

# **An Apple A Daycare**

## **Parent Handbook**

*“Play, learn and grow together!”*

*Welcome to An Apple A Daycare! Our parent handbook is designed to introduce you to our unique and exciting approach to daycare and to inform you of our policies and expectations that are in place to ensure that your child is receiving the best care possible. Please read this handbook carefully. If you have any questions, please don't hesitate to contact us. We are committed to supporting families by maintaining open communication at all times.*

*An Apple a Daycare is happy to provide quality childcare to Kingston and the surrounding area. Our staff is dedicated to uphold a warm and accepting environment where children can develop socially, creatively, physically and intellectually at their own pace. We aim to make your child's time at An Apple A Daycare the best experience it can be for them as well as you, the parents.*

*Our centre provides full day childcare for infants, toddlers and pre-school aged children. We are licensed by the Ministry of Education and our operation is guided by the CCEYA*

### **Our Goals and Values**

*Our staff is devoted to maintaining the following goals and values for your child:*

- ✓ *To provide a caring and nurturing environment so that your child feels like they are in a home away from home.*
- ✓ *To be immersed in a fun and engaging program that is based on the concept of discovery and play.*

- ✓ *To enhance confidence and self-esteem through constant encouragement and positive reinforcement.*
- ✓ *To develop social awareness through interaction with other children and caring, knowledgeable adults.*
- ✓ *To expand language and early math skills.*
- ✓ *To uphold a healthy balance of freedom and structure where children can express their individuality.*
- ✓ *To strengthen gross and fine motor skills through stimulating and accessible indoor and outdoor activities.*
- ✓ *To promote independence and master life skills through daily routine.*

*“We're Applesolutely fun!”*

### **Our Programs and Facility**

*Our childcare centre is designed to adjust and adapt to your growing child at every early stage of their development. In other words, we are available to provide exceptional childcare from cradles to crayons. We have an infant room, a toddler room and two pre-school rooms. Every room is set up with age-appropriate toys and activities to ensure that your child is active and engaged throughout the day.*

*Our facility includes a full kitchen which is used to provide daily home cooked meals. Every room is equipped with washroom facilities and a hand-washing station. Our playground is adjacent to the daycare and is approximately 1950 sf only accessible from inside our facility. Please feel free to call us in advance to set up a full tour and overview of our programs.*

# **An Apple A Daycare**

## **Parent Handbook**

### **Program Statement**

*An Apple A Daycare will be implementing programs for children from infancy to 6 years, where the children will be able to thrive in all areas of development. We believe that the first years of a child's life are the most important and that it takes a supportive and responsive relationship with adults for the children to flourish and build the foundation for all intellectual and emotional development.*

*Children learn best through play and it is our goal to provide them with a safe environment to do so. As children play they learn to solve problems, get along with others and develop both fine and gross motor skills. Through child-initiated and adult-supported experience children will be able to have fun as they develop physical skills, cognitive concepts, language skills and social skills. By following the children's lead, observing their individual interests and how they interact with their environment, educators will be able to better foster their natural exploration and provide them with numerous positive experiences and interactions all while furthering the children's learning and development through extended play.*

*We as educators believe that all children are competent, capable, curious and rich in potential. We will connect and communicate with the children in a positive way to help them regulate their thoughts, feelings and emotions. Positive interaction and communication between children, parents and guardians and staff will aid in the healthy development of the child's sense of self-identity and positive self-esteem and leave them feeling accepted, loved and protected.*

*The program will ensure that all children who are in care for a minimum of 6 hours a day will get at least 2 hours of outside play a day (weather permitting) unless otherwise instructed from a doctor or parent. There will also be time allowed for all children to have rest or*

*sleep time (for no longer than 2 hours) every day or engage in quiet activities based on their individual needs. We will also have a full kitchen to ensure the highest quality, home cooked snacks and meals are provided in accordance with Canada's Food Guide and CCEYA.*

*An Apple A Daycare believes it is important for staff, families and involved local community partners to help promote the health, safety, nutrition and overall wellbeing of all the children in both the program and at home. In order to provide the children with the best possible care and ensure all approaches are being implemented by staff, volunteers and students. They will review the program statement prior to interacting with the children whenever any changes are made.*

