

Parent Handbook

Little Champs

*58 Dawson Road
Guelph, ON, N1H 1A8
647-809-0003*



Owner
ASHWANI MEHTA

Program Statement

At Little Champs we view children as naturally competent, curious, capable and rich in potential. As such, we believe that our children should have input in our programming. This belief is the basis for the emergent curriculum which our centre follows. Our staff uses the policies, pedagogy and curriculum set forth by the Ministry of Education in documents such as *How Does Learning Happen?*, *Think, Act, Feel* and the *Ontario Early Years Framework* to develop our programming approach. We want our children to explore, ask questions, problem solve and interact positively with our children and our staff. Ultimately our goal is to create a program for our children keeping in mind the overall well-being of our children, where they feel a sense of belonging, where they are engaged, where they have the freedom to express themselves.

For those considering whether Little Champs is a good fit for your child and your family, we have outlined the different approaches and goals that we strive toward at our centre.

Health, Safety, Nutrition and Wellbeing

The health and safety of our children is the most important thing for the staff of Little Champs. While the children are given plenty of opportunities to explore, play and inquire about their surroundings, they are always well supervised, and a teacher is always close enough to keep children safe and foster their learning. Visitors in our centre will observe that teacher to child ratios are never exceeded. Nutritious snacks and meals which are approved by a dietician from Public Health are provided 3 times a day to further promote our goal of health.

Play Areas, Active Play and Rest Time

Children are given daily opportunities to play indoors and outdoors promoting physical health. On days when outdoor play is not possible, gross motor activities are arranged by our teachers indoors for the children to partake in. Quiet time or rest time is also given daily after lunch time. The flexibility of the schedule of our program allows us to give consideration to the needs of each child in our program. We make accommodations for children based on their rest and nap time needs, whether that means providing additional support while the child falls asleep or accommodating individual sleep schedules. Also, quiet activities are provided for children who do not nap to keep them busy while others in the classroom sleep.

Incorporating Children's Exploration and Play into Adult Supported Planning

When it comes to programming our activities are child initiated and adult supported. We aim to foster the children's exploration, play and inquiry. A wide variety of open-ended play material and a safe and supportive environment encourage our children to use their imagination. Open-ended and loose parts are found throughout the centres in our classrooms. These loose materials can be manipulated and used in a variety of ways and develop not only the children's imaginations but their fine motor and problem solving skills. Teachers observe and document the play of children to understand what it is that the children are interested in and what skills they are fostering. From these observations, teachers create activities and learning opportunities to help the children expand on their play. All this is documented in Learning Stories and displayed so that parents are kept up to date on their child's learning in the centre.

Creating Positive Relationships and Learning Environments

In order to effectively observe and understand the play of the children is it very important that the teachers and the children have positive and responsive interactions and create a positive learning environment where children feel confident enough to explore their surroundings. Our staff ask questions and listen as children express their wants and needs. The staff understand that each child brings their own individual strengths and challenges. Our staff get to know each child, build individual relationships with them and get to know the developmental stages of the children in their classrooms. Using their understanding of each child, the staff can better meet their needs and create experiences in the classroom which take their developmental stages into consideration. Through observations, asking open-ended questions, providing a variety of both quiet and active activities we plan to meet the needs of the children and support them at their developmental levels. Knowing what the child is capable, their learning styles and methods of understanding will further create a positive environment for our children. A positive relationship with the parents is vital at every stage in this process. Parents know their child the best and are used as resources for the staff while getting to know the child. Parents are consulted and kept up to date with the goals via daily verbal communication, emails and pictures. We aim to foster ongoing communication with the parents about both the program and the children. Pick ups and drop offs are very important. It is at this time where important information is shared between the teachers and parents about the child to ensure that transitions between home and childcare is smooth and consistent. We also encourage the parents to come into our classrooms to observe their child at play and read our learning stories. Periodically, Little Champs will host family nights for parents where they can learn about what is happening at the centre, what's new in childcare and also provide a platform for parents to contribute their ideas on how to make our centre even better.

