

St. George Children's Center



Parent Handbook

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Welcome to the St. George Children's Center! With over 30 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 of development.

The St. George Children's Center is a non-profit organization that is run by a volunteer board of directors which was founded under the philosophy of each individual child is unique and comes first. We are committed to providing quality care in a relaxed atmosphere where the children can explore and learn. It is our intention to create a warm, caring, pleasant and nurturing environment, where your child will feel happy, safe, accepted and be valued for him/her self.

We offer age appropriate programs that are stimulating and provide the children with many opportunities to develop.

St. George Children's Center Program Statement

The St. George Children's Center offers a learning program that is consistent with the Ministry of Education policies and pedagogy.

Since we know that all children learn by pursuing their own personal interests, children have the opportunity to make their own choices about their activities, no child is forced to participate in an activity that does not interest them. Giving the children a choice gives the children the ability to explore, problem solve and interact with fellow peers, program staff, volunteers, students on their placements as well as other adults that they will come in contact with.

The St. George Children's Center recognizes that each child is unique and they bring forth his or her own abilities to the program and deserve the encouragement and space to try new things, explore new ideas and develop their own unique creativity.

We provide a positive environment that fosters curiosity, one that allows children to explore. We believe that every child deserves a safe and caring environment, a place that feels like a second home. Thus giving them the opportunity to grow and develop to their maximum potential.

We understand the importance of a child's stage of development. Each child is unique as is their stage of development, the factors that contribute to their development are family, community and life experiences. All children are integrated into our program no matter what development stage they are at.

The goals for our children are consistent with the Ministry of Education pedagogy, including the following.

1.

- Every child has a sense of **belonging** when he or she is connected to other and contributes to their world.
- Every child is developing a sense of self, health and **well-being**.
- Every child is an active and **engaged** learner who explores the world with body, mind and senses.
- Every child is capable communicator who **expresses** himself or herself in many ways.

The children's interest are valuable to their learning and we offer a wide variety for them to experience.

- Language and literacy
- Nature and science
- Drama, music and dance
- Construction and design
- Daily opportunities for physical activities
- Opportunities for school-age children to work on their homework
- Rest time for children, children who need the rest can sleep, awake children will have stories and toys to manipulate.

Our programs are designed to:

- Encourage the children to communicate and interact in a positive way
- Give the children the ability to self-regulate
- Foster the children's exploration, play and interests
- Provide the child the opportunity to initiate experiences with adult-support when needed
- Offer opportunities to create lasting relationships with other peers in the program

Health, safety, nutrition and well-being of children

We know that the early years set the foundation for the children's health and well-being.

- A child's brain is shaped by their interaction and relationships with their parents and significant others in their life. Early brain development is stimulated through experiences and interactions.

We know that the first step in establishing and nurturing health, safety and well-being for the children in our program is through the relationships and connections they make with our program staff, volunteers and students on placements.

The following are more examples of how we promote well-being in our program.

Health and Safety - as a licensed childcare center, the St. George Children's Center meets and exceeds all health and safety requirements from the Ministry of Education and the Brant County Health Unit. Any information related to health and safety is posted outside of the classrooms, as well as on the parent information boards. You can speak to any staff member to view our complete health and safety policies and protocols.

Nutrition- the St. George Children's Center has developed menus for the program that are both nutritional and appealing to the children. We shop locally to support our community, as well as ordering from a local fresh fruit and vegetable establishment to ensure that our food is always at its freshest. Our menus follow Canada's Food Guide, adaptations to lunches are made for children with food allergies and sensitivities. Complete menus are posted at the top of the stairs and snack menus are posted outside of each school age classroom for parents to view.

Relationships among children, families, staff and community

The St. George Children's Center holds our relationship with all of our community partners in the highest regards. We are committed to working together as we strive to achieve our mutual goal of providing the best possible child care to all of our families.

We strive to promote a sense of belonging for the children and their families in our programs by creating trusting, positive interactions with all families and extended family.

Every child is given the opportunity to develop personal responsibility, social skills and to learn the proper way to problem solve. The best way to learn this skill is through modeled behavior and trial and error.

The skills of conflict resolution are important to lifelong learning. We encourage the children to come up with ideas and solutions to problems that may arise, using their words to explain their feelings and in turn listening to how their peer may be feeling as well. Children are encouraged to be active participants in resolving conflict. Staff members will monitor situations and assist when needed.

