



Parent/Guardian Handbook

A Child's Paradise Too was opened in May 2002. We are a licensed child care centre under the Ministry of Education and are governed by the Child Care and Early Years Act, 2014.

Please read our **Program Statement** which has been approved by the Ministry of Education which outlines our approach and implementation to learning during the early years.

The basis of our philosophy is simple; "All children are special within their own right and we as their caregivers must nurture and develop these little people to their maximum capacity". A true nurturing spirit and a loving sense of humour are the most important qualities our staff brings to the centre each day. We ensure that when a child is in our care we strive to create an environment where a child feels like this is "their place" a place where they can feel safe, loved and cared for. We strongly believe a child's development depends on a team concept with the families in our centre and we look forward to working with you to achieve this goal.

One of our cornerstones of providing care is *"As a staff we always have to remember how it feels to be human at an early age and continuously create a culture of confidence"*.

Children often have multiple needs that must be met at the same time. It is our goal to work with each individual child to identify and together with the parents/guardians develop many strategies for success. These strategies must also be fluid and flexible as a child grows and develops within our care.

Parents & Programming:

To assist our parents in following along with our programming, A Child's Paradise Too has a program plan that is based on social, emotional (Communication Language and Literacy) cognition and physical development. We have found that this method gives parents goals and outcomes as to what the children are experiencing and learning at our centre. It also provides parent with the knowledge that all areas of development are being met daily. These plans are posted outside each room and rotate on a bi weekly basis.

Our Paradise Too staff embraces education in the early years as a team collaboration. Educations methods, strategies and implementation are discussed at length and if we find we are not meeting our expectations we revise and implement new strategies for success. Our staff is continuously seeking new training opportunities available in order to stay current, expand teaching methods and further their education and knowledge. The staff has completed the ELECT Training Program (Early Learning for Every Child Today), and this program has been adapted by the Ministry of Education as a frame

work for early childhood settings. The Framework sets out six shared principles as a foundation for optimal learning. In addition, our teachers have also completed and excellent training program called the “Triple P for the ECE”. The program discusses positive parenting solutions and the information is posted outside each classroom. Our staff has also completed the “Care Project” as well as attending various workshops throughout the year provided by the Ontario Early Years Centre.

A Child’s Paradise Too has 3 childcare spaces, a toddler room, junior room and a senior preschool room. In each of our three rooms our programming reflects and allows for growth specific to the age and development of that age group and each individual child.

The **Toddler Room** focuses on self-expression, sensory, developing expressive language, fine motor skills and physical exercise. The toddlers are beginning to move away from parallel play and explore working toward cooperative play with other children. Learning how to play together successfully is emphasized through various activities and RECE’s are always on the floor with the children free flowing between toys, objects and sensory activities in the room. We have also implemented an early literacy and numeracy program which incorporates letter and number recognition into very simple daily activities. Toilet training is introduced in partnership with the parents. The toddlers also enjoy a daily circle which includes stories, music and dancing. Building trust and relationships and the concept that their Moms and Dads will pick them up at the end of the day. A communication book documents the child’s day and helps to build a long term relationship with the parents and makes them feel comfortable and worry free while they are at work. Once the child is comfortable then it allows themselves to explore and grow in their environment.

Our **Preschool Room** offers a free flow environment with a variety of centre’s including a tabletop sensory centre, dramatic play area, a fine motor centre and a free flow creative table. Our teachers are constantly finding teaching “moments” that happen spontaneously throughout the day. While we start with one idea at the beginning of each day those idea’s may change or become fluid based on how the day is progressing. We emphasize social development, turn taking and developing independence. The children enjoy playing with puppets, dressing up, and listening and dancing to a variety of music. In the spring we plant a vegetable and flower garden with the senior preschool room for everyone to enjoy. This provides the children with an opportunity to experience how food grows and actively participate in the process. The children watch the vegetables grow then pick and eat them for snacks and lunch. This provides the children with an opportunity to experience how food grows and actively participate in the process. The flowers are nurtured and watered then brought into the classroom for everyone to enjoy. We also enjoy nature walks and picnics on the beautiful trails just outside our door.