Our teachers use positive reinforcement to encourage our children to be more independent, learn to self regulate and reach developmental milestones. Relationships that our teachers form with the children allow them to understand when to provide direct, verbal or visual support to a child in different situations. Through this approach children learn different self regulating techniques.

Community Involvement

Little Champs Centre is committed to involving local community partners and engaging those partners in supporting our children, families and staff. Inclusion Support Services are important to us in accomplishing this. Support workers from CMHA, WeeTalk and KidsAbility will often be in the centre and provide valuable assistance to our children, families and children. Together we work as a unit to provide the most enriching experience we can for the children. Volunteers from the community will also be seen at the centre. The volunteers come from many different walks of life, whether it be students from the local high school or college or older individuals willing to donate some of their time to the children in the centre. This benefits our children as they learn about different people and also gain a valuable connectiveness of community. Walks and trips around our community help to foster this sense of community as well.

Like the Emergent Curriculum approach, our program statement is a document that grows and changes to fit new pedagogy and our learning. Our teachers will continue to attend workshops and keep up to date on the changes in the Childcare Framework. As such, it is important that we work to document and review our strategies set forth in this statement and review the impact they have on the children and their families. Period review with our staff in relation to our Program Statement plays an important part in evaluating our success in the Statements' implementation. Furthermore, parent surveys are sent out to gain feedback from our parents to understand if our approaches working and our goals are being achieved. We encourage the parents, staff and volunteers to work together and create a sense of community and an open dialogue in order to create an enriching childcare experience for the children..

License

Our Child Care Centre is licensed by the Ministry of Education, with a strong emphasis on **quality** care. As such, we are required to meet rules and regulations and to maintain a strict adherence to them in order to attain and keep our operating license.

Ages of Children

Little Champs can accommodate infant children (3 months to 17 months), toddler children (18 months- 2.5 years) and preschool children (2.5-4 years of age).

Days and Hours of Operation

Little Champs is open from 7:00 a.m. to 6:00 p.m., Monday to Friday. The childcare centre will be closed on the following days:

New Year's Day
 Family Day
 Good Friday
 Victoria Day
 Canada Day
 Civic Holiday (August)
 Labour Day
 Thanksgiving Day
 Christmas Day
 Boxing Day

The centre is open 52 weeks of the year. It will be closed on all statutory holidays and parents will be charged for these days.

Admission and Discharge

The parents must complete a registration package prior to a child's enrolment.

Notice of permanent withdrawal must be given in writing or verbal notice 2 weeks in advance. In lieu of notice, all fees will be collected. If the notice is not received the Supervisor will make a decision if there is a question about fee payment.

Wait List Policy

- Little Champs will strive to accommodate all requests for the registration of a child at the child care centre.
- Where the maximum capacity of a program has been reached and spaces are unavailable for new children to be enrolled, the waiting list procedures set out below will be followed.
- No fee will be charged to parents for placing a child on the waiting list.

Additional Policy Statements

The supervisor will be responsible for adding families to and maintaining the wait list. In some cases, a child may require Inclusion Support Services but the case load for a particular consultant is full or spaces for children with Individual Support Plans is full in a particular classroom. In this case, the child may be placed on the waitlist until that space opens up.

Procedures

Receiving a Request to Place a Child on the Waiting List

1. The licensee or designate will receive parental requests to place children on a waiting list via a phone call or an in person visit to the centre.

Placing a child on the Waiting List

1. The licensee or designate will place a child on the waiting list in chronological order, based on the date and time that the request was received.
2. Once a child has been placed on the waiting list, the licensee or designate will inform parents of their child's position on the list.

Determining Placement Priority when a Space Becomes Available

2. When space becomes available in the program, priority will be given to children needing to move up to the next age group; siblings of children already enrolled; and children who are part time and awaiting more days opening up.
3. Once these children have been placed, other children on the waiting list will be prioritized based on program room availability and the chronology in which the child was placed on the waiting list.