Positive self-expression, communication and self-regulation

At the St. George Children's Center, our inclusive programming leads to every child's sense of belonging. Creating positive learning environments and experiences, focusing on active play learning, thus encouraging positive communication, self-expression and the ability to self-regulate.

In our inclusive learning environments, we welcome children of all abilities. We respect diversity, equality. Inclusion is vital for optimal development and learning. These are some ways in which we create an inclusive environment in our programs.

- Recognize each child as having the right to participate in program activities, trips and special events.
- Recognize and respect the unique qualities of each child and family, the family environment and developmental abilities and needs.
- Plan and execute programming strategies to foster an inclusive learning environment in which every child can fully participate.

Our program focuses on the theory of children learning best through play. When children are manipulating objects, acting out roles or experimenting with different materials they are engaged in learning. Play allows them to actively construct, challenge and expand their own understanding of how things work. When children are playing they can investigate, ask questions, problem solve and engage in critical thinking. Play is responsive to each child's unique style of learning and capitalizes on his or her curiosity and creativity.

Our program also supports children's ability to self-regulate, their ability to deal with stress and remain calm. When children are calm and alert they can regulate their emotions better, pay attention, ignore distractions, resist impulses and understand the consequences of their actions. This is an ongoing process that is different with every child.

Rest and Rejuvenate

At the St. George Children's Center we believe that every child is entitled to have a rest period or a relaxation period with quiet time. In order for our bodies to run at our full potential of learning and energy our bodies need the proper rest.

The preschool children have the opportunity for rest time on a cot with a cuddly blanket and stuffed animal. Quiet music will be playing and staff will be there to help the children relax. (Ex. Back rubs and quiet conversations) the children who do not rest will have the opportunity to play in the opposite room with toys and quiet activities.

For our school age children a quiet area has been designated in all rooms, the children may sit quietly with books or quiet activities of their choice. Homework tables are also available for the children as we realize that with extra activities in the evening this may be difficult for families to complete.

Parent engagement and communication

Our goal at the St. George Children's Center is to foster outreach, engage and communicate with our families about the program and their child's learning experiences. We believe that the families know their children the best, sharing knowledge between us is crucial for a child's success.

We believe that all families have the right to affordable, safe, reliable, high quality licensed childcare. This ensuring the parents a peace of mind while the children are in our care. Respect, care, empathy and trust are core values in all interaction that we have with our families.

We know that having a positive partnership with the families will help our program meet the needs of all the children. Families form the foundation for a child's early development.

In addition to daily interaction with program staff, we offer parents the opportunity for feedback. Whether this be through parent surveys or communication books, emails and letters. We use our parent feedback to make our program the best it can be.

Community Partners

The St. George Children's Center strives to have a positive relationship with our community. We support our local businesses by purchasing as many products in town as possible.

For example

- We use the local grocery store for groceries, the local hardware store for materials and the local flower shop for flower deliveries.
- We make regular donations to the community to assist with sporting events and fundraising.
- We keep in close personal relationship with the Elementary school that is located behind the Center, assisting the teachers in the placement of our children's classes.
- When we have major events at the Centre it is open to our community members.
- Collaborating with local high schools and community colleges to provide opportunities for students to learn and grow through placements and volunteering.
- Collaborating with Lansdowne, Ontario Early Years Centre, Woodview, Contact Brant and all organizations that can further develop our staffs knowledge and be informative and assist families with all of their child's needs.

Supporting staff in continuous professional learning

At the St. George Children's Center we are committed to hiring, training and fairly compensating our staff. We only hire staff that have a positive and caring attitude towards children. We have a non-discriminatory hiring practice that provides all individuals the opportunity for employment. We believe that all of our staff are entitled to be treated with respect, support and fairly.

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

At the St. George Children's Center we believe that knowledgeable and early childhood educators will

- Recognizing and supporting the unique abilities, needs and characteristics of each child and their family.
- Engage alongside the children as they learn to explore and manipulate their surroundings.
- Provoke children's thinking, create meaningful programs and guide positive interactions with the children and families.
- Knowing when to stand back and allow the children to explore, self-regulate, and problem solve.
- Engage in new practices and learning experiences, both individually and with colleagues.

