



## *FAITH DAY NURSERY PARENT/GUARDIAN HANDBOOK*

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## **The History of Faith Day Nursery**

Faith Day Nursery began as a heart-felt outreach to meet the needs of parents and their families in the community of London. The school places great emphasis on creating and maintaining a loving and secure atmosphere, providing a well-balanced Early Childhood Education program and basic Christian Education.

On August 22, 1978 two staff members were hired. Marg Shawanoo was hired as the Supervisor. Marlene Reed was hired as the Assistant Supervisor. In September of 1978, Marilyn Degraw was hired to fill a position as cook and teacher. Nora Ferguson was appointed treasurer and her husband Ed was hired as the full-time custodian.

On Monday, October 2<sup>nd</sup> 1978, Faith Day Nursery Officially opened its doors to the public. We had enrolled six children by Christmas and enrollment has progressively continued. We are now licensed for 49 children and still offering quality childcare after nearly 40 years of service.

In the summer of 2013 Faith Day Nursery under went a renovation to alter the space to accommodate younger children. We created another toddler room and made our preschool room smaller. The transition of full day kindergarten made it necessary to alter our license to accommodate a younger group of children. Today we are enjoying our newly renovated facility. We are also enjoying our new and improved playground renovated the summer of 2014. We created an outside space that brings many different elements to the yard that provides even more opportunities for learning to take place. Our new playground has flower gardens, a vegetable garden, water wall, music walls, log tunnel, paint wall, dramatic stage with log seating and all new surfacing including real grass.

## **Our Mission**

Faith Day Nursery is a missionary outreach of Faith Tabernacle of London. We have a Christian focus that is based on the bible, teaching God's love and Christian values. We provide a full day Emergent Early Learning Program that strives to meet all the developmental needs of the children. Through daily observation the teachers will plan developmentally appropriate activities and create an environment that encourages exploration and discovery.

## **Program Statement**

Faith Day Nursery is a non-profit Christian Child Care Centre that is committed to providing a safe and nurturing environment for young children. We believe it is important to demonstrate God's love for children by providing a warm and loving environment enriched with Christian values. We endeavor to offer personalized care and developmentally appropriate programs for children from infancy (6 mths) up to pre-school age (5 yrs.)

Our community is important to us. Faith Day Nursery started out as a heartfelt outreach to the families in this area and continues to serve this community 40 years later. We have a community information board for families to access that advertises local community events. We partner with agencies such as All Kids Belong and Tyke Talk for families that are in need of their services. We also will ask parents to be involved in their children's learning by contributing items for the classroom.

We know that children are competent, capable, curious and rich in potential. Ontario's Pedagogy for the Early Years entitled "How Does Learning Happen?" gives us goals as educators to help us provide foundations for learning development.

Our program is designed to provide many opportunities for exploration, play and inquiry. Children are given the opportunity to play and explore the world around them. Through careful observation our educators will set-up the room offering many different toys and manipulatives to foster engagement. Our educators ask the children many questions to encourage children to explore and inquire about the world around them. The children are provided with indoor and outdoor play. We also provide opportunities for active play, rest and quiet times.

The children go outside in the morning and afternoon weather permitting. We have a rest-time where children have the opportunity to sleep or rest quietly on their beds.

Our goal as educators is to create a sense of belonging, nurture healthy development, provide environments and experiences to engage children, and foster communication in all forms. Our aim is to cultivate authentic, caring relationships and connections to create a sense of belonging among children and the world around them. It is important to us to see children as individuals with their own unique personalities and needs. It is also important to support children as they learn to get along with others, to negotiate, collaborate, to communicate and care for others. We enjoy working alongside parents with the care of their children. It is important to keep the lines of communication open by having open dialog in the morning at drop-off and at pick up times. At Faith Day Nursery we use the Lillio (formerly HiMama) Program to share with families photos of their child, activities, toileting and meal information for the day. This is all done electronically on our iPads and a report is sent to the parents on a daily basis to their phones. The program plans and calendar are always visible for the parents view what their child will be doing for the day. All of the activities are a reflection of what the children have been showing interest in based on the observations of our educators. We host an annual open house for our families with refreshments after our Christmas Concert. This allows time for the parents to visit their child's classroom and opportunities to talk to the teachers about their child's care. We view families as important contributors with unique knowledge, experiences and strengths.

