

LUNENBURG DAY CARE CENTRE

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PARENT HANDBOOK and BY-LAWS 2017

LUNENBURG DAY CARE CENTRE

The Lunenburg Day Care Centre, here within referred to as the Centre, would like to welcome your family to our child care facility. This Parent Handbook has been designed to provide you with information about our program and policies. Please read and retain these by-laws for your reference.

MISSION STATEMENT

The Board of Directors and teachers of the Lunenburg Day Care Centre believe that all children have great potential and love to learn. The Centre believes in fostering active learning, multiculturalism, inclusion, creativity, and independence. Parent involvement is actively encouraged. We strive to provide positive interaction between children, teachers, parents, the centre, and the community.

ABOUT US

The Centre is a non-profit licensed child care facility with professionally trained teachers who are dedicated to provide quality and educational care in a stimulating environment. Children are encouraged to make positive choices and to freely express their thoughts and ideas. Children are provided with the opportunity to enhance all aspects of their development including: social, emotional, health, language, fine and gross motor skills, cognitive, and intellectual development. This is accomplished in a fun, positive, and inclusive program with lots of time for play. We will strive each day to ensure your child is safe, happy, and stimulated.

LICENSING

Our Centre has a daily licensed capacity of 106 children ages 3 months to 12 years. The Centre is licensed semi-annually by a Licensing Officer from the Department of Community Services.

RATIOS

The following ratios are in place as set out in Nova Scotia's Day Care Act from the Department of Community Services: 3 months-18 months – 1 teacher for every 4 infants; 18 months to 36 months – 1 teacher for every 6 toddlers; 3 years to school age – 1 teacher for every 8 preschoolers; school age program – 1 teacher for every 15 children.

HOURS OF OPERATION:

The Centre is open year round from 6:45 a.m. until 6:00 p.m. daily from Monday through Friday. The Centre observes the following holidays: **New Year's Day, Heritage Day, Good Friday, Easter Monday, Victoria Day, Canada Day, Natal Day, Labour Day, Thanksgiving Day, Remembrance Day, Christmas Day and Boxing Day.** The Centre will close at 2:00p.m Christmas Eve and will remain closed between Christmas and the New Year.

CENTRE POLICIES

1. Parents are welcome at any time to visit their child's class.
2. The Centre strives to be a **NUT FREE** facility.
3. All our premises are **SMOKE FREE** (including the parking lots).
4. All our premises are **Breast Feeding Friendly**.
5. All teachers, staff, and volunteers are required to have a Child Abuse registry and Criminal Records check.
6. Admissions: All parents/guardians must complete and return the official Application Form, Health Questionnaire, Consent Form, and Parent/Guardian Agreement Form. Admission to our program is on a first come first serve basis. Some programs have a waiting list and we call in order of the wait list.
7. Our parking lots are designated **idle free zones**. Please do not leave your engine running during drop off and pick up. Parent parking for the day care is in the front parking lot only.
8. Our premises are pet and animal free. Animals are not permitted in the building or on the playground.

Centre Closure Snowstorms & Power Outage

In the event a major snowstorm (30 or more centimetres of snow) is forecasted. Parents will be notified of the Centre's closure. Notices will be posted on the front door, on the answering machine, and on the Centre's Facebook page. Parents that are booked for that day will be either told in person the day before the closure or will be called. If you are not booked the day before the closure you will be called to let you know about the Centre's closure. In the event of a power outage prior to

opening, the Centre will remain closed until the power is restored. If the power is not expected to be restored until after 10:00a.m, the Centre will remain closed for the entire day. If the power goes off during business hours, the Executive Director will call Town Hall for an approximated time of restoration. If the restoration time is less than an hour, we will remain open. If the restoration time is more than an hour, parents will be called to pick up their children and the Centre will be closed.