Continuous professional learning is vital in the field of childcare whether this is through courses, lectures and seminars that our staff do on a continuous basis, we also recognize that day to day growth happens. We learn from the children as well as fellow staff members. Our greatest assets are reflection, knowing the children needs and abilities as well as feedback from fellow employees and the director.

At the St. George Children's Center we understand that pedagogical documentation is a way for our program staff to understand about how children think and learn. We will strive to continue learning more about the pedagogy theories and how we can implement it into our program through documentation and observation. The documentations will be shared with the family so as a team we can work together to provide their child with a solid foundation to grow and learn.

Description of Programs Offered

The St. George Children's Center (SGCC) offers a variety of programs designed to assist the parents and promote the best care possible to each and every child.

The programs are as follows..

Fulltime Care – this program is offered to families that need care on a daily basis for their child(ren) ages 27 months to 3 ½ years of age.

Full day Care – this program is offered to families that require full days of care using 1-4 days per week depending on the availability of space at the center. This is for child(ren) ages 27 months to 3 ½ years of age.

JK/SK Program Before and After School Program – This program is offered to families that require both before **and** after school care for their children that are in JK/SK.

JK/SK Program Before or After School Program – This program is offered to families that are requiring just before school care **or** just after school care.

JK/SK PA day or Holiday (full day program) – This program is offered to families of our JK/SK program that require a full day of care when the Public School is closed.

School Age Before and After School program – This program is offered to families that require both before **and** after school care for their children. Children entering grade 1 up to grade 7 or 12 years of age.

School Age Before or After School Program – This program is offered to families that are requiring just before school care **or** just after school care. Children entering grade 1 up to grade 7 or 12 years of age.

School Age PA day or Holiday (full day program) – This program is offered to families of our School Age program that are requiring a full day of care when the Public School is closed.

The hours of operation for the Center is 7:00 am until 6:00 pm.

Enrollment Policies and Procedures

Fee Payment

A registration fee of \$20.00 is payable at the time of registration. This payment is non-refundable and covers administration and processing costs. A re-registration fee of \$15.00 is due annually to continue enrollment. Re-registration for the upcoming year will only be accepted if the current account is in good standing. If your child is registered in the school age program, and the public school is closed there will be an additional fee for your child to attend a full day of care. (E.g. PA days, Christmas vacation, March break)

Additional Charges will apply for the following:

Pick up after 6 pm	\$1.00 per minute
N.S.F cheque	\$35.00

The above amount will be charged on the first and second NSF cheque occurrence.

Fee Collection Policy

As a non-profit organization, the St. George Children's Center strives to provide affordable childcare for our families. Fees are collected on a bi weekly basis. Information is sent out to the parents in regards to payment schedules, fee amount etc.

There are two options for payment cash or cheque.

Cheque - Families can choose to pay with bi-weekly postdated cheques that are collected by the Executive Director two times a year as per schedule. Made out to the St. George Children's Center (SGCC).

N.S.F cheques are subject to a \$35.00 fee.

Cash - Families that are paying cash, will pay bi weekly as per schedule.

Families are responsible for keeping their account in good standings, if a payment is missed a reminder will go out in regards to the missed payment.

If the account is not brought up to date within a week of the notice from the Executive Director a late charge penalty will be applied to the outstanding account of \$2.00 per day/ \$10.00 per week.

Please note that regular payments are due from September – June. Payment is required if you are taking vacation or your child is not in attendance due to illness.

During the summer months parents will only pay for the programming that they use, if a family is not needing care during the summer months, this will not affect their enrolment for the upcoming school year.

Fee Schedule

<u>Program</u>	<u>Rate</u>
Preschool program	
5 full days per week	\$167.00
4 full days per week	\$142.00
3 full days per week	\$109.00
2 full days per week	\$75.00
1 full day per week	\$41.00
6 Hour program	
5 days per week	\$147.00
4 days per week	\$130.00
3 days per week	\$100.00
2 days per week	\$67.00
1 day per week	\$37.00
<u>JK/SK Program</u>	
Before AND After School care	\$91.00 per week
Before School Program	\$45.50 per week
After School Program	\$49.50 per week
<u>School Age Programs</u>	
Before And After School care	\$80.00 per week
Before School Only Program	\$44.50 per week
After School Only Program	\$48.50 per week
<u>PA DAY or Holiday</u>	
Before AND After school JK/SK program (Full day of care)	\$17.20
Before School Program	\$26.30
After School Program	\$25.50
<u>PA Day or Holiday</u>	
Before AND After school program (Full day of care)	\$18.00
Before School Program	\$25.10
After School Program	\$24.30

Admission and Attendance

All families are encouraged to visit the Center before their scheduled start date, this makes the transition much easier for the child and parents. As we want everyone to have the best experience possible.