The health and safety of our children is of the greatest importance to us. Our Early Childhood program nurtures the children's healthy development and supports their growing sense of self. Physical well-being is supported through adequate nutrition, good sleep and quiet times and opportunities for physical activity. Here at Faith Day Nursery nutrition is very important to us. We follow the recommendations from the Canada's Food Guide and the Middlesex London Health Unit. All the food groups are present at every lunch and two food groups are present at every snack. We provide whole grain bread, pasta and rice. Fresh fruit and milk is offered 2 to three times a day. We endeavor to use very little processed foods as our cook makes a great deal of homemade dishes. Our children have the privilege to play outdoors in our newly renovated natural playground. We also have a gym that supports physical activity when the weather does not allow us to go outside. All the children have the opportunity for a rest during the day and quiet areas are set up in each room.

Emotional well-being is also an important part of our program. We encourage children to do things for themselves to develop a sense of autonomy and competence. The teachers encourage positive communication and interaction that supports the ability of the children to self-regulate. We aim to keep our environment calm and keep stressors at a low. Our teachers model appropriate ways of communicating with each other. Our focus is to build strong relationships with the children. This in turn builds trust that helps support children in recovering from stressful situations. The children also learn how to recognize how others are thinking and feeling.

We take the health of our children very seriously. We follow recommendations given to us from the Middlesex London Health Unit regarding illness. Every room follows a toy disinfecting schedule on a daily/weekly basis. Handwashing and diaper changing procedures are also followed.

The safety of our children is also of the utmost importance to us. Diligent supervision of the children is in place to keep the children safe. The room set-up is important for safety as well as providing age appropriate toys. Playground safety checks & water testing are also put in place for the overall safety of the children in our care.

Here at Faith Day Nursery we strive to provide environments and experiences to engage children in active, creative, meaningful exploration, play and inquiry. Educators are engaged with the children, planning, participating, and learning along with the children. We aim to take a curious approach to new experiences so children will initiate more problem solving skills and engage in more complex play and inquiry. The environment plays an important role in the quality of children's exploration. The materials, furnishings, design of the space, and the organization of time all have significant influence with the level of engagement that takes place.

We believe that all children are capable learners. They rely on us to help guide their learning and their ideas are important to our curriculum. Educators understand individual differences and arrange their room so that children can explore. They make available a wide range of materials and activities to allow the children to make choices. They work to make sure their program plans match the strengths and interests of the children. Early childhood experiences are all about learning. The Educator must learn about the child from the child and from the family. The educator watches, listens and reflects on what is happening in order to reinforce the child's learning and appreciation of an experience. The educator most importantly facilitates the building of relationships between children, families, communities and themselves.

The teachers build upon the interests of the child. The children learn about the world around them through investigation, discovery, creativity, dramatic play and social interactions. Other important areas like literacy and numeracy are incorporated in many activities around the room. The early learning environment is very important to the Emergent Curriculum philosophy. Environments foster creativity. They encourage each child's natural curiosity and desire to explore and learn. Early learning environments just don't create themselves! The set-up and materials in the room is a product of careful planning. The teachers jot down many observations throughout the week and use these observations to plan what materials to add to the room, take out of the room and plan special adult supported activities for the children. The environment reflects the skills, interests and needs of the children. Everything in the environment is meaningful and has a purpose.

Our educators here at Faith Day Nursery are encouraged to attend workshops and other early learning opportunities that are offered in our area. We support our staff in all areas of professional development. Our staff are given certificates that help them keep track of all the workshops that they are able to attend. They are expected to stay current with the College of ECE Continuous Learning Portfolio expectations.

We learn best about children by watching them in action and taking notes of the things we see them learning. We encourage you to review your child's portfolios, learning stories and group projects available via the Lillio App and all the creative artwork posted in the classroom.

Observation and documentation is demonstrated through:

**\*Individual Portfolios-** A collection of photos and documents shared through the Lillio online program

**\*Individual Daily Reports of your child's day to day experiences and care-** These reports are sent to you via the Lillio program at the end of every day.

**\*Posted individual artwork and classroom projects-** Posted images and children's artwork displayed in each classroom.