### **Program Options**

*Infants (Younger than 18 months)*

*Toddler (18 months or older but younger than 30 months)*

*Preschool (30 months or older but younger than 6 years old)*

*Before Care for Siblings (JK,SK,K)*

*After Care for siblings (JK,SK,K)*

*Our programs are created to accommodate the age level and developmental stage of your child. Our curriculum is developed to follow the Early Learning for Every Child Today (ELECT) & HDLH. In accordance with these guidelines, we recognize that care and learning are inseparable concepts and we continuously strive to integrate fun and appealing learning opportunities throughout the daily care of your child.*

# **An Apple A Daycare**

## **Parent Handbook**

*“Children need the freedom and time to play. Play is not a luxury. Play is a necessity.” – Kay Redfield Jamison, American Professor of Psychiatry.*

*We strongly believe that children learn best through play. It is through play that children are able to acquire skills such as creativity, inquisitiveness, resourcefulness, responsibility and independence. An Apple a Daycare provides areas for dramatic play, arts and crafts, sensory exploration, puzzles, educational media, books, blocks, toys and discovery through science and nature. Children can choose their activities during free play, according to their interests. We allow for both structured play and unstructured play within our daily schedule and we always encourage your child to interact with their environment, peers and our caring staff.*

*“La vie est pleine de petits bonheurs” - Anonymous*

*Kingston is a vibrant city that is expanding and evolving. With this in mind, An Apple a Daycare strives to accommodate multilingual families and to facilitate the learning of another language. We incorporate basic French in our pre-school program with the use of repetition, engaging songs and activities. All of our scheduled programs are designed to provide an enriching educational environment so that children can transition into the next stage of their education equipped with learning tools and skills. A copy of our daily schedule and program plan is posted on our parent information board. Aside from our regular*

*programming, our schedule allows for nap times as well as meal and nutrition breaks.*

*“An Apple a day keeps the doctor away.”*

### **Nutrition**

*An Apple A Daycare promotes the importance of eating healthy, well-balanced meals. For your convenience, we will be providing snacks and a daily homemade lunch. A menu with weekly planned meals will be posted in the kitchen and on the parent board. We ask that you provide your child with a labeled leak proof sippy-cup or a baby bottle. Parents with children in the infant program must supply formula and food (This applies to infants up to 12 months). For sanitary reasons, regular hand-washing and the use of wipes is incorporated daily into our schedule prior to eating any meals.*

*An optional breakfast will be offered to your child for an additional charge of \$3.00 per day. The breakfast must be pre-ordered by the first of each month. This will be charged to your account and submitted to you with your monthly invoice. If breakfast is required for a non-scheduled day, payment must be made the morning of.*

*(This option is only available to children that start before 8:30am)*

### **Allergies and Dietary Concerns**

*All allergies and dietary concerns will be clearly posted in the kitchen, every room and included on the child's 'All about me' form. An Apple A Daycare will follow the dietary needs and concerns of your child according to the written consent of the parent and/or a doctor. We are a strictly nut-free facility.*

# **An Apple A Daycare**

## **Parent Handbook**

### **Anaphylaxis**

*In our centre, we have at times children with allergies who are at risk for serious life-threatening allergic reactions. This is called anaphylaxis. It is a severe allergic reaction that can be caused by the following; foods, insect bites/stings, medications, latex or other substances. Anaphylaxis reactions can lead to fatalities if they are not treated properly. However, anaphylaxis reactions and deaths caused by anaphylaxis can easily be avoided. It is important to be aware and educated on how to keep children with life-threatening allergies safe from harm.*

*An Apple A Daycare has an anaphylaxis plan in place to ensure that children with life-threatening allergies are identified and specific rules are exercised at all times to minimize the possibility of accidental exposure. In addition, our anaphylaxis plan ensures that staff, students, and volunteers are trained and ready to react promptly and appropriately to a potential emergency incident.*

### **Identification of children with allergies**

*At the time of registration, parents are asked about medical conditions, including whether children are at risk of anaphylaxis and asthma. All staff, students and volunteers must be aware of these children.*

