

Lil Club House Childcare **(Parent Handbook)**

Welcome / Philosophy

Welcome to Lil Clubhouse Childcare. This handbook has been created to outline expectations and answer as many questions as possible. This handbook covers our childcare philosophies, business policies and expectations. Please read this handbook carefully, and feel free to discuss with a staff member or myself any questions that you may have.

Lil Clubhouse Childcare is committed to creating a safe, warm, loving environment for children where they can learn and grow physically, emotionally, creatively, intellectually, and socially at their own pace. We want to help your child increase their confidence, and self-esteem by treating them as unique individuals, and allowing them to express themselves in a variety of facets. We strive to make your child's time at

daycare the best experience it can be for them as well as you, the parents.

We are committed to supporting families by maintaining open communication and encourage parental involvement in our programming and care activities. Our objective is to care for your child the same way you would.

Fees

Full fees are due regardless of a child's illness, statutory holiday or holiday days off taken by families. If we are informed by a family of time away from your regular scheduled attendance, your spot may be filled temporarily by a drop in child, we do not reimburse for absences. Fees are due by the first day of care of each month. Fees may be paid in cash, E-transfer or by cheque. Any fees received later than the first day of the service month are subject to the \$5 a day late charge and any returned cheques are subject to the bank charge. Returned cheques may result in cash only payment policy for future services. ***(Our fees are a total of a years service divided evenly over 12 months)*** A receipt for fees paid throughout the year will be

provided at the end of each year for tax purposes. Fees are subject to increase with a minimum of 8 weeks notice. There is a non-refundable deposit of \$500.

Absences/Illness from Daycare

If a child is too sick to attend daycare, please keep him/her home. There is no “sick room” at the daycare, and the best place for a child to be recuperating from an illness is at home. There are also many symptoms that a child may have that may prevent them from being able to partake in everyday activities. If your child experiences any of the following please keep them home until they are gone, or are well enough to participate in normal everyday activities:

- Fever
- Excessive drainage (clear or discoloured) from the mouth, nose, eyes, or ears.
- Skin rashes, as they are difficult to diagnose unless seen by a physician.

- Abdominal pain, vomiting or diarrhea.
- Difficulty breathing or untreated wheezing
- Yellow discharge from the eyes (Pink eye)
- Lice or nits

If your child(ren) is sent to daycare with any of the above listed symptoms, or develop during the day they will be sent home. ***Once a child is sent home they cannot return the next day as a precaution. Parents must be reachable within half an hour to confirm pick up and must be picked up as soon as possible.*** Children should NEVER be medicated and then sent to daycare (i.e. given Tylenol to break fever). If Children are sent to daycare medicated but still contagious it puts at risk all the other children and all of the teachers. NO ONE wants to have all the caregivers unable to attend work! You should arrange for back-up care when your child is sick, and unfortunately there are no refunds or discounts for days that your child does not attend daycare. There are still costs associated with each childcare spot each day that unfortunately cannot be avoided if your child is not in attendance.

If your child will not be attending daycare due to illness or any other reason, please let someone at the centre know as soon as possible, as well as the reason they will not be attending.

Developing Illness Policy

If your child is exhibiting symptoms of starting to fall ill, (sneezing, watery eyes, stuffy nose, sore throat, upset stomach, lethargy) we ask you keep them home to avoid the spread of sickness on the most contagious "first" days. In the event a child becomes ill during the course of the day, to the point where they are struggling to participate in regular activities (tired, tantrums, crying), the parents/guardians will be contacted immediately and be required to come pick the child up immediately. If the parents/guardians can't be reached the alternate emergency contact person will be called to come pick up the child. We need to limit the exposure to others so quick pick up is appreciated. Allergy related and common cold symptoms as well as non-communicable diseases/illnesses do not require

that the child be excluded from care after the first day but limiting the spread to others who are in close quarters in a small setting who are contagious is beneficial to everyone. It is always difficult to make the decision for a child to go home and inconvenience working parents, we want the least amount of disruption in a parents day, we understand that some employers are not as understanding as some about having to be home for your child when they are sick and we empathize with that however, we also need to remain healthy to stay open for everyone.

If any of the following conditions are present, it is required that children be excluded from care: Children may return to care when they are free of symptoms for 24 - 48 hours or are approved to return by the facility operator or in some extreme cases, by a medical doctor.