All children are expected to attend on their scheduled days. If the child is not going to be in attendance we ask parents to please call or email the center to let the staff know, as well as explaining the reason for the absence.

It is the parent's responsibility to present their child directly to a staff member each day. The Center assumes responsibility only after knowingly accepting the child into the program.

It is preferred that only the parents and authorized adults stated on the pick-up list noted in your registration package pick up the children, if an emergency arises and you or the listed people are not able to pick up we ask that you call or email the Center informing the staff of whom will be picking up. Please note that I.D will need to be shown before the child can be released (e.g. Driver's License)

Notice of Withdrawal

We understand that circumstances arise and parents have to remove their child from the program. Parents are required to give the SGCC two weeks written notice for withdrawal. Every situation is evaluated and a meeting with the Executive Director will be made if two weeks' notice cannot be given. The Executive Director will decide if the two weeks' notice can be waived.

Should your circumstances change and care is needed retention of placement in the program is not guaranteed. The Center will do everything possible to assist your family in their needs whether it is to let you know what days are available or placing the family on a waiting list.

Holidays and Vacations

Regular fees are due from September – June in all programs.

During the months of July and August a separate program is in effect. You will receive a request care form well in advance. All days requested on this form must be paid with post-dated cheques. Any additional days may be added through the summer months as long as numbers allow.

The school age programs will offer summer camps through the months of July and August. Packages will go out to the parents in March.

The Center will be closed on the following days:

New Year's Day

Thanksgiving Day

Family Day

Christmas Day

Good Friday

Boxing Day

Victoria Day

Canada Day

Civic Holiday

Labor Day

****Christmas Eve day and New Year's Eve day are subject to change**

Medical Health

The St. George Children's Center is a well child care center. Please understand that it is for your child's protection that we ask that if your child is unwell or showing symptoms of ill health that you do not bring them into the Center. If a child becomes unwell throughout the day and is unable to function normally we will contact parents at work or emergency contacts to come pick up the child within a reasonable amount of time. The child will be brought to the office to await parent/guardian and be kept comfortable as well as protecting the other children in our care.

The St. George Children's Center reserves the right to refuse the acceptance of a seriously ill child particularly those who are in an infectious state.

Daily health check records are kept on file for each child. For the protection of other children and staff no children should be attending Daycare or can be sent home if they have the following:

1. Fever (101.0 or over)
2. Inflammation of eyes (pink eye etc.)
3. Vomiting
4. If the child is not able to participate in the daily program due to illness
5. Pediculosis (Head Lice)
6. Diarrhea (2 times)
7. Unidentified Rash

Administration of Medication

Any medication to be administered at the Centre to a non-infectious child must be in the original container. A medication sheet will be given to the parents to outline how the medication is to be distributed, storage instructions, time and dates. Medication will only be administered by a RECE.

Please ask a staff member if you would like to see our policy on Non-prescription and Prescription medications.

EXCLUSION

At times your child may be asked to stay home with an illness until such time that they are no longer infectious to other children and staff. Some exclusions include.....

Diarrhea	After 24 hours since last diarrhea bowel movement.
Vomiting	Vomiting is easily spread, so your child should stay home from childcare until there's been no vomiting for at least 24 hours. If more than three children are vomiting at the Center, this is considered an outbreak and the children will need to stay home for 48 hours.
Pinkeye	Your child can return to childcare 24 hours after starting antibiotic treatment
Strep Throat, Scarlet Fever	Your child can return to childcare 24 hours after antibiotics are started. Child is feeling well enough to participate in program
Impetigo	Your child can return to childcare 24 hours after starting antibiotic treatment
Pediculosis (Head Lice)	After treatment and child is Nit free

Cont.