Offering an Available Space

3. Parents of children on the waiting list will be notified via phone call that a space has become available in their requested program.
4. Parents will be provided a timeframe of 2 business in which a response is required before the next child on the waiting list will be offered the space.
5. Where a parent has not responded within the given timeframe, the licensee or designate will contact the parent of the next child on the waiting list to offer them the space.

Responding to Parents who inquire about their Child's Placement on the Waiting List

4. The Supervisor] will be the contact person for parents who wish to inquire about the status of their child's place on the waiting list.
6. The Supervisor will respond to parent inquiries and provide the child's current position on the list and an estimated likelihood of the child being offered a space in the program.

Maintaining Privacy and Confidentiality

5. The waiting list will be maintained in a manner that protects the privacy and confidentiality of the children and families on the list and therefore only the child's position on the waiting list will be provided to parents.

7. Names of other children or families and/or their placement on the waiting list will not be shared with other individuals.

Additional Procedures

A family that responds after 2 business days, will be informed that the place has been offered to the next child in the list. The family will remain on the waitlist in their current position and contacted when the next spot is open. Any family that cannot be contacted when a spot is available will be given another opportunity when the next space is open. However, if the family is unreachable after the send round, they will be removed from the waitlist.

Volunteers and Students

From time to time, Little Champs has volunteers that come to visit with the children. Sometimes, the volunteers are older students wanting to spend time with children or consider going into the childcare field or sometimes they might be retirees from the community looking to donate their time. This can be an enriching experience for not just the person volunteering but also for the children, as they get the opportunity to meet people in our community. It is important to note that the volunteers will never be left alone with the children, never be allowed to change a diaper and will at all times be supervised by an employee of the centre.

Sleep Time

Children's sleep and rest play an integral part in a child's well-being and development, All children will be provided with the opportunity to sleep or engage in quiet activities based on their needs. All children 18 months and older will be provided time to sleep for a period of no more than two hours each day and will be assigned to a cot. Infants will have nap time based on their individual schedules. Direct visual checks of **each** sleeping child (i.e. every child placed for sleep in a cot) will be conducted to look for indicators of distress or unusual behaviours.

Arrival and Departure

Upon arrival, children must be brought into the program. Having a child dropped off at the door will not be permitted. The parent will help the child remove jackets and other outerwear and will accompany the child into the classroom and into the direct care of the teacher on duty.

Parents are required to call the program if the child will be absent for any reason.

A child is not to be removed from the classroom at any time by parents or caregivers without the teacher on duty being informed directly. Children will not be released to any person other than those specified on the admission form without written or oral consent of a parent.

If there is a custody order restraining a particular individual from seeing or having custody of the child/children, the program **MUST** have a copy on file in order to enforce this.

Suspected Intoxication

If a parent arrived intoxicated or the teacher suspects they are intoxicated, the teacher will offer to call a cab for the parent to take the child home- at the parent's expense. If the parent should refuse the offer, the police will be called, given the car license and informed of a suspected impaired driver.

Field Trips

Occasionally our group will organize a field trip as part of the program. Sometimes there are planned field trips where parents are required to sign a form to grant permission for their child to go. Other times the staff will take the children on excursions around the area that are not planned. (ie: Neighbourhood walk, environmental clean- up, parks) A form is to be signed and placed in child's file, stating that parents give permission for their child to participate in these outings.

Children's Illness

Parents must call into the centre to report if their child is sick. They must also give details about the nature of the illness so that the staff can keep track of any possible outbreaks and inform other parents should an outbreak occur. In case of an outbreak, communicable diseases must be reported by the supervisor to the Wellington-Dufferin-Guelph Health Unit. Although some illness is inevitable in groups, we try to minimize the occurrence by disinfecting toys regularly and separating children who are ill.