## **Vulnerable Sector Screening**

Faith Day Nursery follows the regulations set out by the Ministry of Education concerning Criminal Reference Checks. Anyone who comes in contact with the children must pass a Criminal Reference Check as well as a Vulnerable Sector Screening. This means all employees, students, volunteers, maintenance staff and office staff must pass the screening process. Vulnerable Sector Screening must be completed every 5 years with declarations signed in between those 5 years. Any staff that is hired must also go through background and reference checks with previous employers. We are committed in providing a safe environment for your children.

## **Security System**

The safety of our children is very important to us. Our Daycare is equipped with a key fob activated security system. Our front door and back door are locked at all times. Access to our daycare is only granted to staff and families with an authorized key fob. We do not let anyone in who we do not recognize.

## **Guiding Children's Behaviours**

Discipline is a learning process designed to help children develop self-regulation and responsibility, as well as generate feelings of competence and self-worth. Discipline provides opportunities for independence. Discipline should be based on natural and logical consequences. Discipline should be non-punitive. Children will be guided in a positive manner and given direction. The educator encourages acceptable ways of behaving. They will help the children understand their feelings and ways to cope with them.

The environment plays an important role in providing positive learning experiences. An enriching, developmentally appropriate environment provides for the needs of the children. Through continued observations the educators will endeavor to prevent any potential issues or conflicts. An enriching environment that considers the needs of the child will foster positive behaviour. Routines ensure the children feel safe and secure in their environment. Careful observation will enable the teachers to prevent any potential problems or conflicts.

Children are beginning to develop the knowledge and skills needed for interacting with others and understanding their feelings. They learn this through what they see and how they are treated. The Educators' actions reflect a commitment to foster the growth of the children to allow them to develop to their fullest potential. Here at Faith Day Nursery we are committed to these values and best practices.

Children are not allowed to:

- Hurt themselves
- Hurt other children
- Hurt employees
- Damage or abuse the belongings or property of others

On occasion there are some behaviors that begin to affect the safety and well-being of the children and staff at our centre. Ultimately our goal is to help all children and families to the best of our ability. Outside agencies may be consulted with the permission of the family to help with challenging situations. If your child shows intentional aggressive behaviour that is not age appropriate, you may be called to pick up your child. A meeting will be arranged between you, the educators and the Director if there are ongoing concerns. The corporation of Faith Day Nursery reserves the right to end enrollment of a child if there is a concern with the overall safety and well-being of the centres children and staff. If we have done our best to resolve the situation and it cannot be resolved the family will be given two weeks' notice to find alternate care.

## **Prohibited Practices**

We will not tolerate the practice of inflicting bodily harm of any kind including making children eat or drink against their will. There will be no physical restraint of a child such as confining a child to a high chair, car seat, stroller or other device for the purposes of discipline or in lieu of supervision. Physical restraint may be used for the purpose of protecting a child from hurting themselves or others. This is used only as a last resort. We will not lock exits or confine a child to an area or room without adult supervision unless it is for emergency purposes to keep the children safe. Faith Day Nursery will not use harsh and degrading measures, or words directed or in the presence of a child that would humiliate, frighten, and undermine the self-respect, dignity or self-worth of a child. We will not deprive the children of their basic needs including food, drink, shelter, sleep, toilet use, clothing or bedding. Corporal punishment of any kind is not permitted. All of these practices are prohibited.

## **The Inclusion of Children with Special Needs**

We are committed to providing quality childcare for all children. Our services are available to all families and children regardless of their situation or circumstance. We work in partnership with families and community agencies to ensure children are integrated successfully into our Centres. We believe that every child has the right to participate in all activities within a child care program, and that every child is to support needed to be successful. In day to day practice our commitment is to offer an inclusive environment.

We recognize that the family is the primary influence in a child's life. Parents provide important support to the team at our centre. We encourage families to be strong advocates for their children. We provide support and training to educators to enhance their knowledge and skills in working with families with special needs. Faith Day Nursery actively enlists the support and participation of additional community resources. (i.e. All Kids Belong, Tyke Talk and The Thames Valley Children's Centre)

## **Providing Feedback, Addressing Concerns**

It is important to keep clear lines of communication open between families and the daycare. We encourage all parents to speak with their child's educators about any questions or concerns that may arise. They have the best knowledge about what is happening in the classroom each day. They are best able to answer your questions.

If you are uncomfortable speaking with your child's teacher directly, please contact the Director with your concerns.