Accident Reports/ Serious Occurrence

Accident reports are filled out for a child when there is a minor accident while attending the Centre. The accident reports are a non-medical emergency and the child does not need to be seen by the families'

physician. The parents, teacher and supervisor will sign the accident report. Two copies of the report are made, one for the parents and the other for the Centre to keep in the child's file.

Serious Occurrence

At the St. George Children's Center we take every effort possible to ensure a safe seamless program, with little to no interruptions to our day to day activities. Thus giving our families the peace of mind that if at all possible we will be here to serve their needs.

Definition of a "serious Occurrence" means

- (a) The death of a child while receiving child care, whether it occurs on or off the premises.
 - (b) Any serious injury to a child while receiving child care, whether it occurs on or off the premises, where it could result in the death of a child.
 - (c) Fire or other disaster occurring at the Center
 - (d) A complaint concerning operational, physical or safety standards at the center.
 - (e) Abuse of a child within the meaning of the Child and Family Services Act by a staff member of a the center, or any person at the childcare center
 - (f) During an accident the staff will deem whether the accident is considered a serious occurrence
- By the accident itself
 - The injury that the child has incurred
 - The child's behavior (acting themselves after a head injury)

First aid is administered at the Centre first as the evaluation of the child proceeds.

If the accident is not life threatening but still needs to be assessed by a third party the Executive Director or staff member will notify the parents. The parents can instruct whether they would like to pick the child up or if the Centre should call 911 and accompany the child to the hospital. If the accident is life threatening the Centre will call 911 for an ambulance and ride with the child to the hospital where the parents will be notified to meet them.

A serious occurrence procedure will be filled out and sent to the Ministry of Education and Childcare Services. A notice will be posted for the parents of the situation that has taken place.

If the child has returned and is doing fine the case will be closed by the Ministry, the notification of the accident will stay up for ten days so all parents have the opportunity to read it and can ask staff questions if any shall arise.

Our main focus is to ensure that all parties involved are safe and receiving the best possible care.

13.

Safety

To ensure the safety of the children, families and staff a fire drill will be conducted on a monthly basis for each program, familiarizing the children with the procedure and to enable staff to practice their assigned duties.

In the event of a fire all children and staff will meet at a previously discussed signed destination. All children will be accounted for and kept safe.

Any adult spending time in the program staff or otherwise must have a criminal reference check with a vulnerable sector.

All staff are bound by law to report to the appropriate authorities any signs of abuse observed or suspected.

The playground will be inspected on a daily basis as per our Playground Safety Policy which upholds all CSA standards. A monthly, seasonal and annual report is kept on file. Any infractions will be addressed immediately.

All toys and equipment are inspected for broken or unsafe condition on an ongoing basis and staff consistently scan play areas to avert dangerous situations.

If you would like to view the above mentioned policy please ask a staff member.

Children are expected to use walking feet and are consistently reminded of the space we share with our friends.

Emergency Management Policy

At the St. George Children's Center we have an extensive Emergency Policy. In the event of an emergency parents will be notified by phone or email as soon as safely possible.

Clothing/ Personal Belongings

Please remember to dress your child in loose fitting clothing that permits freedom of movement and will not be ruined by the materials used to create their beautiful works of art.

For inside play Velcro rubber-soled shoes are best for the children, this will help to promote self-help skills. Most families find it easier to purchase an inexpensive pair of indoor shoes that can stay at the Centre in the winter months. Please no crocs or flip flops. The reason for the shoes inside is two-fold. Safety first – traction on carpets and flooring as opposed to stocking feet. Secondly, if we had to evacuate the building quickly shoes provide sufficient protection outdoors.

Outside play is a very important part of our daily routine in the morning and afternoon.

Children need seasonal protection from the elements including sunscreen and a hat in the summer. In the winter the children will need a warm hat, waterproof mittens, winter coat, snow pants and a warm pair of boots.

Please make sure that your child's belongings are clearly marked.

Discipline and Guiding Children's Behavior

It is our goal that our Behavior Guidance and management Policy will ensure a safe and secure environment where quality care and respect for the individual needs for the children are our primary importance.

The philosophy of the St. George children's Center stresses the importance of teaching children self-discipline and self-regulation. Children are never discouraged from expressing their feelings; instead they are taught how to express themselves constructively. Children are encouraged to verbalize their aggression, rather than to resort to physical action. However, if a child does resort to physical aggression/violence the situation is discussed with them and the child is redirected to a different activity or part of the room.

