

A Child's Paradise

Parent/Guardian Handbook

Welcome to A Child's Paradise! With over 40 years of experience in the early childhood education field our team offers unique educational programming that is tailored to meet your child's needs at every stage.

We are a family owned and operated business, which was founded under the philosophy of "A nurturing, fun loving, social environment where the needs of each individual child come first". We are committed to providing quality care in a relaxed atmosphere, and strongly believe your child's development depends on a team concept. We look forward to working with you to achieve this goal.

Philosophy and Program Statement

Through a variety of indoor, outdoor, quiet and active activities, our program provides opportunities to stimulate the child's creativity and satisfy his or her desires to explore and discover. We appreciate and respect each child as an individual regardless of culture, economic or religious background.

Parents are invited to join us for various social nights held throughout the year and are kept informed by our monthly newsletters. We also provide support, encouragement and advice to aid in the development of parenting skills and family unity.

Enrollment and Registration Procedures/Service Terminations

We encourage you to visit and tour our centre and make your childcare decision. Upon choosing our centre you will be given enrollment forms and asked to pay a 100 dollar non-refundable deposit which will be applied to your first week of care. You will be guided through the enrollment form by a staff member and informed of the items that your child will need to start daycare.

A Child's Paradise requires parents to provide 2 weeks written notice if you wish to withdraw your child from care. In lieu of notice the regular weekly fee will be

charged for that time period. All outstanding accounts, including the fee charged for no notice of withdrawal will be referred to a collection agency if left unpaid.

Orientation Policy that includes play visits to the centre and also room changes

Once you have enrolled your child at A Child's Paradise, we encourage you to bring them in for play visits which will introduce and familiarize them to their new daily surroundings. The play visit entails approximately a ½ hour to an hour visit in which you and your child may visit the room together and become better acquainted with the room and the caregivers. We ask that you bring your enrollment form with you. A staff member will review the form with you to make sure that all pertinent information required has been included and then that staff member will sign off on your child's file to verify that it has been reviewed and is complete.

A similar procedure will occur as your child moves from room to room. We will see that they have play visits in their new room and information about your child will be shared with the new teachers. The new teacher will sign off on your enrollment form to verify that she has read it and is informed on all pertinent information regarding your child.

Arrival, Departure and Release of Children from the Program

When you arrive with your child at Paradise, please accompany them to their room and hang up their coat and backpack at their locker. Dropping off your child may be a hard transition for you and your child; however our staff is more than happy to assist you in this process. Please assure your child that you love them and will pick them up after work. This daily routine will make an easier transition.

Children will not be released to anyone not listed in the registration form unless a staff member is advised of the change. If the person is not on the pickup list but has been requested by the parent/guardian to pick up your child, they will be asked to show picture identification to a staff member.

Role of Parent/Guardian in Program

Please advise your child's teacher of any changes at home or in their routine that may cause a change in their behavior. We encourage all of our families to participate in our program by following our monthly calendars and if possible participating in our fundraising campaigns.

Documentation of Child's Development

At the parents request or if a child's teacher has a concern about a child's development the teacher may complete an age appropriate screening tool (Nipissing District Developmental Screen) with your child. An appropriate time will be set to discuss the results of the screening with the parents.

Children's Belongings

We ask that all belongings are clearly labeled with your child's name or initials. Please make sure your child always has an extra set of clothing and appropriate seasonal outdoor wear. Please do not send your child to school in flip flops.

Spring – splash pants, rubber boots

Summer – Hat, sunscreen

Winter – Snow pants, hat, mittens, and boots

Please note that each child only has a small locker area, so we ask that you take home anything that your child will not need for that particular day. Please try to remember to take home your child's creative work each day.

Hours of Operation

A Child's Paradise is open Monday to Friday from 6:30 am to 6:00 pm. We have a **Maximum 9 hour policy** for the children in our care. If you know that you will be over nine hours please make arrangements to have your child picked up within the nine hours. The nine-hour maximum is enforced so our child/teacher ratios are always met.

Fee Payment Policy Regarding Absences Due to Illness or Vacation

There is no refund for days missed by a child, including illness, statutory holidays, vacation, or in the event the school is closed for reasons beyond our control (long disruption of essential services, or bad weather). This policy also includes subsidized families.

Fee Payment/Payment Options

All school fees are due Monday of each week. You have several payment options; we accept postdated cheques, debit, credit or cash. There is a \$25 fee for NSF cheques. If your account is in arrears by 30 days you will be asked to update the balance or your child may not be permitted to return to Paradise.

In February of each year you will receive a yearend tax receipt. It will be given to you at the school in your child's locker. If your child is no longer attending your tax receipt will be held in the office for pick up. They will not be mailed.

Nutrition

During the course of the day your child will receive a morning snack (this is not a substitute for breakfast) a home cooked hot lunch and a nutritious PM snack. The menu is posted daily on the wall outside of the kitchen. You can also refer to our website for a complete monthly menu. Please inform us upon registration of any food allergies or food restrictions due to religious or cultural reasons.

It is now the Brant County Health Unit's policy to only allow food into the centre that has been prepared in a commercial kitchen. Therefore homemade baked goods are not permitted in the school for consumption. If you would like to bring treats for a birthday or a special occasion please purchase them at a grocery store.