Faith Day Nursery Supervising Director: Rose Gervais  
Phone: (519) 453-5280 E-mail: [fdn@ftol.ca](mailto:fdn@ftol.ca)

## **Policies and Procedures**

When a parent registers a child here at Faith Day Nursery, they will be expected to read the Parent Handbook. Parents will sign and date that they understand and agree to our Centre's policies.

## **Illness and Exclusion of a Child from Care**

The health and welfare of the children is very important to us. Reducing the chances of an illness to be spread is of vital concern. Our first objective is to minimize the chance of illness to be brought into the centre. We ask that if your child is sick that you keep them home. A child that has been prescribed prescription medication needs to have a full 24 hrs. dosage before they can come back to childcare.

We recognize that it is not always known whether your child is sick, or just having an “off” day. If you are having concerns with your child’s day please discuss this with your child’s teacher. If you keep us informed we will be better able to monitor your child and see to their needs.

Our second objective is to minimize the spread of any illness. Our policies are keeping with the guidelines of the Middlesex London Health Unit. These policies are designed to maintain a healthy environment for all the children, while recognizing the impact that illness has on a parent’s schedule. It is also important to us to keep our facility clean. We follow the Health Unit’s guidelines concerning toy cleaning, hand washing, and changing diapers. We have cleaners come in to clean every night after the centre closes.

There may be times when the Centre Director telephones you during the day to come pick up your child because they are not feeling well. The decision in most cases is made by the centre Director if the child exhibits these symptoms:

- A temperature of 101 F or more
- Vomiting
- Diarrhea
- Suspicious discharge or drainage from eyes, nose, ears or open sores
- Severe coughing
- A contagious condition such as head lice, impetigo or pink eye etc.
- An inability to participate in program due to illness, lethargy

### **Administration of Medication**

The administration of prescription medication to any child in our centre is controlled and regulated. Our centre has certain policies regarding how prescription medication may be administered, how it is stored and who is authorized to administer it. A form must be filled out and signed before we are able to give the prescription medication. **We do not administer non-prescription/ over the counter medication.** There may be some exceptions “with over the counter medications” that need to be on hand in case of emergency. These can only be administered with a doctor’s note. The Health Unit encourages the first dose of medication is given at home in case there is some form of an allergic reaction.

In order for our employee’s to administer any medications, we require written information from the parents providing permission to administer the medication, as well as information on the date, time, and dosage to be given and signature. The name of the medication and why it is prescribed should be recorded as well.

#### **Please note:**

- It is the parent’s responsibility to notify the centre if the child is taking any prescription or non-prescription medicine at home.
- It is the parent’s responsibility to hand any prescription medication to a staff member so it can be safely stored. Please do not leave medication on a counter or in a bag in the cubby area.
- All medication needs to be in the original container, clearly labeled with a prescription label containing the child’s name, name of medication, the dosage, date of purchase and instructions for storage.
- It is the parent’s responsibility to fill in information on the medication form and sign.

## **Immunizations**

According to the Ontario Regulation 137/15 subsection 4.4 every child who attends a school under the education act is immunized according to the recommendations by the local Medical Officer of Health. These immunizations need to be up to date before your child starts day-care.

If you have any objections to immunizations due to medical concerns or religious/conscience objections you must fill out the ministry approved forms with a notarization or have them completed by a doctor or nurse practitioner where applicable. You can obtain these forms from us or the local Health Unit.

## **Supervised Walks and Field Trips**

As part of our regular child care program, the children will occasionally leave the Centre property to go on walks in our neighborhood. The Preschool children may on occasion go on a field trip. Parent's will need to sign the "permission to leave the premises form" when registering their child.

## **Smoke Free Policy**

Faith Day Nursery is committed to the health and safety of the children, staff, and parents. We are required to comply with the requirements under the "Smoke-Free Ontario act of 2017." This policy prohibits the use of tobacco, medical cannabis and electronic cigarettes to be used inside or on the property of licensed child-care centres. There will be no ash trays or similar equipment present on the premises. Staff, parents, students and volunteers will be informed of this before their involvement at our daycare.

## **Food and Allergy Restrictions**

Food and snacks are provided by the Centre, with the exception of baby food or formula in the infant room. From time to time, we have a child in our care who has a life threatening allergy to certain foods or products. The most common anaphylactic allergy is to peanuts and nuts. **We are a nut free facility and have a policy that states there is no outside food brought into the centre.** Our cook purchases the food and keeps track of all the allergies. We ask parents not to bring in food from home with certain exceptions. If there is a child that has several food allergies and can't eat many foods on our menu we will allow that family to bring in food to substitute for items their child can't have. All food must be clearly labelled with the child's name on it.