### **It is the responsibility of the parent to:**

- *Inform the centre supervisor of their child's allergy (and asthma).*
- *Before the child attends the centre, complete medical forms and the Anaphylaxis Emergency Plan, which includes a photograph, description of the child's allergy, emergency procedure, contact information, and consent to administer medication. The Anaphylaxis Emergency Plan is posted in key areas such as in the child's playroom, the office, and the food preparation*

*and serving areas and a copy attached to the child's emergency card.*

- *Ensure that updated medications are provided to the centre before existing medications reach their expiry date.*
- *Advise the centre in writing if their child has outgrown an allergy or no longer requires an epinephrine auto-injector. (A note from the child's allergist or physician is also required.)*
- *Parents should be encouraged to have their child wear medical identification (e.g. Medic Alert ® bracelet). The identification could alert others to the child's allergies and indicate that the child needs or carries an epinephrine auto-injector. Information accessed through a special number on the identification jewelry can also assist first responders, such as paramedics, to access important information quickly.*

*"Safety first!"*

### **Health and Safety**

*Please notify us if your child is exhibiting signs of illness and will not be able to attend daycare prior to 8:30am. An Apple a Daycare follows Public Health and CCEYA guidelines on illness and exclusion procedures. If your child is too sick to attend daycare and all of our scheduled activities, we ask that you keep him/her at home. We are committed to maintaining a clean and healthy environment for every child enrolled in our daycare and we assert that the best place for a child to recuperate from an illness is at home. We have a cot in the office to supervise and accommodate a child who becomes ill throughout the day. If your child is displaying symptoms of illness during our scheduled hours, we will contact you to pick him/her up. (We do not reimburse for the days that your child does not attend daycare)*

# **An Apple A Daycare**

## **Parent Handbook**

*Young children tend to be subject to the occasional bump and bruise. Every minor injury will receive proper care and an injury report will be filled out and signed by a staff member and the parent. In the case of a serious accident, the staff at An Apple a Daycare will contact emergency services as well as the parent or emergency contact/s on file. Our centre has a serious occurrence policy that requires us to post information about serious occurrences that happen at the daycare. We take great measures to ensure that every child is safe at all times. In the rare case of a serious incident, a notification form will be posted on the parent information board.*

### **Administration of Medication**

*Our staff will administer prescription medication to your child with your consent and with your written instructions. Written consent may only be on a "Permission to Administer Medications" form and every medication must be in their original bottle with their original labels.*

*In respect to prescription antibiotics, children may not return to daycare until they have had a full 24 hours of dosage and are healthy enough to participate in a full day of programming.*

### **Child Abuse/Neglect**

*Our business involves the welfare of children. Consequently, our staff at An Apple A Daycare is responsible to report any suspected case of child abuse or neglect to the Family & Children's Services of Frontenac, Lennox & Addington. In addition, a serious occurrence report is filed with the Ministry of Education.*

### **Our Staff**

*An Apple A Daycare believes in providing an environment where children feel comfortable growing and developing while making meaningful connections. Therefore, we hire staff with varied ages, backgrounds and experiences to enhance the quality of our daycare and to foster a family friendly environment. Our staff are trained, qualified professionals with a degree or diploma in Early Childhood Education (E.C.E), a Bachelor of Education (B.ED.) and/or other Ministry approved degrees and proficiencies. In addition, our staff is equipped with Standard CPR certification and First Aid. All staff, students and volunteers have been screened- CRC/VSC*

### **Prohibited Practices**

*The following practices are not observed in the program:*

- ✓ *Corporal punishment of the child*
- ✓ *Deliberate use of harsh or degrading measures on the child that would humiliate the child or undermine his or her self-respect*
- ✓ *Depriving the child of basic needs including food, shelter, clothing or bedding*
- ✓ *Locking the exits of the child care centre or home child care centre premises for the purpose of confining children*
- ✓ *Using a locked or lockable room or structure to confine the children*

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

# **An Apple A Daycare**

## **Parent Handbook**

*“If you want your child to keep their feet on the ground, put some responsibility on their shoulders.” - Abigail Van Buren*

### **Child Guidance**

*An Apple A Daycare provides a safe space where your child can develop respect and responsibility for themselves, others and their environment. Our staff approaches discipline in a positive manner and we use age appropriate language and explanations. Behavior management is maintained through active supervision, positive reinforcement and setting clear rules and limits.*