The Center practices 1, 2, 3 magic with the children. This gives the children the opportunity to control the situation and the outcome. The child has two reminders that the behavior is not appropriate and on the third warning they will be finished with the activity and will need to find something different to do.

Under no circumstances will there be any form of corporal punishment (physical violence such as hitting, spanking, kicking, pushing, shoving, grabbing or squeezing)

No deliberate harsh or degrading treatment that would humiliate or undermine a child's self-respect.

No abusive language, yelling, screaming or threats.

Depriving or denying children any basic needs (e.g. food, shelter, clothing or bedding)

Confining or locking a child away.

A child will never be left unattended.

Meal/Snacks

In compliance with the Ministry of Education and the guidance of the Brant County Health Unit, a balanced diet is planned, prepared and served daily.

Morning snack consists of fresh fruit plus a second food group. Fresh fruit and cereal is available for the school age children before school.

Lunch is comprised of a variety of foods from the four basic food groups. Hot and hearty in the winter month and lighter meals and salads in the summer.

Afternoon snack is more substantial as some children are here later and it is a long time till supper. Afternoon snack is served to all school age groups upon arrival from school.

A record of allergies are posted throughout the Centre and in the kitchen and care is taken to meet each child's needs.

Our Centre is a Peanut/Tree nut free facility.

The children are never forced to eat, but always encouraged to try everything.

A group of 4-7 children at the lunch table is a perfect time to prompt conversation with peers and the attending adult, resulting in expanded vocabulary and positive language development, as well as practicing our manners.

Children gain self-confidence through serving themselves, pouring drinks and assisting with general clean up after the

Sample Menu

	Monday	Tuesday	Wednesday	Thursday	Friday
Am Snack	Pears Graham wafers	Apples Cheese Cubes	Cereal Mix	Homemade Loaf	Melon Yogurt
Drink	Water	Milk	Milk	Milk	Water
Lunch Meal:	Spaghetti Meat sauce Garden salad	Chicken noodle soup Tuna sandwiches	Chicken stir fry Brown rice	French toast Ham cubes Tomatoes	Meatloaf Mashed Potatoes Corn
Drink:	Water	Milk	Water	Water	Milk
Dessert:	Yogurt	Fruit cocktail	Pudding	Applesauce	Peaches
PM Snack	Cheese, crackers, cucumber Water	Banana's Wraps & Wow Butter Water	Pita Pockets, broccoli, carrots & cucumber Water	Oranges Melba toast	Applesauce Breadsticks
Drink				Water	Water

Documentation of Development

The staff use many measures to document the development of your child. Some of these tools are artwork, kindergarten readiness testing, Hand Writing Without Tears and Ages to Stages.

We believe that documentation is a very successful tool in tracking the progress that your child is making. All documentation will be shared with the family.

If you have any questions or concerns regarding your child's development, or would like to see what we are working on please ask a staff member at any time.

Parent Checklist for Child's First Day of Attendance

Must Have: All registration forms completed, signed and dated
Immunization form
Paid Registration Fee
Post-dated cheques
Day Care appropriate apparel

Should Have: Toothbrush for after lunch
Rubber-soled shoes (**no crocs or flip flops**)
A back pack to take art work home daily
Spare change of clothes

Could Have: A sleep toy from home
A blanket for rest time

Parent Issues and Concerns Policy

Policy:

The St. George children's Center is committed to keeping a positive open line of communication with all of our parents and families. We want every parent and family to feel that their opinion is first and foremost. If a parent has any issues with the running of the Center or any staff member these are the procedures that will be followed.