Our **Senior Preschool Room** is a stimulating free flow program which prepares children for a seamless entry into the school system. In addition to having tons of fun, the senior room encourages independent self-help skills including; hanging up coats and back packs, changing shoes and boots, putting on and removing outside

winter-gear, proper hand-washing and toilette etiquette. Our teachers also focus on letter and number recognition as well as early printing skills in a stress-free manner. Children are also encouraged to play in groups and problem solve with assistance to the best of their ability at this age. Throughout the year the children spend time on our lovely Grand River Trail System which is located outside our centre. The time spent outside provides the seniors with an opportunity to experience nature throughout the seasons. It is not unusual for the children to see deer, beavers swimming in the river, heron's flying and occasionally the children will see an eagle if they are really lucky! All of these experiences provide the teachers with incredible teaching moments that are transferred into our senior preschool room.

Registration Procedures and Orientation for Families:

Welcome to A Child's Paradise Too!! We have made our registration process an easy one for you and your family with 3 steps!

1. Tour the facility and meet our staff with your family
2. If you decided A Child's Paradise is your home away from home we have a registration package for you to fill out. This includes an immunization form which is sent to the Brant County Health Unit. A Statement of Conscience or Religious Belief form must be notarized, A Medical Exemption form must be signed by a Doctor or Nurse Practitioner as required by the Ministry of Education.
3. Schedule a few visits before your child begins their first day.

Days and Hours of Operation:

The centre is open Monday to Friday, from 7:00 a.m. to 5:30 p.m. A Child's Paradise Too does observe Statutory Holidays. Part time care (2-3 full days) is available on specific days with a set schedule. 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.

Children will not be released to anyone not listed on the registration form unless a staff member is advised of the change. If the person coming to pick up your child is unknown to the child or us, proper identification will be requested.

Weekly Program Fees:

Toddler Room	(16 months - 2 ½)	\$38.00 per day = \$185.00 per week
Jr Preschool Room	(2 ½ years - 3)	\$36.00 per day = \$175.00 per week
Sr Preschool Room	(3 - 4 years)	\$36.00 per day = \$175.00 per week

Half Day Program (2.5 - 4 years) \$22.00 with lunch - 8:00am - 12:00 noon. This option is not always available depending on enrollment.

Waiting List: All families are welcome to sign up for the One List which is a free service provided by the City of Brantford Child Care Services to assist families to find

child care in Brantford and Brant County. When a family signs up for A Child's Paradise Too through the One list, you will be contacted via email or phone by us and we will arrange a tour for you and your family. We will keep families informed on a regular basis where you are on the wait list according to enrolment numbers in the room and their birthdate which determines entrance. Families are also welcome to call at any time to find out their placement on the waitlist. As soon as a spot becomes available we contact the family and offer the spot. If a family has found care we contact the next family on the waitlist. We do not charge for a wait list.

Deposit Policy: When a family has toured A Child's Paradise Too has decided to enroll their child or children a spot will be secured by a \$100.00 deposit. This deposit guarantees a child care spot with a specific start date. The deposit will be applied against the first week of fees. This deposit is non-refundable as a spot has been guaranteed for your family. At this point we ask the family to fill out their registration/immunization information and it is kept in a locked filing cabinet.

Payment Options:

We offer 2 payment options;

1. Debit/ Visa/ MasterCard (automatic payment available on credit cards and debit visa)
2. Cash paid on pre-arranged dates

We do not accept cheques.

Tax receipts are prepared for you to pick up in the office in February. We do not mail the receipts.

Overdue Fees: Please be advised that if your account is overdue by 30 days and a payment arrangement is not made your child care space will be terminated.

Late Fee: There will be a \$1.00 per minute charge for picking up your child after we are closed at 5:30. We understand on rare occasions parents will be late due to traffic issues. Please call the school if you may be running late. This fee will be charged directly to your account unless otherwise deemed an unavoidable delay.