FEES and PAYMENT POLICY

1. The Centre requires payments be made 10 days from the date of invoice. Fees will be at the current rate (see attached list of rates). Invoices are issued semi-monthly on the 15th and last day of each month. Invoices are placed in your child's mailbox or emailed. Payments can be made with email money transfers, cheque or cash.
2. Late payment fees will be at a rate of 2% per statement and charged if your account is not paid within 10 days from date of statement. If your bill is unpaid, we reserve the right to refuse your child at our Centre until your account is brought up to date.
3. Please make all payments at the office with cash or cheque. When the door is locked, please put your cheque payment in an envelope (located on the wall outside the office), seal it, and write your name on the envelope and put it through the mail slot (cheques only). **All cash payments are to be made in person so a receipt can be written immediately. If a cash payment is put in the night time slot and it cannot be accounted for, we will not be responsible for the missing payment.** There will be an administration fee of \$45.00 for NSF cheques.
4. Late pick up fee: Parents/guardians who pick up their child after 6 p.m. will be charged the following fees:
First Offence:
First 5 minutes late - \$5.00 per child
6 to 10 minutes late - \$10.00 per child
11 to 15 minutes late - \$15.00 per child
16 minutes or more - \$20.00 per child
Second Offense: The rate will be \$25.00.
Third Offense: The rate will be \$50.00.

Parents arriving late will sign the time they picked up their children and the teacher on duty will initial it. Following the third offence, your child's continued enrolment will be reviewed.

5. Subsidy: Subsidized spaces are available. You can request a subsidy application from the Executive Director. Children who have a subsidized space are permitted to have 3 absent days per month, 5 sick days per month and 15 vacation days from April to March. If your child exceeds 5 sick days you must have a note from your doctor and approval from the Department of Community Services.
6. Withdrawal: Two weeks written notice to the Executive Director is required to withdraw your child from our program.
7. Schedule: You will be charged for all days that are booked for the next week by 9a.m. on Thursday. No exceptions. This includes school closures. In the event that school is closed and the Day Care remains open you are charged for what you booked even if your child does not attend.

PROGRAM INFORMATION

1. The Centre program includes a combination of structured activities and free play. Our daily programs are centred upon a weekly theme which varies according to your child's age group. Programs are designed to be developmentally appropriate and may include, but are not limited to, crafts, art, music, sensory play, outdoor play, dance and movement, drama, stories, songs, computers, gross motor activities, holiday parties, field trips, and school readiness. Children's interests are incorporated into our daily programs when appropriate. Special days such as birthdays are very important and we like to celebrate them with your child. If you would like to provide a special treat, please speak to your child's teacher in advance.
2. **Arrival:** You must bring your child into their classroom. His/her outerwear must be placed in their locker. Lockers are to be kept neat and tidy. If your child will not be attending, please notify the Centre **BEFORE** 9:00 a.m. Each family will have a mailbox and invoices, crafts, receipts, newsletters, etc. will be placed here. Please check your mailbox daily!
3. **Departure:** Parents are expected to pick up their child. If you are unable to do so, please notify the Centre in advance regarding who will pick up your

child and an approximate time. Children will only be released to those people listed on their designated pick up list. It is your responsibility to notify us with any changes to this list. Children can not be released to anyone less than 13 years of age. If your child is being picked up by someone other than those listed, you must give permission and the individual will be requested to show identification. Once children have been signed out of the room they are under the supervision of their parent /guardian. Children must remain with this person at all times. Please take home all your child's belongings from their locker daily.

4. **Parental Responsibilities:** The Centre encourages parents/guardians to take an active role in their child's education at our facility. Parents/Guardians are invited to spend time with their child at the Centre and to openly communicate with his/her teachers. The teachers will share information about your child's day at the time of pick up. If you have a concern, please speak with the teacher. If you feel the issue is not resolved, please ask for an appointment with the Executive Director and the teacher. Progress reports will be completed on each child every six months. A parent /teacher night will be held in June to discuss this report on an individual basis with your child's teachers. All parents are encouraged to attend the annual meeting of the society, which is usually held in April.
5. **Child Abuse Policy:** As outlined in the protocol for reporting and preventing child abuse by the Department of Community Services, the teachers and staff have a legal responsibility to report suspected cases of child abuse.
6. **Rest Period:** Infants sleep according to their individual schedules, toddlers rest for 1 1/2 hours, the younger pre-schoolers rest for 1 hour, and the older pre-schoolers rest for a 1/2 hour. We will not prevent any child from sleeping or wake your child early.
7. **What your child should bring:** Each child requires the following items daily –
 - indoor footwear (no slippers)
 - complete change of clothing in a back pack
 - appropriate outdoor clothing
 - diapers or pull ups, wipes, and creams
 - cuddle toy and/or blanket for nap time
 - food, formula, and bottles for infants only

- Please remember that painting and mess are part of the daily routine and dress your child appropriately.