Concern against a staff member

Procedure:

1. Voice your concerns with the staff member if you are comfortable in doing so. The staff member will then bring the concern to the Executive Director.
2. Discuss your concerns with the Executive Director, this can be either by phone, by email or by requesting a meeting, if you as a parent are requesting a meeting in person the Executive Director will work with you to arrange a date and time that best suits your needs.
3. In the event that a resolution cannot be made the Executive Director will be in contact with the President of the Board, either coming to a decision or taking the issue to the board as a whole.
4. After the decision by the President or the Board of Directors has been made, the Executive Director will contact the parent. The parents will be contacted no later than two business days after the initial concern.
5. Documentation will be made of the situation and kept in the staff members file.
6. Decisions will be made depending on the circumstance in regards to disciplinary action or termination. (Depending on severity of situation)

Concern against the Executive Director

Procedure:

1. Voice your concerns with the Executive Director if you are comfortable in doing so or the appointed staff member that is next in charge.
2. Concerns can be made through email, phone or a scheduled meeting. The Executive Director, next in charge and parents will meet at a set time that is convenient for the family.
3. If no resolution can be made the Executive Director will contact the President of the Board and discuss the situation. The parent will then have the opportunity to voice their concerns to the President of the Board or the Board as a whole.
4. Documentation will be made of the situation and kept in the Executive Directors file.
5. Decisions will be made depending on the circumstance in regards to disciplinary action or termination of the Executive Director. (Depending on severity of situation)

Waitlist Policy

Policy

The St. George Children's Center will accept new children when there are vacancies, on a first come first serve basis.

No family will be discriminated against on the basis of race, language, culture, sex or sexual orientation.

A charge will not be administered to families on our waitlist to hold their spot.

A \$20.00 registration fee will be collected with the enrollment papers.

Registration is not complete until the family registers with onelist Brantford Brant

Procedure

- 1.** The Executive Director will maintain a waiting list for each age group. Keeping this information private and confidential, still allowing the position of a child on a list to be obtained for the family.
- 2.** The Executive Director will keep the waiting list current by contacting families on a monthly basis every to see whether they are still interested in the program, notifying the family of where they are on the waitlist.
- 3.** Before accepting a sibling into the program, the families account must be in good standing.
- 4.** Every effort will be made to accommodate all children whether they require full/part time care.
- 5.** In the event that we have spaces available, the Executive Director will take steps to fill the empty spaces by advertising through pamphlets, signs and website.

Policy:

At the St. George Children Center it is our duty to protect the emotional and physical well-being of the children. We take great pride in making a happy, healthy and safe environment.

Young children benefit from an affirming approach that encourages positive interaction with the other children and with adults, rather than from a negative and punitive approach to managing undesirable behavior.

Procedure:

The following practices are prohibited in our program

1. Corporal punishment of a child
 - a) No physical violence such as hitting, spanking, kicking pushing, shoving, grabbing or squeezing of a child.
2. No physical restraint of a child, such as confining the child to a chair, stroller or other device for the purposes of discipline or in lieu of supervision unless for the purposes described in the regulation(to prevent self-harm, harm to others and only until risk of harm/injury is no longer imminent)
3. Locking the exits of the child care centre for the purpose of confining the child, or confining the area or room without adult supervision, unless such confinement occurs during an emergency.
4. Deliberate use of harsh or degrading measures on a child that would humiliate the child or undermine his or her self-respect.
 - a) No abusive language, yelling, screaming, name calling, or threats.
 - b) No use of harsh or degrading measures or threats or use of derogatory language directed at or used in the presence of a child that would humiliate, shame or frighten the child.
5. Depriving or denying the children any basic needs (e.g. food, drink, shelter, sleep, toilet use, clothing or bedding)
 - a) Children will have a regular bathroom routine and are always aloud to go when needed, no child will be refused when needing to use the toilet. No child shall be degraded or humiliated for having an accident, the child will change (with teachers assistance if needed)
 - b) All children will have a rest time that is their space that is clean, quiet and comforting, a teacher will always be present in the room during rest time.
 - c) All children will be properly dressed according to the weather, cooler clothes in the summer, and warmer clothes in the winter.
6. Inflicting any bodily harm on children including making children eat or drink against their will.
 - a) All children will be asked to try their food, but will not be forced.

Staff confirm that these practices are not allowed and do not occur in the program.

21.

Individualize Plan for children with medical needs

Child's Full Name:

Child's Date of Birth:

Photo of Child

Classroom Teachers:

Date Individualized Pan Completed:

Medical Condition(s)

Diabetes

Seizure

Asthma

Other

Please Describe:

Prevention and Supports	
Storage of Medical Devices and Medication	
Steps to help reduce the risk for causing or worsening the Medical Condition	
Medical Devices used by the child/teacher And How to use them.	
A description of the supports that will be in place to aid the center.	
Signs and Symptoms of an Allergic Reaction or other Medical Emergency	

Procedure if child has an Allergic reaction or Medical Emergency	
Procedure that will be followed in the event of an evacuation from the premises in case of an emergency or in an off-site field trip	

Additional Information Related to Medical Condition

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Child's parent/guardian where involved in the creation of the Medical plan

Parent/Guardian Signature:

Print Name:	Relationship to Child
Signature:	Date:

This individual plan will be reviewed yearly or if there is a change.