*We believe that trust and understanding are necessary in order to establish healthy and caring relationships. It is our intention to understand the cause and reason a child is behaving a certain way in order to address the behavior and come to a reasonable solution. Trust and respect of the child and their self-esteem is always in mind when addressing unwanted behavior.*

*“How you speak to your children becomes their inner voice.*

*We understand that young children are still in the early stages of understanding appropriate and inappropriate behavior. They respond to certain circumstances in ways that are appropriate to their age and developmental level. Our staff is trained to respond with patience and understanding with every child on their journey of growth and to gently offer support and encouragement.*

*We use the following strategies to encourage appropriate behavior:*

- ✓ *Role playing and modeling desired behavior in social situations.*
- ✓ *Giving positive reinforcement when children exhibit positive behavior.*
- ✓ *Developing a list of classroom rules with the help of the children and displaying the rules on the wall.*
- ✓ *Providing cues or phrases that children can use to develop their social language.*
- ✓ *Offering gentle reminders while using positive language. For example, say, “please walk” instead of “don’t run.”*
- ✓ *Providing choices and alternatives to empower children.*
- ✓ *To be consistent in reinforcing behavior management strategies.*
- ✓ *Redirection & discussion*

### **Hours of Operation**

*An Apple A Daycare is opened*

- *Monday to Friday, from 6:30 am to 6:00 pm.*

*The Hours of our programs:*

- *Full Day Program – 8:00 a.m. to 5:00 p.m.*

# **An Apple A Daycare**

## **Parent Handbook**

*\*We will be closed on all statutory and public holidays listed below:*

*New Year's Day*

*Family Day*

*Good Friday*

*Easter Monday*

*Victoria Day*

*Canada Day*

*Civic Holiday*

*Labour Day*

*Thanksgiving Day*

*Christmas Day*

*Boxing Day*

*\*Fees for children enrolled in part-time and full-time programs are required for days listed above.*

*"Happy times are never ending when we're playing and pretending."*

### **Enrollment and Fees**

*After you've made the decision to enroll your child in An Apple A Daycare, we will arrange an initial meeting to discuss how we can assess and accommodate your child's needs. We strive to make the transition into An Apple A Daycare as smooth as possible for the parent, child and provider. During this initial meeting, we will ask questions in order to get to know your child and we will provide you with an enrollment package to take home and fill out.*

*Before your child can be officially enrolled in An Apple A Daycare, you must complete and provide the following items:*

*1- A completed Enrollment Package that includes:*

- A signed Parent Contract and Payment Agreement*
- A completed "All About Me" form*
- A completed health and immunization Form*
- Signed consent forms*

*2- A non-refundable Registration Fee of \$25 for every child that is registered.*

*3- A payment of \$5 into your child's supply account.*

*\*The registration fee is required so that we can reserve a spot for your child. This fee will be subtracted from the total balance of your child's first month in our Daycare.*

*\*Your child's supply account is used to ensure that he/she has a suitable amount of supplies at the daycare (i.e. arts & crafts supplies, daily essentials) and this amount will be applied to your monthly invoice.*

# **An Apple A Daycare**

## **Parent Handbook**

### **Daily Fees**

*Infant: \$59.95/day*

*Toddler: \$49.95/day*

*Preschool: \$44.95/day*

*Before Care (for siblings): \$8.00/day*

*After care (for siblings): \$10.00/day*

### **Part-time Fees**

*\*An Apple A Daycare has a part-time daycare option (subject to availability)*

*Toddler: \$49.95/day*

*Preschool: \$44.95/day*

### **Drop in Fees**

*Should you choose our daily drop-in option, which is available as of 9:00am, you will be required to pay upon the drop-off of your child at our centre (subject to availability).*

*Toddler: \$49.95/day*

*Preschool: \$44.95/day*

### **Payment**

*All fees are due the month preceding childcare services. This applies to all children registered in our regularly scheduled programs. Method of payment may include cash, cheque or email money transfer. Full fees are due regardless of a child's illness or if you are taking a holiday.*