Upon arrival at the centre, each child will be observed by the teacher to detect any symptoms of ill health. Exclusions from the daycare due to illness are based on *A Guide to Common Infectious Diseases* prepared by **Wellington-Dufferin-Guelph Public Health**. Some symptoms which would be grounds for exclusion are, but not limited to, the following:

Fever (100 degrees F or higher)

Difficulty Breathing

Infected Skin or Eyes, Undiagnosed rash

2 Bouts of unexplained diarrhea

Nausea or Vomiting

If a child shows these symptoms while in program, parents/guardians will be contacted immediately to have the child picked up from daycare. Children may return to the centre after they have been free of diarrhea and/or vomiting for 24 hours. If a child had a communicable disease, they may return to the centre after having seen a doctor, and advised that is safe for them and the other children. A doctor's note stating this is required. For a more detailed list of

exclusion times for common infection diseases, parents and staff may refer to *A Guide to Common Infectious Diseases*.

During the year we will have periodic checks for head lice. If the staff suspects that a child may have head lice, the parents will pick up their child so they can be treated quickly and effectively. The centre operates under a NO NIT policy. Some nits can withstand treatment and hatch within 7 days to re-infect the child; therefore parents are requested to remove ALL nits before bringing their child back to the centre.

Please note:

Children, who are too ill to play outside, are too ill to come to the centre.

Any illness must be noted in the daily journal.

Care of a Sick Child

Children Displaying Signs of Illness will be separated from other children. When possible, they will be taken to the office and stay with the supervisor. If that is not possible, they will be given a quiet place to rest in the classroom away from other children but still in eyesight of the staff. The child will be checked in on frequently and made comfortable while parents are called and they await pickup.

Medication Policy

For any medication that is administrated by staff at Little Champs, a consent form must be signed by a parent or guardian. The consent form must be kept in the child's file for the as long as the child is enrolled at the centre. The consent form will also indicate all instructions for administering the medication (including dosage, time, frequency, name of medicine, start and stop dates, parent and doctor contact information and medicine guidelines). Medications include but are not limited to: antibiotics, sunscreen, topical creams, vitamins, inhalers, eye/ear drops, and ointments.

Staff are to insure that all medication is brought in the original container, clearly labelled by the pharmacy and it is stored in accordance with the instructions for storage on the label. Staff are also to read the medication instructions on the label and the instructions left by parents on the consent form carefully to ensure that the medication is accurately administered. Before administering the medication, staff will wash their hand with soap and water. Once the medication is given, staff will record the administration on the medication form by filling out all the appropriate boxes and signing their name. Medication will then by returned to the appropriate storage area. Medication will be stored in lock boxes.

Please note

Medication is designated for specific children. Little Champs will not have "centre supply" of any medication. All leftover medication will be sent home with parents.

If there is any spillage of the medication, staff will document it and report it to the supervisor and the parents/guardians.

Should there be any side effects or errors in the administration of the medication, staff will report it to the supervisor, the parents/guardians and physician immediately.

Clothing

Children should be dressed in clothing that is appropriate for physical activity, the weather and the season. The children are required to wear shoes at all times. An extra change of clothes is advised.

Prohibited Practices:

No licensee shall permit, with respect to a child receiving child care at a child care centre it operates or at a premises where it oversees the provision of child care,

- (a) corporal punishment of the child;
- (b) physical restraint of the child, such as confining the child to a high chair, car seat, stroller or other device for the purposes of discipline or in lieu of supervision, unless the physical restraint is for the purpose of preventing a child from hurting himself, herself or someone else, and is used only as a last resort and only until the risk of injury is no longer imminent;
- (c) locking the exits of the child care centre or home child care premises for the purpose of confining the child, or confining the child in an area or room without adult supervision, unless such confinement occurs during an emergency and is required as part of the licensee's emergency management policies and procedures;
- (d) 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 or undermine his or her self-respect, dignity or self-worth;
- (e) depriving the child of basic needs including food, drink, shelter, sleep, toilet use, clothing or bedding;
or
- (f) inflicting any bodily harm on children including making children eat or drink against their will.