Student and Volunteer

The St. George Children's Center enjoys having the opportunity to have student and volunteers at the Center.

The Executive Director will form an understanding with the student/volunteer that they are to be accompanied by a staff member when with the children at all times. Under no circumstances will they ever be left alone with a child.

The Executive Director uses the items on the student and volunteer checklist to give an orientation of the Center.

Please feel free to ask the Executive Director for the full Student and Volunteer Policy.

Off Premises Activities

On occasion the children will have the opportunity to attend off premise activities, when a child is registered at the center, parents sign a waiver giving the St. George Children's Center permission to take their child for walks off the premises, these walks can include but are not limited to... nearby parks, around the blocks, grocery store, library or other facilities in St. George that are within walking distance.

If the Children's Center has planned a special activity that will take the children off of the premises by bus, parents will be notified with posters and a permission form that will be handed to the families by staff members. The information will be outlined on the trip permission form ex – emergency information, destination, time, transportation and fee if applicable.

Families must return the form to be able to participate in the off premise activity.

Children will only be transported by bus, staff will never be transported in staff's personal vehicles.

Parent and Staff Parking

Parent parking is located in the parking lot beside the building. Staff parking is located on the north side of the parking lot and is marked staff parking.

Please note that parking in front of the center is prohibited, this is a route for emergency vehicles. This is marked with no parking signs.

Inclement Weather

The St. George Children's Center strives to run a seamless program with little to no interruption in our day to day operations. However occasions may arise that are beyond the Center's control leaving us no alternative but to close. Our closure policy has been carefully developed to ensure the safety of both the children and the staff. It meets the requirements imposed on us by the Ministry of Education, and our insurance provider. The ultimate determination to close the Center is made by the Executive Director in consultation with the Board President.

The Center will be closed in the following circumstances:

- At 7:00am when the Center is scheduled to open, the power has been out for 2 hours. In the event that power is restored, and the Center is able to safely resume normal operations by 10:00am, it will re-open. Families will be contacted at this time. In the event of a power outage at the center during regular business hours that reaches the two hour mark the center will close and all parents will be notified by telephone. Children will be required to be picked up within 1 hour of notification.
- Inclement weather that renders the driving conditions unsafe for staff and children to arrive and depart the Center. If the determination is made to close the Center prior to the start of the day, it will be announced to parents via email, on the radio at CKPC 92.1FM, and attempts will be made to contact all parents by phone. If the determination is made to close the Centre during the day, parents will be contacted by phone and email. Children will be required to be picked up within 1 hour of notification.
- In the event that St. George German Public School is closed due to emergency or unforeseen circumstances such as weather or power outage, there will not be an after school program.

The above list is not exhaustive. The Executive Director in consultation with the Board President may decide to close the Center for any other reason that calls into question the safety and wellbeing of the children and staff.

In the event of closures, regular fees are still due, including any fees paid for summer programs. However, any extra fees paid for PA Day or Christmas Holiday care will be applied as a credit to the family's account.

Early On Centre: Brant www.eycbrant.ca

Telephone# 519-759-3833

Lansdowne Children's Center info@lansdownecc.com

Tel: 519-753-3153 **Fax:** 519-753-5927

Toll Free: 1-800-454-7186

Childcare Services www.brantford.ca

http://www.brantford.ca/residents/support_services/childrensservices/applyforchildcare/FinancialAssistSubsidy/Pages/default.aspx

Telephone# (519)759 3330

Ontario Early Years Portal www.earlyyears.edu.gov.on.ca

Telephone # 416-325-2929

Toll-free # 1-800-387-5514

Brant Count Health Unit www.brantcountyhealthunit.ca

E-mail: email@bchu.org

Phone: 519-753-4937

Fax: 519-753-2140

Woodview Mental Health and Autism Services <https://woodview.ca>

Phone: 905-689-4727

Fax: 905-689-2474