## **Outdoor Play**

The Child Care and Early Years Act stipulates that all children at a centre spend a certain amount of time outdoors, weather permitting. We have temperature cut-offs for each age group if it is too cold out or it is too hot. We will also keep the children inside if it is too windy. If your child is not well enough to play outside then they are too ill to be in attendance at the Centre. The requirement for outdoor play means that it is the responsibility of the parent/guardians to ensure that their child has the appropriate outdoor clothes for physical activity and the weather.

## **Rest Time and Sleep Supervision**

Every child will be provided a rest time of 2 hours in length. Infants have their own crib and the toddlers and preschool children are provided their own cots. Infants will be monitored every 15 minutes while they sleep with direct visual checks. Our Toddler and Preschool children will be checked every half hour while they sleep to ensure they are well.



Infants will sleep on their own individual schedule. They may need more than a two hour rest or less depending on their needs for the day. Infants under 12 months of age will be placed to sleep on their backs in accordance with the “Joint Statement on Safe Sleep: Preventing Sudden Infant Deaths in Canada.”

## **Arrival, Departure and the Release of Children**

When your child arrives in the morning the staff will sign your child in recording the time. The staff will ask you a series of questions to determine if your child had a good night and morning. We ask that you let us know if there are any health issues or any information that might affect your child's day.

We are not able to release any child into the custody of an alternate pick-up person unless it is in writing on the emergency form and the parents or legal guardians have verbally notified the daycare. We may need to ask for photo I.D. if we have not met the person picking up.

### **Purpose**

This policy and the procedures within help support the safe arrival and dismissal of children receiving care. This policy will provide staff, students and volunteers with a clear understanding of their roles and responsibilities for ensuring the safe arrival and dismissal of children receiving care, including what steps are to be taken when a child does not arrive at the child care centre as expected, as well as steps to follow to ensure the safe dismissal of children.

This policy is intended to fulfill the obligations set out under Ontario Regulation 137/15 for policies and procedures regarding the safe arrival and dismissal of children in care.

### **Policy**

Faith Day Nursery will ensure that any child receiving child care at the child care centre is only released to the child's parent/guardian or an individual that the parent/guardian has provided written authorization the child care centre may release the child to. Where a child does not arrive in care as expected or is not picked up as expected, staff must follow the safe arrival and dismissal procedure set out below.

### **Procedures**

#### **Accepting a child into care:**

When accepting a child into care at the time of drop-off, program staff in the room must:

- Greet the parent/guardian and child.
- Ask the parent/guardian how the child's evening/morning has been and if there are any changes to the child's pick-up procedure (i.e., someone other than the parent/guardian picking up).
- Where the parent/guardian has indicated that someone other than the child's parent/guardians will be picking up, the staff must confirm that the person is listed on the **Child's Emergency Contact Information Sheet** or where the individual is not listed, ask the parent/guardian to **provide authorization for pick-up in writing** (e.g., note or email). If there is a note for a different authorized individual the note will be placed in the child's file in the office after the child has been picked up.
- Document the change in pick-up procedure in the daily written record.
- Sign the child in on the classroom attendance record.

#### **Where a child has not arrived in care as expected:**

Where a child does not arrive at the child care centre and the parent/guardian has not communicated a change in drop-off (e.g., left a voice message or advised the closing staff at pick-up), the staff in the classroom must:

- Inform the Office Staff or Designate Director and they must commence contacting the child's parent/guardian no later than 10 am.

- Staff shall notify the Office staff that the child has not arrived yet. The office staff will contact the child's parents/guardian to confirm absence. If there is no response from the parent/guardian the caller will wait 15 minutes, call again and leave a message asking for confirmation of the absence. The Director may ask the staff to send a message to the parent/guardian asking for confirmation of absence.
- Once the child's absence has been confirmed, program staff shall document the child's absence on the attendance record and any additional information about the child's absence in the daily written record. Office staff will also record absence in the office communication book.

### **Releasing a child from care:**

The staff who is supervising the child at the time of pick-up shall only release the child to the child's parent/guardian or individual that the parent/guardian has provided written authorization that the child care may release the child to.