Fee Policy

Payment: All fees must be paid in advance by the 1st of each calendar month. A late fee charge of \$25 will be applied if payments are not received on time. Post-dated cheques may be given for the entire year to avoid any late fee charges.

NSF Cheques: A charge of \$50 is made for N.S.F cheques issued to the centre.

Late Pick-Up Charge: For any child not picked up by 6:00pm there is an additional charge of \$1.00 per minute after 6:01. To avoid late pick up charges, please make other arrangements for someone to pick up your child if you cannot pick up on time. Please understand we cannot release a child if proper identification is not shown and parents do not inform our staff of the person picking up your child.

Absenteeism: We regret no fee allowance can be made for absenteeism. Parents are liable for the full fee whether or not the child is in attendance. FULL FEES are due regardless of statutory holidays, inclement weather, illness and vacation.

Emergency Management Policy and Procedures

The safety of our children is of utmost importance and all measures will be taken to ensure that all safety protocols are followed. Little Champs has a list of policies and procedures which provide guidelines to staff on what to do in the event of an emergency. The childcare centre is inspected annually by the fire department to ensure that the centre is up to code in fire safety. Moreover, emergency drills will be practiced by staff and children on a monthly basis. In the event of an emergency, parents will be made aware of the situation via a letter which will be sent home at the end of the day.

In the event of an emergency situation at Little Champs which requires evacuation, the following location will be offered as an emergency shelter:

Our designated shelter is

Guelph Community Health Shelldale Centre

20 Shelldale Crescent, Guelph, ON N1H 1C8

Telephone: (519) 821-6638

Should the centre have to evacuate, a note will be placed on the door and the parents will be made aware of the evacuation by a phone call from the supervisor on duty.

Parent Issues and Concerns Policy and Procedures

Parents/guardians are encouraged to take an active role in our child care centre and regularly discuss what their child(ren) are experiencing with our program. As supported by our program statement, we support positive and responsive interactions among the children, parents/guardians, child care providers and staff, and foster the engagement of and ongoing communication with parents/guardians about the program and their children. Our staff are available to engage parents/guardians in conversations and support a positive experience during every interaction.

All issues and concerns raised by parents/guardians are taken seriously by Little Champs and will be addressed. Every effort will be made to address and resolve issues and concerns to the satisfaction of all parties and as quickly as possible.

Issues/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/guardian will respect and maintain the confidentiality of all parties involved.

An initial response to an issue or concern will be provided to parents/guardians within one business day. The person who raised the issue/concern will be kept informed throughout the resolution process

Investigations of issues and concerns 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 (e.g. to the Ministry of Education, College of Early Childhood Educators, law enforcement authorities or a 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/guardian, provider or staff feels uncomfortable, threatened, abused or belittled, they may immediately end the conversation and report the situation to the supervisor and/or licensee.

Concerns about the 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 or neglect.

If a parent/guardian expresses concerns that a child is being abused or neglected, the parent will be advised to contact the [local Children's Aid Society](#) (CAS) directly.

Persons who become aware of such concerns are also responsible for reporting this information to CAS as per the "Duty to Report" requirement under the *Child and Family Services Act*.

For more information, visit

<http://www.children.gov.on.ca/htdocs/English/childrenciaid/reportingabuse/index.aspx> Procedures