- Pain - any unexplained or undiagnosed pain
- Sneezing, watery eyes, obvious signs of falling ill due to cold
- Upset stomach, not eating

- Difficulty in breathing - wheezing or persistent cough
- Fever – child must be free from fever (without being medicated) for 48 hours before returning to care at the facility
- Sore Throat or trouble swallowing
- Infected skin or eyes (mucus/pus draining) or an undiagnosed rash
- Severe body or scalp itching
- Children with a known or suspected communicable disease/illness
- Vomiting - may return to care after 48 hours without vomiting
- Diarrhea (as defined by an increase in frequency and loosening of stool) - 2 or more times in 24 hours - may return to care after 48 hours without loose stool/diarrhea

***Parents are required to inform staff of any serious illness or communicable /contagious disease (with their child or within their family) within 24 hours to allow other families within the child care centre to be alerted.

Clothing

Children should come dressed in comfortable, season appropriate clothing that can get dirty, since some activities we do on a daily basis are messy. A spare change of clothes is required for all children in case of soiling of clothes. Children under the age of 3, and those who are potty-training require at least two changes of clothing (including socks). We want to keep your children happy and comfortable.

A separate set of indoor shoes is recommended at the daycare for each child at all times. These “indoor shoes” can be simply a pair of crocs from the dollar store, or a pair of slippers that they don’t use at home, or even a separate set of sneakers if you wish. Indoor shoes also protect your child’s feet in the event of a fire drill in the winter months/rainy days.

Potty Training

We strive to support your efforts of potty training at home right through the day here at daycare. However, there are some key signs to

look for before we are able to help you train your child at the centre. The key signs of readiness for potty training include:

- The child is able to pull down and up their pants and underwear/pull-ups on their own with little or no assistance
- The child is able to communicate to you when they need to go to the bathroom
- The child's diaper is dry after nap times and for long periods during the day
- The child is able to hold their bowels and bladder until they get to the potty once they realize that they need to go.

If these signs are not present, your child is not ready to potty train at daycare, as we cannot have a potty in each room for them to use – it is against public health sanitation policies. We will always encourage children to use the potty regularly. When your child does potty train, we ask that you provide extra clothing and remove soiled clothing daily. If we run out of clean clothes and underwear then you will have to be contacted during the day in order for you to

provide them, as we do not have daycare “loaner” clothes.

Evacuation Procedures

In case of emergency (fire/flood/otherwise), children and staff will be evacuated to Thomas Kidd Elementary School up the street. Emergency contact information will be transported along with us, you will be contacted to pick up your child at the alternate location. If we are unable to reach a parent we will also post information on the outside door of the centre, and the children will remain safe with the teachers.

Signing in and out/Attendance Records Policy

Children are signed in and out by a parent upon their arrival and departure. We ask that if your child is not going to attend care as per usual that you inform the centre by 9:30 am. This will help us plan activities for the day. When your child does not attend daycare you must call to let us know the reason – if it is a communicable illness

we are required to record this in case of other cases breaking out. If no one answers the phone please leave a brief message or text. If there is a No-Show, we will call by 10:00 am to confirm with the family to assure the health and safety of the child in the event of an unfortunate circumstance.

If someone else will be picking up your child please let staff know upon arrival who the person picking up your child is, as well, if the staff member is not familiar with that person we will require Photo ID. Please let any individuals other than parents who may pick up the children that they will be asked for picture ID in order to ensure the safety of all children.

Children will not be released to unauthorized individuals. If someone shows up to pick up your child and staff was not made aware of it, we will have to track you down to confirm that this is in fact permitted, as well as see a picture ID of that individual to confirm their identity.

Any Court Order or Custody Order will be kept on file and strictly followed.

Late child pickup procedure

The Centre closes at 5:15 p.m. Parents are asked to plan sufficient time to dress their child, collect the child's clothes, artwork, speak to a staff (if necessary) and leave the centre by 5:15 p.m. If the parent/guardian is aware that they are going to be late, they should call the Centre to advise staff of this and of their plan to pick up their child/ren. Due to the operational and staffing costs incurred when a parent/guardian is late, a late fee will be charged.

When the parent/guardian is late:

1. Contact the parent/guardian at the numbers on the child's file card
2. If contact with parent/guardian is not established, call the emergency contact(s) on the child's file card and make arrangements for the child to be picked up.
3. Contact the Supervisor/designate.

4. In the event that the parents/guardians/emergency contact(s) are not available and it is 7:00 pm; contact the appropriate Children's Aid Society and follow their instructions. Under no circumstances is the staff to remove the children from the Centre.

5. If the parent/guardian is repetitively late, staff will notify the Supervisor/designate who will meet with the parents/guardians regarding the situation.