Where the staff does not know the individual picking up the child (i.e., parent/guardian or authorized individual):

- Confirm with another staff member that the individual picking up is the child's parent/guardian/authorized individual.
- Where the above is not possible, ask the parent/guardian/authorized individual for photo identification and confirm the individual's information against the parent/guardian/authorized individual's name on the child's file or written authorization.

### **Where a child has not been picked up as expected (before centre closes):**

Where a parent/guardian has previously communicated with the staff a specific time or timeframe that their child is to be picked up from care and the child has not been picked up at the specified time, the program staff or staff in charge shall contact the parent/guardian by phone or email in the Lillio app and advise that the child is still in care and has not been picked up.

- Where the staff is unable to reach the parent/guardian, staff must call again and leave a message for the parent/guardian.
- Where the individual picking up the child is an authorized individual and their contact information is available, the staff shall proceed with contacting the individual to confirm pick-up as per the parent/guardian's instructions or leave a voice message to contact the centre.
- Where the staff has not heard back from the parent/guardian or authorized individual who was to pick up the child the staff shall contact emergency contact, wait until program closes and then refer to procedures under "where a child has not been picked up and program is closed").

### **Where a child has not been picked up and the centre is closed:**

- Where a parent/guardian or authorized individual who was supposed to pick up a child from care and has not arrived by 5pm, one staff will remain with the child. The second staff proceeds with calling the parent/guardian to advise that the child is still in care and inquire their pick-up time. In the case where the person picking up the child is an authorized individual, the staff shall contact the parent/guardian first and then proceed to contact the authorized individual responsible for pick-up if unable to reach the parent/guardian.
- If the staff is unable to reach the parent/guardian or authorized individual who was responsible for picking up the child, the staff shall call the emergency contacts in their file.
- Where the staff is unable to reach the parent/guardian or any other authorized individuals listed on the child's file by 5:30pm the staff shall proceed with contacting the local Children's Aid Society (CAS) 1-888-661-6167. Staff shall follow the CAS's direction with respect to next steps.

### **Dismissing a child from care without supervision procedures:**

Staff will only release children from care to the parent/guardian or other authorized adult. Under no circumstances will children be released from care to walk home alone.

## **Serious Occurrence Reporting and Posting**

We are responsible for delivering services that promote the health, safety and welfare of the children in our care.

Serious Occurrence reporting is a means of monitoring the appropriateness and quality of the child-care services we provide. We are accountable to the Ministry of Education to report any serious occurrences with-in 24 hours of the incident. A report is posted near the front door for 10 business days to inform parents what has happened and how we responded.

## **Students and Volunteers**

Volunteers and Students are an important part of our child-care program. The intent of this policy is to ensure the safety and well-being of the children in our care. Students and volunteers are not permitted to be alone with any child who receives care at our centre. An employee will be present at all times to meet the ratio requirements and in case of emergency situations.

## **Use of Photos and Videos**

We respect the privacy of our families and educators. We strive to ensure that our environment is safe.

We regularly take pictures of the children as part of documenting their learning. The pictures that we take are used for program purposes only. The pictures only leave the centre via the Lillio App that we use for programming and to communicate to you about your child's day. You will be asked if you would like to participate in this program before your child starts. We will be required to fill out a permission form if you would like to participate. We do not use pictures on our website or for advertising purposes. Students are not permitted to take pictures for school.

On occasion there are events held at our centre where families are taking pictures. If you are attending an event and do not want your child's photo taken it is your responsibility to let others know your wishes.

## **Emergency Management**

Faith Day Nursery has emergency plans in place for the evacuation of our child-care centre as well as hold/ secure and lockdown emergency situations. Parents will be notified of all emergency situations when safe to do so by phone, e-mail and/or social media. Some emergencies will require parents to pick-up their children at the evacuation site or meeting place if the day-care centre is deemed unsafe to return.