JK/SK And School Age Program

In order for you to secure a spot for PA days, March Break and Summer Camp we required all families to sign up on a first come first serve basis. A Signup sheet will be available in the room 3 weeks prior to the date. Once your name is on the list you are responsible for the fee whether or not it is used.

Toilet Training

A Child's Paradise works closely with parents when it is time to toilet train children. Starting in the Toddler Room we begin by getting the children used to sitting on the toilet, becoming comfortable and trying. We ask that you pack several pairs of underwear and changes of clothes during this time. Some parents are reluctant to start at the Toddler stage but we find that children are very excited to start training and achieve successes.

Weather Policy

Our inclement weather policy is at the discretion of the Owners of a Child's Paradise. By 6:00 am, Jewel 92 (Brantford radio station) will be notified that our school is either open or closed. Please do not assume that if the school buses are cancelled that we are closed. Listen to 92.1 the Jewel or call the school for an updated message on our answering machine.

Serious Occurrence

As required by the Ministry of Education, A Child's Paradise will post a notification of Serious Occurrence that may have occurred on site. Parents will be able to read this report posted in the front hall.

Illness in A Child and Degree of Illness, Which Precludes A Child From Care

In order to comply with the Brant County Health Unit, the Child Care and Early Years Act and The Ministry of Education, you will be asked to remove your child as soon as possible from the school if your child is experiencing a fever, vomiting or diarrhea. **Your child may return when they are symptom free for period of 24**

hours. This policy is strictly enforced for the protection of your child, their playmates and staff.

Administration of Medication

If your child is on a prescribed medication, we can administer the medicine provided you have filled out a school medication form. The medication must be in the original container with your child's name and dosage clearly marked. We cannot give outdated medication. It is a policy of A Child's Paradise that we will not administer Tylenol or any medication that is not prescribed by a physician. If your child has an Epipen that must accompany them to school, you are required to provide training to the staff and ensure that the Epipen has not expired. A consent form must be signed by the parents and kept on file for staff to have parental permission to administer the Epipen. A copy of your child's **Anaphylaxis Emergency Action Plan** will be posted in all playrooms as well as the kitchen. Staff will review this yearly.

Head Lice

Even though lice are not considered a health hazard we ask that children who have head lice do not return to school until they are nit free. If a child returns to our centre with nits, parents will be called to pick up their child. Please see the information we have in our front lobby on the treatment of head lice. Please note that the teachers in the centre conduct frequent head checks.

Guiding Children's Behaviour

We believe that redirection and the ABC Approach (action, behavior and consequence) are the best tools to promote positive behavior in children.

Process for Expressing Concerns

Parents are encouraged to discuss all concerns with their child's classroom teacher or the centre's supervisor. All concerns will be dealt with until a reasonable solution is attained.

Field Trips and Off Site Activities

Throughout the school year occasionally some trips are planned for the children as enrichment to our programs. All of the trips are extremely well organized, age appropriate and supervised by our staff. For all of our trips you will be asked to sign a consent form that will include date, time and mode of transportation as well as departure and arrival times. We do not take infants on trips but they are taken for daily walks to get fresh air and visual stimulation.

On occasion, parents may consider accompanying their child on a field trip. They will therefore require a current **police check** and **proof of current immunization**. The classroom teachers will inform the accompanying parent of any classroom exceptionalities before departure of the trip.

Client Information Consent Form

Protecting the privacy of your personal information is an important part of our centre's commitment to quality childcare. We understand the importance of protecting your personal information and this document will further explain how we collect, use, disclose and store the information you have given to A Child's Paradise. Our Supervisor acts as the Privacy Information Officer.

A Child's Paradise Inc. is a licensed centre under the Ministry of Education. We are governed by the Child Care and Early Years Act, 2014 and are subject to renewal on a yearly basis provided that all DNA criteria are met.

When you enroll your child at A Child's Paradise there are several pages of information required.

1. Child's name, address, home phone number
2. Birth date, starting date
3. Parent's names, address, place of business, business phone number
4. Siblings or other adults in the home
5. Family Doctor's name, phone number and address
6. Child's Health Card Number
7. Two persons to be contacted in case of an emergency. Phone and address included
8. All people designated to pick up a child from the centre
9. Questions related to your child's habits and needs which assist the staff in giving optimum care to the child.

10. Medical information such as any restrictions in activity, allergies and immunization dates.
11. A consent form for emergency medical procedures which is explained in full and requires a separate signature.
12. A consent form for field trips. This covers an impromptu trip around the neighbourhood or anytime your child leaves the premises. This does not include field trips that require transportation. Trips requiring transportation will be dealt with individually.
13. A full description of the centre's policies and procedures.
14. A permission form to take photographs.
15. Any other shared information is released only with a signature from the custodial parent.

The above data is stored in a locked filing cabinet in the office. The office is kept locked when the office staff is not in attendance. Access to these files is given to staff who work with your child. Further access is given only to those officials named in the Child Care and Early Years Act. When a child is withdrawn from our care, the personal information is stored in a safe place for two years. At the end of this time all papers are shredded.