Nature of Issue or Concern	Steps for Parent and/or Guardian to Report Issue/Concern:	Steps for Staff and/or Licensee in responding to issue/concern:
<p>Program Room-Related</p> <p>E.g: schedule, sleep arrangements, toilet training, indoor/outdoor program activities, feeding arrangements, etc.</p>	<p>Raise the issue or concern to</p> <ul style="list-style-type: none"> - the classroom staff directly <p>or</p> <ul style="list-style-type: none"> - the supervisor or licensee. 	<ul style="list-style-type: none"> - Address the issue/concern at the time it is raised <p>or</p> <ul style="list-style-type: none"> - arrange for a meeting with the parent/guardian within 3 business days. <p>Document the issues/concerns in detail. Documentation should include:</p> <ul style="list-style-type: none"> - the date and time the issue/concern was received;
<p>General, Centre- or Operations-Related</p> <p>E.g: child care fees, hours of operation, staffing, waiting lists, menus, etc.</p>	<p>Raise the issue or concern to</p> <ul style="list-style-type: none"> - the supervisor or licensee. 	<ul style="list-style-type: none"> - the name of the person who received the issue/concern; - the name of the person reporting the issue/concern; - the details of the issue/concern; and
<p>Staff-, Duty parent-, Supervisor-, and/or Licensee-Related</p>	<p>Raise the issue or concern to</p> <ul style="list-style-type: none"> - the individual directly <p>or</p> <ul style="list-style-type: none"> - the supervisor or licensee. <p>All issues or concerns about the conduct of staff, duty parents, etc. that puts a child's health, safety and well-being at risk should be reported to the supervisor as soon as parents/guardians become aware of the situation.</p>	<ul style="list-style-type: none"> - any steps taken to resolve the issue/concern and/or information given to the parent/guardian regarding next steps or referral. <p>Provide contact information for the appropriate person if the person being notified is unable to address the matter.</p> <p>Ensure the investigation of the issue/concern is initiated by the appropriate party within 2 business days or as soon as reasonably possible thereafter. Document reasons for delays in writing.</p>
<p>Student- / Volunteer-Related</p>	<p>Raise the issue or concern to</p> <ul style="list-style-type: none"> - the staff responsible for supervising the volunteer or student <p>or</p> <ul style="list-style-type: none"> - the supervisor and/or licensee. <p>-</p> <p>All issues or concerns about the conduct of students and/or volunteers that puts a child's health, safety and well-being at risk should be reported to the supervisor as soon as parents/guardians become aware of the situation.</p>	<p>Provide a resolution or outcome to the parent(s)/guardian(s) who raised the issue/concern.</p>

Escalation of Issues or Concerns: Where parents/guardians are not satisfied with the response or outcome of an issue or concern, they may escalate the issue or concern verbally or in writing to the Supervisor.

Issues/concerns related to compliance with requirements set out in the *Child Care and Early Years Act, 2014* and Ontario Regulation 137/15 should be reported to the Ministry of Education's Child Care Quality Assurance and Licensing Branch.

Issues/concerns may also be reported to other relevant regulatory bodies (e.g. local public health department, police department, Ministry of Environment, Ministry of Labour, fire department, College of Early Childhood Educators, Ontario College of Teachers, College of Social Workers etc.) where appropriate.

Contacts: [insert information, e.g. agency/organization contacts, supervisor and/or individual who oversees the programs, ministries and local authorities, professional membership bodies]

Public Health 1-800-265-7293

Ministry of Education, Licensed Child Care Help Desk: 1-877-510-5333 or childcare_ontario@ontario.ca

Ashwani Mehta: Owner at Little Champs

College of ECEs discipline@college-ece.ca or by phone at 416 961-8558 or toll free at 1 888 961-8558 ext. 224.

Information Changes

Parents are required to notify the centre immediately of any changes to the centres' recorded information: address, telephone numbers, place of employment, marital status, etc. Centre records need to be kept up to date at all times. Staff should update emergency information prior to licensing procedures each year.

Fee Schedule: Little Champs Day Care Centre

<u><i>Classroom</i></u>	<u><i>Full Time Per Day</i></u>	<u><i>Part Time Per Day</i></u>
Infant	\$61.00	\$71.00
Toddler	\$51.00	\$58.00
Preschool	\$43.00	\$50.00
Before School	We don't have before and after school care.	
After School		
Before and After school		