## **Parent Issues and Concerns Policy**

Parents /guardians are encouraged to take an active role in our childcare centre and regularly discuss what their child(ren) are experiencing in our program. As supported by our program statement, we

support positive and responsive interactions among children, parents/guardians and staff. Our goal is to foster the engagement of ongoing communication with parents about the program of their children. Our staff are available to engage parents in conversations and support a positive experience during every interaction. All issues and concerns raised by parents are taken seriously by the director and

will be addressed. Every effort will be made to address and resolve issues and concerns to the satisfaction of all parties involved. Issues and concerns may be brought forward verbally or in writing. Responses and outcomes will be provided verbally, or in writing upon request. The level of detail provided to the parent will respect and maintain the confidentiality of all parties involved. An initial response to an issue or concern will be provided to parents within one business day whenever possible. The person who raised the issue will be kept informed throughout the resolution process. Investigations of issues will be fair, impartial, and respectful to parties involved.

### **Confidentiality**

Every issue and concern will be treated confidentially and every effort will be made to protect the privacy of parents/guardians, children, staff, students, and volunteers except when information must be disclosed for legal reasons to the (ie Ministry of Education, College or Early Childhood Educators, law enforcement or the Children's Aid Society).

### **Conduct**

Our centre maintains high standards for positive interaction, communication and role modeling for children. Harassment and discrimination will therefore not be tolerated from any party. If at any point a parent, provider or staff feels uncomfortable, threatened, abused or belittled, they may immediately end the conversation and report the situation to the supervisor or licensee.

### **Concerns about Suspected Abuse or Neglect of a Child**

Everyone, including members of the public and professionals who work closely with children is required by law to report suspected cases of child abuse and neglect. If a parent expresses concerns that a child is being abused or neglected, the parent will be advised to contact the local Children's Aid Society directly. Persons who become aware of such concerns are also responsible for reporting this information to the CAS as per the "Duty to Report" requirement under the Child and Family Services Act.

### **Procedures**

If a parent has a program related concern they may raise the concern to the classroom staff directly and then the director.

If the concern is a centre related issue they may raise their concerns to the director or administrative staff.

If a parent has a concern with the director, or staff member they can raise this issue with the individual directly or in the event it is a staff member, to the director.

- the issue will be addressed at the time it is made
- a meeting will be arranged as soon as possible
- the issue will be documented with all of the details needed including next steps
- provide a resolution or outcome to the parent who raised the issue

**\*\* All issues or concerns about the conduct of staff that puts the child's health, safety and wellbeing at risk should be reported to the director as soon as parents become aware of the situation.**

**\*\*We will do our best to work with parents and families in the best interest(s) of the child(ren) in our care. At times, meetings will be set up with you to discuss issues, concerns and/or possible changes**

to the services and care provided. Parents are asked to work co-operatively with staff to ensure that everything possible is being done to correct any problems and/or difficulties and that issues are being handled fairly and quickly. If a parent refuses to co-operate with this process, and inappropriate behaviours are persistent and on-going, services may be withdrawn.

## **Children's Belongings – What to Bring**

Before your child starts we recommend that you and your child come for some visit days in your child's classroom to help with the transition to our centre. To also help with the transition we have provided a list of things you can bring which will help your child feel more comfortable.

### **INFANTS**

- Indoor shoes and 2 changes of clothes
- Appropriate seasonal outerwear (see below)
- Full bag of diapers
- Container of baby wipes
- Diaper cream
- Formula and bottles if needed
- Soother if required

### **TODDLERS**

- Indoor shoes and 2 changes of indoor clothes
- Appropriate seasonal outerwear (see below)
- A full bag of disposable diapers
- Diaper Cream
- Diaper Wipes

### **PRESCHOOLERS**

- Indoor shoes and 2 changes of indoor clothes
- Appropriate seasonal outerwear (see below)
- Diapers and wipes if still necessary

### **APPROPRIATE SEASONAL OUTERWEAR**

**Winter-** Snow suit, winter boots, 2 pairs snow mittens, warm hat, neck warmer

**Spring/Fall-** Lined jacket with hood or hat, splash pants, rubber boots

**Summer-** Sun hat, running shoes or closed toe sandals

**Sunscreen-** Each child is to have their own sunscreen. (No Aerosol sprays)

## **Hours of Operation/Holidays Observed**

Faith Day Nursery is open Monday- Friday from 7am-5pm. We will be closed to observe the following legal holidays. New Year's Day, Family Day, Good Friday, Victoria Day, Canada Day, Civic Holiday, Labour Day, Thanksgiving Day, Christmas Day, and Boxing Day.

Fees are required for all statutory holidays.