8. **Nutrition/Menu:** The Centre promotes healthy eating. Nutritional meals and snacks are served daily. The menu is based on Canada's Food Guide and approved by the Department of Health. The menu is posted throughout the Centre and all meals are prepared by a cook who possesses a Food Handler certificate. Cereal and milk are available in the morning between 7:15 and 8:30 a.m. All food is purchased through a whole sale company. The orders are put in by the cook and delivered to the Centre on a weekly basis.

Staff encourage children to respond to hunger and feelings of fullness. Children are never forced to finish food that has been served. Infants, toddlers, and preschoolers are served snacks and lunch in their classrooms. School children are served snacks in their classroom and lunch in the gym.

9. **Accident reports:** Teachers are required to complete an accident report for any injuries that occur at the Centre. This report will be signed by the parent, teacher, and the Executive Director. Parents will be notified at the appropriate time depending upon the injury.

If your child becomes seriously ill or injured while at the Centre, you will be contacted immediately. If we are unable to reach you, we will contact the emergency contacts on your list. If we can not reach anyone, then a staff will decide if an ambulance is needed, and you will incur any costs related from the ambulance ride. A staff member will accompany your child to the hospital.

10. **Potty Training:** Staff will work with parents to develop an individual plan on potty training their child. An assessment will be done to determine if your child is ready to begin potty training. The signs to look for are:

- Your child stays dry for at least 2 hours at a time during the day.
- Bowel movements become regular and predictable.
- Facial expressions, posture, or words reveal that your child is about to urinate or have a bowel movement.
- Your child can follow simple directions.
- Your child can get to the washroom and help undress.
- Your child seems uncomfortable with soiled diapers and wants to be changed.
- Your child asks to use the toilet or potty.
- Your child asks to wear underwear.

Children will never be forced to potty train or to remain on a potty. Potty training will stop immediately if the staff determine potty training is causing extreme upset or stress to the child.

11. **Biting:** Biting is very common in infants and toddlers and is impossible to avoid when children are cared for in groups. It is important to know that biting is a normal behaviour in young children. Not all children go through a biting stage, however, in any group of children aged 15 months to 3 years there will be at least a few children who do bite. Toddlers are great at imitating other children, so if one child bites, it is likely that others may start as well.

Why do children bite?

There are many possible reasons for biting in the infant and toddler age group which include:

- Children under the age of 3 years have a limited understanding of the effects their behaviour has on others. They do not understand how much it hurts when they bite someone even when they see the other child cry.
- A limited vocabulary can lead to frustration. If the child wants a toy but cannot communicate those wants they may bite to get the toy.
- Children under 3 years have not yet mastered self control and can be impulsive. They may bite another child simply because they are close by or just to get a reaction.
- Teething may cause a child to bite as they are still exploring their environment by putting things in their mouths.

What do we do at our Centre about biting?

Unfortunately, there is no magic solution to eliminate biting in child care. However, there are many effective ways to manage biting incidents and to support children and families during this challenging phase of development.

Ways we manage biting in our Centre are:

- Teachers will quickly step in when two children are having a dispute. This strategy is effective, as it not only helps the child resolve the conflict before biting occurs, it also allows the teacher to role model appropriate negotiation and conflict resolution.
- A support teacher will be added to the classroom to help supervise and manage situations where biting may occur.
- When a bite occurs, every effort is made to ensure that the reaction to the child who has bitten does not reinforce the biting behaviour. A simple

statement will be made such as: “Biting hurts. You must not bite”. When guiding children’s behaviour, teachers avoid making statements that will make children feel ashamed or embarrassed or damage their self esteem.

- Teachers will not playfully bite or pretend to bite children as this can be confusing as they generally do not know the difference between “playful” biting and “hurtful” biting.
- The child that has been bitten is comforted by a teacher and first aid is administered if required. A written report will be given to the parents of the child who was bitten and the parents of the child who did the biting.
- The teachers cannot tell you who bit your child or who your child bit as it is kept confidential to protect everyone involved.

What can parents do?

- It is important that you do not punish your child at home for the biting incident that has happened at day care, as it will have been dealt with at the time. Talking naturally and informally about how biting hurts and that it is not a good thing to do, without dwelling on it, may help.
- It is very important to have open and respectful communication with your child’s teacher. Biting is a very sensitive issue and we make every effort to handle it in ways that are helpful to all concerned.

12. Technology: As a Centre we try to remain as technology free as possible. Children that are not yet going to school do not have access to any technology while at the Centre. We structure their environment to in a way that supports their creativity and encourages their imagination.