Late Fees

- From 5:30 p.m. to 6:30 p.m. the fee for the first time late is \$1.00 per minute until 6:30 p.m. (maximum charge: \$60.)
- The fee for the second time late is \$3.00 per minute until 6:30 p.m. (maximum charge: \$180) and any time late after that in a 30 calendar day period, the rate will be \$3.00 per minute.
- If late four times in any four-week period the family faces removal from the centre.
- The daycare clock is the time used to determine the late payment. Late fees are required to be paid at the start of the following day

- At 6:00 p.m., if we have not heard from you or we have not been able to reach you or your emergency contacts.

Items Needed From Home

- Nap Bedding – We need a crib sheet/blanket that they sleep on, and you must provide a blanket for them to cover up with, as well as any comfort items that they may need to sleep (blanket, soother, etc.)
- Diapers/Rash Ointment (Training pants or pull-ups for those who are potty training)
- Spare Clothing – including underwear and socks, at least 3 complete sets for those potty training age and under
- Sunscreen/Sun Block, and a wide-brimmed hat
- Weather appropriate clothing - jacket/splash/snow pants (muddy buddy) hats/mitts, boots etc. – lack of weather appropriate clothing will prevent your child from enjoying our outdoor play time, please ensure you dress your child for outdoor play everyday.

Please ensure that children come dressed in “play” clothes. Although we are careful while doing art and playing outside; there are instances where clothes could become dirty and stained. We appreciate your understanding. Extra supplies can be left at the daycare and replenished when necessary space permitting.

Medications

All medications are stored in a lock box that is inaccessible to children. Children are not given any medication without the parents’ written consent and all medications must be in their original bottles with original labels. Staff must also indicate on the administering form the date, time and dosage of medicine given at each administration, and then initial this information.

For prescription medication, only the directions on the bottle will be accepted for administering the medication. And in all instances staff need to know when the child received his/her last dosage of the medication, to ensure medication is given at appropriate times consistently.

With any prescription antibiotics children may not return to care until they've had a full 24 hours of dosage, are no longer contagious and ready to participate in the full childcare day, to ensure they are well on the road to recovery.

Allergies

All allergies (and dietary concerns) will be clearly posted on the refrigerator and written on the child's emergency info/consent cards. Please note that we are a NUT FREE facility. If you send any food with your child, or donate any food to any functions held at the daycare please ensure that these foods are NUT FREE. If they do not have the appropriate symbols or ingredients list then they will not be served to anyone for safety reasons, and will have to be returned home, or discarded.

Telephone Communication

If you need to contact the daycare for any reason, please feel free to message the daycare number.

If you get our voice mail please do leave a message, as often we are out or busy with the children and unable to get to the phone at that moment. We do check messages regularly and return phone calls or text messages as soon as we get the chance. We do not mind text messages to check to see how your children are doing during the day. We do please ask to limit them to 2 per day, as they do disrupt the classroom to pull a teacher away from the children to use the phone. Thank you for your understanding.

If you call outside of daycare hours please leave a detailed message. Someone will return your call at our next earliest convenience.

Withdrawal of Services Policy

A minimum of 2 calendar months notice is required for termination of childcare services. Even if your child does not attend during that period, a cash payment for the remainder of the fees is still required on the last day of care. This gives us some time to fill your spot. Any fees not paid on time with regards to termination of

childcare services will also be subject to daily late fees, until full payment is received. If fees are not paid, the unpaid bill will be placed into collections.

Discipline/Guidance

As children mature and try to gain self-control, they may lose control. At such times, children may be redirected to another activity. Sometimes talking about what has happened eases the tension. A child may occasionally need to sit quietly with a book or sensory box in order to calm down and regain self-control.

Children are never humiliated, or embarrassed. If the behaviour is persistent, teachers will examine the environment and the events, which surround the behaviour. Through observation and discussion, teachers will decide the most appropriate way of dealing with the situation. Parents will also be asked to share their ways of dealing with difficult situations. Time-outs are not used at this centre as we believe it embarrasses the child in front of their peers.

Biting

When a child is bitten, it is a traumatic situation for both children and both sets of parents. Yet, biting is not unusual behaviour for pre-verbal children. They may become frustrated when they cannot say “Move”, “I was playing with that”, or “You are too close”. Because they cannot speak, some children will bite.

When a child is bitten, the area is cleaned and ice may be applied. They are held and consoled until they are ready to re-join the group. The biter is told that biting is not allowed and that it hurts.