Faith Day Nursery is closed once a year for Professional Development. If there's any changes, the Director will notify the parents as soon as possible. The center will be closed on that day so that all staff can participate. There will be no charge for that day.

## **WAIT LIST POLICY**

Faith Day Nursery uses the OneList as our waitlist. The One List is a centralized wait list used by many child-care centres in London to serve families who are in need of child-care. The OneList can be found at [london.onehsn.com](http://london.onehsn.com). Families can fill out an application and apply it to any child-care centre that meets their needs.

When the Director receives an application from the OneList by e-mail it is reviewed to see if we have any space available. If there are spaces available the first application submitted with-in that time frame will get first priority. The Director will call to see if the family is still in need of child-care. The Director will move to the family that has 2<sup>nd</sup> priority until she finds someone who would like the child-care spot. Faith Day Nursery does not charge a fee to be on our waitlist. When a family comes off the wait list to secure a spot with us we charge a \$200.00 registration fee to reserve their spot. The registration fee is given back to the family when their child starts in attendance. The registration fee is non- refundable if a family for whatever reason chooses not to keep their spot. The family is asked to choose a start date for their child when reserving a spot. If for whatever reason the family chooses to change that start date and not bring their child as planned they run the risk of forfeiting their spot.

## **FEES**

### **Daily Rates**

Infants: \$22.00

Toddlers: \$22.00

Pre-School: \$22.00

## **FINANCIAL INFORMATION**

**Registration Fee:** To reserve a space for your child a \$200.00 fee is required. This registration fee will be deducted from your first invoice. If for whatever reason you no longer need the space the \$200.00 is not refundable.

**Security Deposit:** You will be required to pay a security deposit equivalent to 2 weeks fees when your child starts at the daycare. This security deposit will be held in trust and applied to your last 2 weeks of daycare at time of withdrawal.

**Absentee Policy:** Please notify the centre first thing in the morning if your child is going to be absent or sick. The daycare's expenses remain the same. We cannot reduce fees for the time your child may be away.

**Vacation Policy:** All children enrolled in Faith Day Nursery Day care program qualify for a 50% discount off fees. The maximum allowed for a full-time spot is 10 days in a calendar year. We need 2 weeks written notice. If two weeks written notice is not given, this discount of fees will not be given. Unused vacations cannot be carried beyond a 12 month period.

**Extra Days:** Payment is due for regular days even if your child does not attend. If you request extra days it must be approved by the office staff and will cost extra at time of billing. Families who would like to book special days must book in advance. Once a spot has been reserved payment is required if your child is absent or sick.

**Payment Policy:** Fees are due upon receipt of your invoice. If payment is not received by the 15<sup>th</sup> of the month, your child will not be allowed to attend Faith Day Nursery. Please submit all payments directly to the office. To help us keep our records straight all payments must indicate the period for which the payment covers. We accept cash, e-transfer or cheque as forms of payment. Yearly receipts for income tax purposes will be issued in February. If payments are 2 weeks in arrears, your child will not be allowed to attend Faith Day Nursery.

**NSF Cheques:** There is a charge of \$20.00 for NSF cheques. Any subsequent payments you are required to submit cash only.

**Withdraw Policy:** We require that you advise the office in writing two weeks prior to the withdrawal of your child. If this is not done, you will be required to pay two weeks fees from date of written notification. (This policy is non-negotiable)

**Late Fee Policy:** All children must be picked up by 5 p.m. If you pick up between 5:01 and 5:15 you will be charged 15 dollars. If you child is here past 5:15 you will be charged an additional dollar per minute. If your child/children are not picked up by 5 p.m. we will be calling. If there is no response then we will be calling the emergency numbers provided. If we cannot reach anyone within the first half hour, Children's Aid Society will be notified. Late fees must be paid upon receipt of bill.

**Canada-Wide Early Learning and Child Care (CWELCC):** Faith Day Nursery is pleased to announce that we have enrolled in the CWELCC Agreement.

### **Here is a list of our base fees.**

Daily rate of care. (Infants: \$22.00 Toddlers: \$22.00 and Preschool: \$22.00)

Registration Fee (\$200)

### **Here is a list of our non-based fees.**

Key Fob deposit (\$20) per key fob

Late Fee (dependent on how late child/children are picked up)

Field Trip Fee (TBD)

**The above is subject to change if deemed necessary. You will be given two weeks' notice of any changes to fees or policies.**