When children begin school their exposure to technology is daily while at school. We have made the following rules for the school children:

1. On days that there is school the children are not allowed to use any technology as we feel they have been engaged with devices enough during the school day.
2. On days that there is no school (snow days, PD days) the children are allowed two half hour periods where they are allowed to use technology. The children must remain near a teacher and any time the teacher asks to see their device they must hand it over.
3. If at any time the teacher feels that inappropriate material (swearing, nudity, violence etc.), sites or games are being looked at the child will be asked to put the device away and will not be allowed to use it again that day. The child’s parents will be informed of the incident. If another

incident occurs of the child looking at inappropriate sites the parents will be told and the device will not be allowed at the Centre.

4. Children are not allowed to take pictures of other children or staff. If pictures are taken they will be deleted and the device will be put away. The same rules will apply if the child takes pictures again.

HEALTH POLICY

1. All children must have a completed health questionnaire prior to admission. Dates of immunizations are to be reported as your child receives them.
2. Children are expected to participate in all indoor and outdoors activities and if you feel they cannot participate fully they should remain at home. Children will not be excluded from outdoor play; if your child is too sick to go outdoors they need to remain at home.
3. If your child is absent due to illness you are required to call the Centre and notify us of your child's condition by 9a.m.
4. Children **must not be brought to the Centre** if they exhibit any of the following: **diarrhea, fever, vomiting, stomach cramps, listlessness, parasites (lice, pinworms), pink eye, severe cold symptoms, or any other symptom of a condition that will impede a child's participation in the program. It is the Centre's policy that all children must be lice and nit free before returning to the Centre.**
5. If your child becomes ill while at the Centre you will be called to pick them up.
6. If your child is diagnosed with a contagious condition, a medical note from your doctor stating that the child is not contagious may be required before the child can return to the Centre.
7. School age children that are too sick to go to school, have been suspended, or sent home early cannot come to the Centre for the full day. We do not run a school age program during the school year unless school has been cancelled.
8. Medications: If you request the Centre dispense medication to your child, a medication sheet must be completed and signed. It is regulation that all

medication be clearly labelled and in the original container. Non-prescription drugs may be administered upon request by completing the medicine sheet. These will only be administered according to guidelines on the label. If your child requires a higher dose than what is written on the medication a doctor's note is required

INCLUSION POLICY

The Centre accepts and welcomes children of all abilities. Our program includes children who require additional support because of a physical, cognitive, social, or emotional need. Please note that the classrooms for preschoolers and school age children are accessible by staircase only. Children are encouraged and given support to participate in all aspects of the daily program and are grouped with peers of the same chronological age. Routine Based Plans are developed to facilitate the child's full participation in the daily program. Parents and other professionals are encouraged to be a part of the decision-making process for the child.

LOCATION OF OFFICIAL DOCUMENTATION

As per regulation 44, (2): The Day Care Act, the Day Care Regulations, a copy of this handbook, our behaviour management policy, the parent committee members, the parent meeting minutes, and all funding notifications and term and conditions are posted on the bulletin board in the lobby area.

Our day care license, inspection report, food permit, and fire alarm and sprinkler certificates are posted on the bulletin board in the main hall near the nursery.

Copies of our current menu are posted outside each classroom and in the main lobby. Daily program plans and routines are posted outside each classroom.

FAIR CARE POLICY

Children who attend Lunenburg Day Care Centre and Bye the Sea Nursery School are expected to comply with the following...

1. Children must respect others.

2. Children must use appropriate language.
3. Children are not permitted to push, hit, throw toys, shove, kick, spit, or throw rocks. Physical aggression in any form is unacceptable.
4. Children must respect the property of the day care and nursery school.
5. Children must respect, be courteous, and listen to the teachers, staff and volunteers of the Centre.

If an inappropriate behaviour occurs:

1. The teacher will intervene and discuss the issue with the child to resolve the situation. This may include an apology to the victim, an act of kindness, separation, redirection to a new activity, and/or removal to a quiet area of the classroom with the teacher to discuss the situation.
2. All incidents will be documented on the appropriate forms.

Depending upon the severity of the behaviour the following steps may occur:

1. On a first or second incident, parents will be notified either verbally or in writing by the classroom teacher.
2. After a third incident a meeting will be arranged with the parent(s) and teachers. The Executive Director will be informed about the meeting and its outcomes. A written record of the meeting will be kept on file and a plan will be developed to work on the behaviour issues.
3. A follow up meeting may be scheduled to review the plan.
4. For ongoing behaviour issues, information may be made available on support services.
5. In extreme cases, a meeting will be arranged with the parent(s), teachers, and Executive Director.
6. If inappropriate behaviour continues, the admissions committee will be consulted and parents may be asked to remove their child from the Centre or Nursery School.