Fee Payment Policy Regarding Absences Due to Illness, Vacation or School Closure:

There is no refund for days missed by a child, including those due to illness, statutory holidays, snow day, vacations, or in the event of the school being closed for reasons beyond our control. (disruption of essential services or bad weather.) Please see weather policy for more information.

Admission & Discharge Policy

Our registration process involves an initial tour of our centre followed by filling out a registration package and providing us with a copy of your child's immunization records for the Brant County Health Unit. The Supervisor or administration staff will review the registration forms with parents/ guardians and answer any questions you may have. We will also schedule play visits prior to your starting date in order for your child to feel comfortable in their new surroundings. This gradual introduction will make the big first day a little easier.

If you wish to withdrawal your child from our centre we require a minimum of a two weeks written notice. In lieu of notice, the regular weekly fee will be charged for a two week time period. All outstanding accounts, including the fee charged for no notice of withdrawal, will be referred to a legal service for collection.

Arrival, Departure/Release of Children from the Program:

When you bring your child to school, please hang up their belongings at their locker and take them to their classroom. Dropping off your child may be difficult for both you and your child. Our staff will be 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 routine will make for an easier transition for both you and your child.

Children's Belongings:

Please feel free to allow your child to bring in a special toy and/or blanket to make nap time more comfortable. Please let your child's teacher know if it can stay at school or if it needs to go home each night.

We ask that all belongings be clearly labeled with your child's name and/or initials. At all times please have an extra set of clothing (or more if toilet training) and appropriate attire for outdoor play;

Spring and Fall--rubber boots and splash pants
Summer--hat and sunscreen (NO FLIP FLOPS) please
Winter--mittens, hat, snow pants and boots

Nutrition/Special Diet Forms

During the course of the day your child will receive a morning snack, a home cooked hot lunch and a nutritious afternoon snack. All of our food is prepared at our Dalkeith Site with much love by our wonderful cook Mrs Cabral then brought to our centre where it stays hot in our kitchen. For your convenience, the menu is posted daily on the wall outside your child's room. You can also refer to our website for a complete monthly menu. Please note that we always have food available for your child at any time during

the day. Each room has a fruit bowl and snacks are always on hand if your child is hungry. Upon registration, you will be asked to inform us of any food allergies, sensitivities or food restrictions. You will be asked to fill out a special diet form for restrictions and we work with the families to ensure your child will not be exposed to allergens. If your child is anaphylactic we have a specific **Anaphylactic Policy** and forms to be completed. We also review specific training for the use of an epi pen for each child with a life-threatening allergy.

It is now the Brant County Heath Unit's policy to only allow food into the centre that has been prepared in a commercial kitchen. 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 labelled peanut free/nut free products at a grocery store.

When your child is ill:

You will be asked to remove your child as soon as possible from the school if he or she exhibits any of the following symptoms fever (102 degrees), vomiting, or diarrhea. Your child may return when he or she has been symptom free for a period of 24 hours. Even though head lice are not considered a health hazard, our centre's policy is that all children must be nit free to return to the centre.

Sleep Supervision Policy

Sleep Policies & Procedures

ACPTOO makes every effort to ensure that sleep time is an easy stress-free experience for both the child and the parents. Upon registration parents are asked to provide information on their child's sleeping habits in order to make rest time a natural part of the day. Parents will be asked to provide a blanket and are welcome to send a sleep toy for their child. The blanket and the sleep toy will be stored on the child's cot or will be send home at the end of everyday as instructed by the parent.

1. Each child is given a cot and it is labeled.
2. If a child is registered part time and sharing a cot with another child, each child is given their own bedding. The bedding with be stripped at the end of rest time and the bedding will be placed in a labeled bag for the next time the child is scheduled to attend child care. The bed will be cleaned and made for the other child who sharing the cot. The names of both children are labeled on the cot.
3. *Sleep Supervision:*
Staff is required to monitor the children during sleep time by performing both a visual check and a walk around check every 30 minutes. A sleep chart is located in each room and the staff is required to document the time of the visual and walk

around check in addition to a signature. The sleep chart is located in the daily log book in each room.

