will/can throw the soiled clothing in the garbage, with written permission from the parent/guardian. If you have any questions please speak to the supervisor.

Medical Requirements

A photocopy outlining all immunizations is required for children not enrolled in school, with regulations provided by the medical officer of health. Only medications prescribed by a doctor, or accompanied by a doctor's note will be administered. It must be in the original container and state your child's name, type of medication, the dosage and the times it is to be given on a daily basis. Parents must fill out all the required information and sign the drug administration form, if you wish your child to receive medication. These forms are available in each classroom. When they are filled out please give them to the staff member on duty. Medications must be stored in a locked box.

Illness

If your child/ren are suffering from a contagious disease, he/she must be kept out of the centre until the threat of infection has passed. If a child comes down with something during the day, the parents/guardians will be contacted and if necessary, asked to pick up their child. If a child is sick for the full five day period only half the regular fee is payable. The centre may request a doctor's note when your child/ren returns to the centre. It is Where We Grow Early Learning Centre Inc.'s policy that your children be fever free without medication for 24 hours before returning to the program.

If medications are required a medicine form must be filled out prior to your child/ren having their doctor prescribed medication. Only medications prescribed by a doctor or accompanied by a doctor's note will be administered. It must be in the original container and have your child's name, type of medication, dosage and time it is to be given. Medications must be stored in a locked box.

Parent Involvement

We encourage our families to share any special talents they may have with the children. This is your centre for your children; feel free to drop in any time to observe your child's day.

Special Events

Parents will be notified regarding any special events being organized for the children. Such events include school trips, Christmas Activity Night, etc.

Behaviour Management

Where We Grow Early Learning Centre Inc. adheres to the Behaviour Management rules of discipline, this generally involves verbal guidance, reasoning and if necessary time away. No corporal punishment of any sort is allowed at Where We Grow Early Learning Centre Inc.

Supervision Policy for Volunteers and Students

Policy

All volunteers and students will be supervised by RECE staff of Where We Grow Early Learning Centre Inc. and helped to understand their role within the organization. This policy will be reviewed annually.

- Direct unsupervised access of children is not permitted for persons who are not employees of Where We Grow Early Learning Centre Inc.
- Volunteers and students will not be counted in staffing ratios.

By everyone knowing their role within the organization this will

- Help support the safety and well-being of children in licensed day nurseries
- Provide direction to day nurseries regarding the supervision of volunteers and students in child care settings
- Require child care operators to develop and implement a policy for the supervision of volunteers and students in child care settings

As required under the Day Nurseries Act (DNA) every operator shall ensure that every child who is in attendance in a day nursery is supervised by an adult at all times. No child will be supervised by a person less than 18 years of age. Only employees will have direct unsupervised access to children.

In respect of volunteers and students, O.Reg.262 under the DNA also provides that:

- All volunteers and/or students will be supervised by a qualified RECE. This includes the supervisor of the centre location/ or classroom RECE
- Volunteers/students are not counted in staffing ratios and will not be left alone to supervise children or take them to the bathroom unsupervised
- Behaviour management policies and procedures are reviewed with volunteers or students who will be providing care or guidance at Where We Grow Early Learning Centre Inc. before they begin providing that care or guidance or annually thereafter.

- There is a written procedure for monitoring the behaviour management practices of volunteers/students who provide care or guidance at Where We Grow Early Learning Centre Inc.
- The individual plan for a child with anaphylaxis and the emergency procedures are reviewed by volunteers/students who will be providing care or guidance at Where We Grow Early Learning Centre Inc. before they begin providing care or guidance and annually thereafter.
- Criminal reference checks including Vulnerable Sector Screening are required for all volunteers having direct contact with children at Where We Grow Early Learning Centre Inc.
- Criminal reference checks are not required by students placed in the centre by an educational institution (co-op); however criminal reference checks are routinely required by community colleges and universities prior to students beginning a placement in child care.
- Volunteers are covered by liability insurance and all students (co-op/E.C.E. students) will be covered by the educational institution insurance.

Orientation of Volunteers and Students

Where We Grow Early Learning Centre Inc. orientation procedures help volunteers/students understand the operation of the child care program and the expectations for their volunteer experience/placement.

Orientation will include:

- Reviewing policies and procedures, program philosophy and needs of individual children as they pertain to the volunteer.
- Volunteers/students will review a copy of the parent handbook and any relevant DNA manual sections.

Statement Regarding Abuse

We are required to follow current government legislation regarding suspicion of child abuse. In accordance with the “Child and Family Services Act s. 73(3)”, and staff member with reasonable grounds to suspect that a child is or may be in need of protection must make a report directly to Children’s Aid. This report must be without any discussion with any other person employed at our centre.

Accident Policy

While accidents are extremely rare, we do have an established policy.

- 1) In all cases, an accident report will be filled out by the staff who observed the accident, outlining the details of the events leading up to the accident, and the injuries sustained, which will be signed by the staff, supervisor and the parent/guardian. This report is kept in your child’s file.
- 2) In the cases requiring more than a Band-Aid, cold cloth and TLC, every effort will be made to notify the parent/guardian immediately.