7. Under extreme circumstances, staff may need to use physical contact to guide behavior. An adult touch during a frustrating situation may have a calming effect on the child thereby avoiding or extinguishing destructive behavior. Staff will be gentle but firm in situations where others may be harmed by the disruptive child.

The health and safety of the children and staff takes priority in these cases

Behaviour Management Policy
Lunenburg Day Care Centre and Bye the Sea Nursery School

A. PREVENTION

1. Environment:

- Teachers need to assess their programming regularly (6-8 weeks) to make sure the children are having their individual needs met.
- The room arrangement should be appropriate for the age group.
- The number of children in the room should be appropriate to the age level and floor space.

2. Interaction:

- There should be continuous adult/child interaction.
- Staff should be prepared for their day.
- Adult/adult interaction should be limited.
- Position yourself with your back to the wall.
- Visually scan the room while you are interacting with children.
- Move through the room and be available to help children clarify.

3. Schedules/Routine:

- Classroom routines need to be flexible but consistent so the children know what to expect and can follow along.
- Transition times can be difficult for children. Make sure you provide plenty of warning prior to the end of one activity and the beginning of another.
- Ensure your schedule reflects a good balance of active and quiet activities.
- Be sensitive to the fact that children will react to staff changes.

4. Expectations:

- Know the children's abilities and limitations and plan your program so that all children can succeed.
- Do not be afraid to stop an activity that is not going well.

- Children need to be actively involved in the learning process. They need to exercise their bodies and senses as well as their mind.

5. Prevention Strategies:

- Establish clear, consistent limits and provide an explanation for limits.
- State limits in a positive way and periodically remind the children.
- Provide opportunities for children to make choices throughout the day.
- Focus on the behaviour.
- Ignore minor incidents.
- Model and encourage appropriate behaviour.

B. INTERVENTION:

1. Remind and Redirect:

- Remind children of the classroom rules and redirect when necessary.
- Redirection can include choices of appropriate behaviour or use of an object.

2. Physical Closeness and Touch:

- To help children regain self control, an adult can encourage appropriate behaviour by physically getting closer to the child, by gently touching them, or holding them on their lap.

3. Get Child's Attention:

- Intervene in a respectful way by walking over to the child, getting down to their level, establishing eye contact, and using a calm, controlled voice tone.

4. Acknowledge Feelings:

- Acknowledge the feelings of all the children involved in a situation.
- You may help them out if the children have difficulty expressing their feelings.

5. Assist Children in Problem Solving the Situation:

- Help the children find solutions.
- Your job is to facilitate, clarify information verbally, and to ensure that no physical contact occurs.
- This is a teachable moment where valuable negotiation skills can be learned by the children.

6. Removal of a Privilege:

- In extreme situations, when all other strategies have proven ineffective, it may be necessary to limit or remove materials or equipment or to remove a child from the situation.

- Ensure the child understands the reason for the removal and try to keep the child with you.
- When the child is able to return to the situation, go with the child to assist with the transition and his/her success.

7. Helpful Hints for Teachers:

- Keep your emotions under control. Keep a calm voice tone and body language.
- Do not be judgmental.
- Get to know children's families and communicate behaviour issues.
- Do not hold a grudge.
- If you feel frustrated, ask to have a colleague take over.
- Be clear and describe behaviours.

8. Daily Observations and Recording:

- We should write daily about a child's day, both good and bad.
- State the facts clearly.
- This information is confidential and should be kept in a locked cupboard.
- All entries should be dated and signed by the teachers present. See behaviour recording sheet.

9. Punishment not permitted under any circumstances:

- Corporal punishment, including but not limited to the following: striking a child directly or with any physical object; shaking, shoving, spanking or other forms of aggressive physical contact; and requiring or forcing a child to repeat physical movements.
- Harsh, humiliating, belittling, or degrading responses of any form including verbal, emotional or physical.
- Confinement or isolation of a child or children.
- Deprivation of basic needs, including food, shelter, clothing, or bedding.
- Food is not to be used to reinforce positive behaviour.
- Food is not withheld as a consequence for inappropriate behaviours.
- Food is not used as a reward for completing a task or finishing a meal.