4. *Change in sleeping habits:*

If there are changes in a child's sleeping habits the parents are to be notified and notes made in the daily log. Every effort will be made to adjust to the changes the child is experiencing. If the child is no longer in need of a rest, quiet toys, book bags and activities are always available for children who no longer nap.

Additional notes will be made in the notes section of the sleep chart as well as the daily health chart if a child is sick and requires their bed to be elevated or is experiencing increased coughing or a mild fever.

Administration of Medication:

If your child is on prescribed medication we can administer this for you, provided you have filled out a school permission slip that includes dosage, time, storage instructions and side effects to look for. Medication must be in the original container with your child's name and dosage clearly marked from a pharmacy. Our staff cannot give out expired medication or medication prescribed to someone other than the child. We will also not administer over the counter medication.

If your child has allergies and requires an epi pen on site, parents are required to fill out an **Anaphylaxis Emergency Plan**. All plans are posted in the classrooms and each staff is trained in the administration of an epi pen. All plans and training are reviewed on a yearly basis.

Home Injury Acknowledgement Form

If your child has obtained an injury at home, (i.e.) cuts, bruising, broken/fracture/sprained limb you will be asked to fill out a form and sign. If a child has broken a limb we will not be able to provide care until the injury is able to bare weight.

Accident Reports

Parents are required to sign accident reports from A Child's Paradise Too which list the details of the accident, a witness, first aid that is applied and also signed by the Supervisor. Parents will be given a copy of the report and a copy is also placed in the child's file.

Toilet Training:

Our staff works closely with parents when it is time to toilet train. Starting in the Toddler Room we begin by getting the children comfortable with sitting on the toilet. We ask that you pack several pairs of underwear and change of clothes during this time.

Serious Occurrence:

As required by the Ministry of Education, A Child's Paradise Too will post a notification of a Serious Occurrence. Parents will be able to read a report posted in the front hall for 10 days after the occurrence.

Behaviour Management Monitoring:

Our goal is to have children feel safe and loved in their environment therefore redirection, praise and positive reinforcement is the foundation of our behaviour management policy. At all stages and ages in our childcare centre redirection is used to handle potential stressful situations. At the toddler stage children are beginning to explore their space and environment around them and often do not realize the need to be gentle with their friends. Being gentle and kind is taught by the RECE's to begin to develop empathy. In our experience, there is usually a reason for a change in behaviour and it is our job to determine why. Our staff review a check list of the following; is the child hungry, bored, tired, getting sick, changes at home ect. This helps to determine a possible cause so the staff is better equipped to meet the child's needs.

All of our staff is reviewed for Behaviour Management Monitoring on a monthly basis. Students are formally monitored 3 times during their placement but also monitored on a daily basis with their assigned mentor in the classroom. This monitoring is completed by the Supervisor or Assistant Supervisor. Listed below is our Behaviour Management Policy and Practices. Our staff at A Child's Paradise Too create a warm, positive and caring environment for the children in our care. Children respond wonderfully to positive modelling and positive verbal feedback. Redirection and positive modelling is used to address any potential Children are guided in a positive, caring manner that is appropriate to their age and developmental level.

Prohibited Practices: ACPTOO must abide by Section 48 of the Child Care and Early Learning Act to ensure the following prohibited practices do not occur.

- (a) corporal punishment by of a child. This action will result in immediate termination.*
- (b) deliberate use of harsh or degrading measures on the child that would humiliate the child or undermine his or her self-respect;*
- (c) depriving a child of basic needs including food, shelter, clothing or bedding*
- (d) locking the exits of the child care centre for the purpose of confining a child: or*
- (e) using a locked or lockable structure to confine the child if he or she has been separated from other children.*

In conjunction with the policies set out in the Child Care and Early Years Act 2014, A Child's Paradise Too Behaviour Management Practices are listed below;

1. Staff are required to use a soft, positive tone of voice with all children in the centre.
2. Staff interaction with the children in the form of hugging, verbal praise and encouraging comments is required.
3. Children have a daily rest time. Any child unable to rest is provided with a variety of quiet activities and is supervised by staff.
4. Redirection and positive modelling is used to address any potential negative behaviour.
5. Children are encouraged to serve and feed themselves. Force feeding or withholding food from a child is never acceptable and will result in immediate termination.
6. If a staff feels that they need help with a child or a situation, it is important that they ask another staff member or supervisor for immediate assistance. This is viewed as an act of professionalism and strength.
7. Corporal punishment by a staff member is never acceptable and will result in immediate termination.
8. Confining of a child to one area of the centre will be not accepted and will result in immediate termination.
10. No deliberate, harsh or degrading measures are to be used that may in any way humiliate or undermine a child's self-esteem.