- 3) If we find it necessary to call for an ambulance, your child would be taken to the local hospital emergency department, escorted by a staff member. Meanwhile, we would continue to try to contact the parents/guardians.

Sleep Time Behaviour

Children up to 3.8 years of age, who are attending 6 hours or more, are required to have an hour rest. Children will rest quietly on their beds, and children who are awake after 1 hour will get up and participate in quiet activities, such as puzzles, colouring, reading, etc.

Meals

Where We Grow Early Learning Centre Inc. provides nutritious hot meals at lunch time. In addition refreshments and snacks are served in the morning and in the afternoon after rest time. Menus are posted in the front hallway, and run on a 4 week rotation.

Any special diet restrictions or food allergies should be brought to the supervisor's attention. Allergies are posted in the kitchen and in your child's classroom.

Sun Policy

When the UV index is 7 or higher, we limit the child's exposure to the sun between the hours of 11am and 4pm. We will apply sunscreen to the children with signed permission from their parents. There will be cool water available for the children to drink at all times.

We encourage parents to apply sunscreen prior to arrival; this will ensure the application is done 15 to 30 minutes before sun exposure, as outdoor time in the summer months is earlier to avoid the hotter temperatures. We also encourage parents to supply a wide brim hat for children to wear as this will shield their neck, ears and cheeks. Sunglasses that are unbreakable and have a 100% UVA and UVB protection are recommended.

Staff will help children reapply sunscreen in the afternoon, at least 15 to 30 minutes before sun exposure.

Snow Day Policy

When school buses are cancelled by either the separate or public school boards, we will take this into consideration when determining whether or not we are walking the children to school. If we determine it is

unsafe to walk the children to and from school, it will be your responsibility to take them to and from school, if you wish for them to attend school that day. Parents may choose to bring their children to the centre where they can spend the day. We will NOT be going to the schools on snow days to pick up the children. Call the centre to determine if we will be able to walk the children to school.

Fire Drills

Fire drills are held monthly. In the event of an emergency where an evacuation is necessary the children will be evacuated to Port Perry High School. If the High School is closed, the children will be evacuated to the Masonic Hall, from where the parents will be notified and arrangements will be made for the pickup of children. In the event of a fire drill when you are arriving with your children in the morning or picking up your children in the evening, please join in with the staff and children.

I have read the Parent Manual

As a parent or guardian of a child/ren enrolled at Where We Grow Early Learning Centre Inc., I have read and understand the policies outlined in the parent manual.

Parent/Guardian's Signatures: _____

Child's name: _____

Date: _____

Please complete this form and the following page and return it with the required registration forms.

Parent Agreement

1. I have read the Parent Manual in full, and I agree to carry out the parent responsibilities as outlined therein.
2. I agree to submit proof of immunization on or before the first day of attendance at the centre, as required by law.
3. I understand that for the benefit of all, sick children cannot be admitted if they are considered contagious. (i.e. chickenpox, pink eye, lice or show signs of diarrhea or vomiting)
4. I understand that should my child become ill during the day, I will be contacted to pick him/her up.
5. I agree to notify the centre if my child will be absent.
6. If I fail to contact the centre for one week without prior arrangements with the supervisor, I understand that my child may be considered to be withdrawn from the program.
7. In case of withdrawal from Where We Grow Early Learning Centre Inc., I agree to give at least 2 weeks written notice, prior to withdrawal. Failure to do so will result in 2 weeks fees being charged, in lieu of notice.
8. Should the supervisor decide that my child/ren cannot adjust to the program, or that I have not fully carried out my responsibilities as outlined in this agreement, my child/ren may be dismissed from the program after 2 weeks written notice, from Where We Grow Early Learning Centre Inc., and this agreement will be terminated.
9. I understand that if my child exits the centre past the scheduled closing time of 6:00pm, late fees will be charged according to the current scheduled as outlined in the Parent Manual. If I fail to pick up my child or to contact the centre regarding the pickup of my child, I understand that the police and children's aid society may be contacted.
10. I agree only pre-authorized adults may pick up my child. If it is necessary to designate any additional persons, written instructions or phone call on that day will be supplied to the room teacher in advance.
11. I understand that should there be any special custody arrangements for my child, it is my responsibility to inform the supervisor and provide copies of the relevant documents. Otherwise my child will be released to either parent/guardian.
12. I understand that in the event of a cheque being returned, there will be \$15.00 charge.
13. I understand that there is no reimbursement or deductions for sick days or statutory holidays.
14. I understand that I am required to pay fees for the number of days my child/ren are enrolled even if they are absent, unless prior arrangements have been made and we are able to fill your child/ren's spot.
15. I understand that fees are due by Friday morning of the current week. I am aware that if my fees are 2 weeks in arrears it may result in dismissal from Where We Grow Early Learning Centre Inc.

Child's Name: _____

Date: _____

Parents Signatures:

Print Name

Print Name

Signature

Signature