### **Penalty Fees**

- *If your monthly payment is not received on time a \$5/day late payment fee will be added to your account. If the total balance is not paid within 5 days, your child's care will be suspended until fees are paid. (regular charges apply to missed days of care due to late payment suspension)*
- *A charge of \$5 for the first 15 minutes that you are late for your child's pickup and an additional \$5 for every 5 minutes after that will be applied to your monthly invoice.*

### **Discharge Policy**

*We understand that not every child is suited for daycare. If there are any issues that are brought to our attention by our staff, parents/guardians or by your child, a meeting will be scheduled to address the concerns. The meeting will involve the owner, necessary staff members and the parent/guardians. The concern(s) will be clearly noted and discussed throughout the meeting. Some examples may include: failure to adhere to our centre's policies, late payment, behavioral problems etc. Potential solutions will be determined in a non-judgmental manner. A plan will be designed to solve the issue(s) and a second meeting will be arranged to reassess the situation after a week has passed. If the issue(s) is still not resolved to the satisfaction of everyone involved, a 1 week written notice of termination of services will be issued.*



# **An Apple A Daycare**

## **Parent Handbook**

### **Withdrawal of Services Policy**

*We ask that you give us a minimum of 2 weeks written notice prior to withdrawing your child from our care. Even if your child does not attend our centre during that time, payment is still required.*

*“Messy moments are moments every child should have.”*

### **Clothing and Items needed from home**

*We ask that your child come to our daycare wearing comfortable clothes that are suitable for playing and having fun!*

*In addition to this, please bring the following items for your child:*

- ✓ *A spare set of clothing that includes underwear and socks. At least 2 complete sets of spare clothing for those who are potty training and subject to accidents. Please ensure that you label the tags of all the clothing that will stay in the daycare.*
- ✓ *Weather appropriate clothing and items – jacket, splash pants/snow pants, hats, mittens, scarves, boots, labeled sunscreen/sun block, a hat etc. We expect every child to come to our daycare with the proper ‘gear’ to enjoy outdoor play.*

- ✓ *Indoor/outdoor shoes – Your child will be expected to have a comfortable pair of indoor shoes with non-slip soles that he/she will store in his/her cubby and weather appropriate outdoor shoes/boots for playing outside.*
- ✓ *Diapers – We ask that you bring your own diapers/training pants/pull-ups for those that are potty training as well as rash ointment and cream. Diapers should be replenished every week. Ointments and cream can be replaced as needed.*
- ✓ *Sippy-cup - A leak-proof sippy-cup or a bottle for infants that contains a label with your child's name on it.*
- ✓ *A smock for Arts & Crafts*
- ✓ *Items of comfort for naptime – An Apple A Daycare will provide the crib/cot and sheet that your child will use for nap time and we ask that you provide the blanket to use to cover them, as well as any comfort items that they may need to sleep.*

*“Children don’t care how much you know until they know how much you care” – Teddy Roosevelt*

### **Visitors, Volunteers and Students**

*An Apple A Daycare welcomes visitors and volunteers to our centre. Every person who visits our daycare must submit a current criminal reference check/VSC. For the safety of all children, all visitors and volunteers must be scheduled (absolutely NO walk-ins) At times, students from local colleges or universities may do their co-op placement at our centre. During this time, students, visitors and volunteers will not count in ratio or be left with a child without the presence and supervision of one of our staff members.*

# **An Apple A Daycare**

## **Parent Handbook**

### **Pick up/Drop off**

*All children are signed in and out by our staff upon their arrival and departure. We ask that you provide us with the full names of the parent(s)/guardian(s) who will be responsible for picking up and dropping off your child. If there are any changes, we ask that you let us know by written notice or by calling us. If your child is not going to attend daycare as per usual, we ask that you call and inform us by 8:30am. If we are unable to come to the phone, please leave us a message.*

### **Parent Communication**

*Communication with parents on a daily basis is encouraged at An Apple A Daycare. Please feel free to call us at any time during the day to check on your child or you can set up a meeting to discuss their progress. We believe in creating a welcoming environment that supports the co-operation between the parent(s)/guardians and the provider.*

*“There are two things we should give our children: one is roots, the other is wings.” – Hodding Carter*