Role of Parent/Guardian in Program/Process for Expressing Concerns:

We strongly believe in a team approach and working with the parents/guardians is the best way to ensure your child flourishes at our centre. Parents are encouraged to discuss all concerns with their child's classroom teacher(s) and/or the centre supervisor or administrator. If a concern regarding a teacher arises and the Parent/Guardian is not comfortable discussing it with the teacher directly please bring the issue to the centre's Supervisor or Administrator. We will meet and discuss the issues and make every effort to solve the issues so all parties are comfortable with the resolution. It is also very helpful to the staff if parents advise the teachers of any changes at home or in their routine (i.e. lack of sleep, moving, ect.,) that may cause a change in their behaviour

Placement Students:

At different times during the year we host students completing their placement programs from Wilfrid Laurier/Nippising University, Mohawk College and Fanshawe College. These students have strict guidelines they are required to follow and are never left unattended with a child. The students are also not considered in our child/teacher ratio. We do not accept volunteers working within our centre.

Field Trips and Off-Site Activities:

Throughout the school year, a few excursions may be planned for the children as enrichment to our programs. All of our trips are organized and supervised by our staff. Such trips may include Brantwood Farms, and Harmony Square. For all trips you will be asked to sign a consent form that will include information regarding date, mode of transit and arrival and departure times. You will also be asked to sign a permission form for walks on the Grand River Trails located across from our centre

Weather Policy:

In the event of inclement weather, we follow the example our local school boards. If the schools are closed then A Child's Paradise Too is also closed. Usually we are given plenty of warning of a large snowfall or ice storm and we will make every effort to communicate with parents regarding the possibility of a closure. Please call the school and we will have an updated message on our machine to advise if we are closed due to a storm. There are no refunds for school closures.

No Smoking Policy:

To comply with the "Smoke Free Ontario Act", A Child's Paradise Too is smoke free zone. No one will have any kind of lit tobacco within the building or directly outside the building.

Community Liasons:

Our centre works in conjunction with many community services to meet the needs of all our families. Lansdowne Children's Centre, Ontario Early Years Centre, Brant Family & Children's Services (CAS) and Woodview Children's Centre
We have a variety of brochures and information packages available to you regarding different services located in Brantford. If you need assistance, please do not hesitate to ask.

Evacuation Plan:

In the case of an emergency due to a fire ect., parents will be called and children will be picked up at SC Johnson & Sons Limited located at 1 Webster Street behind our Morrell Street location. SC Johnson & Sons Limited will provide shelter in the case of an evacuation order from our site.

Program Statement:

We at ACPTOO are going to ensure that our program views children as competent, capable, curious and rich in potential. We support our view through following approaches:

We promote the health, safety, nutrition and wellbeing of the children.

We support positive and responsive interactions among the children, parents, childcare providers and staff.

We encourage the children to interact and communicate in a positive way and support their ability to self-regulate.

We foster the children's exploration, play and inquiry.

We provide child-initiated and adult-supported experiences.

We plan for and create positive learning environments and experiences in which each child's learning and development will be supported.

We incorporate indoor and outdoor play, as well as active play, rest and quiet time, into the day, and give consideration to the individual needs of the children receiving care.

We foster the engagement of and ongoing communication with parents about the program and their children.

We involve local community partners and allow those partners to support the children, their families and staff.

We support staff, home child care providers or others who interact with the children at a child care center or home child care premises in relation to continuous professional learning.

We document and review the impact of the strategies set out promoting the wellbeing of children and their families.