



Tender Loving Daycare

HANDBOOK

About Our Tender Loving Daycare Programs

Our Program Statement

At Tender Loving Daycare, we offer a special program that all our children and families anticipate arriving at each morning. Our program has aligned itself with the Ministry of Education's framework, How Does Learning Happen. We believe that the focus should be on the whole family, building trusting and reciprocal relationships with each and every person who comes through our doors. We hope to become a natural extension to your family, as both a resource for information and a support to you through the exciting times ahead. We will be having continuous consultation with you with daily dialogue, milestone consultations and bi-annual parent-teacher meetings, so we can partner with you to reinforce the values and goals, you want for your child.

With your partnership, we will provide an environment that promotes belonging between the children, adults and community encompassed within this center and the world around them. We believe that the children should develop a sense of belonging and connectedness to their local community. We use our downtown location to enhance this idea with a commitment to engaging in a variety of adventures, relationships and contributions to our neighbouring area.

Our program will concentrate on providing the care and well-being that you would want for your child. We will focus on healthy food (following the most current Canada's Food Guide recommendations), daily exercise (using our indoor and outdoor gross motor facilities), quiet and rest times that support your children's development through a compassionate and encouraging environment. We will give consideration to your child's individual needs and welcome your feedback to make this happen.

By providing an environment that can be explored and engaged in fully, our staff is setting the stage for your child to explore, play and engage in our program. As our educators observe and document the children's engagement, they will continue to plan and respond to the children's inquiries with adult-supported experiences preparing your little ones for their next transition to school.

Fostering communication in all its forms helps to support our goals of self-regulation for your children. Children learn to communicate and express themselves from the moment they arrive in our world. This communication can take many forms, as the children continue to develop their skills in this area. Our center provides an environment where communication and expression is where everyone's

needs are valued. We will be modelling positive communication strategies within all our relationships. We will use a variety of communication strategies, such as pic symbols and picture prompting, to give everyone a voice.

Our team at Tender Loving Daycare are committed to life- long learning. The center supports and encourages our staff to participate in educational opportunities to enhance their skills and knowledge to better serve the children and families in our program. The center accesses our local resources to bring professional development to our team that is current and valuable to their role. Our team environment is one of mentoring and cooperation. Our staff document and reflect on a monthly basis, during their team meetings, their commitment to the families and children and the continuing development of their programs. Regularly, our team will also participating in personal self-reflective activities regarding their commitment to the program statement.

We are committed to using compassion, positive modeling and humour to facilitate the needs of the entire family. Our program inspires children to explore the vast world around them and our caring staffs encourage and inspire parents to participate in their child's exploration!

This statement is a living document. It will be reviewed and updated annually by the licensee to be certain that it reflects the current practises of TLD. This statement will be reviewed by staff, volunteers and students prior to being in a classroom, whenever a change is made to the statement and annually thereafter.

We Are a Licensed Centre

Our location is fully licensed by the Ministry of Education and our standards meet or exceed the province's requirements. The health department, fire department and licensing officers from the Ministry of Education routinely inspect the centre. As per Ministry guidelines, parents will be made aware of all serious occurrences that happen on site by posting of a Serious Occurrence Notification Form on our front parent board. Our license will also be posted on the board, as well as any other Ministry documentation that is required for licensing. To view information about our license history, you may visit the following websites: <http://www.edu.gov.on.ca/childcare/>

Our program offers care for toddler (16 months-2-1/2 years) and preschool (2-1/2 to 6 years) age groups.

Staffing

Our program is headed by a committed Registered Early Childhood Education professional and is dedicated to providing high quality education and care for your child. All full-time staffs are required to be certified in Standard First Aid with Infant/Child CPR throughout employment.

Supply staffs are sometimes necessary due to staff illness, family emergency days, vacation, etc. We attempt to hire consistently; using the same reliable supply teachers, so the program continues to operate and flow smoothly and there is little adjustment required by the children.

Students/Volunteers

Throughout the course of the year, you will notice a variety of students helping out in the centre. We currently have both high school and College students at TLD. These students are a tremendous help to the teachers and a positive experience for the children. As they are gaining experience they shadow the teachers, but are never counted in ratios or left alone with the class.

Volunteers are also a welcome addition to our program. We truly appreciate these caring individuals who enjoy spending time enhancing the learning experience of little ones. Volunteers can be found assisting

the program with arts, crafts, reading and small group activities. As volunteers are an addition to our program they are to never count as part of our ratios and are never left alone with the class.

ALL STAFF / STUDENTS / VOLUNTEERS OVER THE AGE OF NINETEEN ARE REQUIRED TO PROVIDE A CURRENT CRIMINAL REFERENCE CHECK WITH VULNERABLE SECTOR, IMMUNIZATION & HEALTH ASSESSMENT UPON STARTING A POSITION WITHIN OUR CENTRE.

Hours of Operation

Our location will be open from 6:30 a.m. to 6:00 p.m. Monday to Friday. Our location is open year round.

We observe the following public holidays:

- New Year's Day (January 1)
- Victoria Day (varied in May)
- Civic Holiday (Varied in August)
- Thanksgiving (Varied in October)
- Boxing Day (December 26)
- Good Friday and Easter Monday (Varied March/April)
- Canada Day (July 1)
- Labor Day (Varied in September)
- Christmas Day (December 25)
- Family Day (3rd Monday in February)

** Additional closings include Christmas break where we will be closing at Noon on Christmas Eve and reopening on January 2 **

Due to severe inclement weather the Centre may be forced close. A good rule of thumb is the centre will be closed if the school boards actually close the schools (not just the cancellation of buses) due to poor driving conditions. Parents will be made aware of the state on the local radio stations. If you have any doubt about closures please feel free to phone the Centre before heading out in the morning - our recorded message will state any changes to our hours.

Hours of Care

Current fee structures are based on a maximum nine-hour day therefore children may not be in attendance for over a nine-hour period. If you require more than nine hours a day of childcare you will be required to make prior arrangements in writing with the Supervisor, as only a set number of extended hour spaces are available.

Registration Procedures

Registration

Once offered a space at Tender Loving Daycare there is a \$20.00 non-refundable registration fee to secure your position until your desired start date and to cover administrative fees. The orientation procedure takes about 30 minutes (provided a tour has been completed – tour takes about 20 minutes) during which we review the handbook and complete necessary forms.

Your child is encouraged to come for a minimum of one play visit in their assigned classroom. However, the more visits the better for both child and parent 😊 Parents are required to stay in the building during this time. If ratio allows you may be able to leave the room to see how your little one will cope without

your presence. Please check with your child's teacher before leaving the room, as we must maintain our ratios at all times. We also ask that you complete the "All About Me" form so we can better get acquainted with your child before they start.

Custody Arrangements

If you are in a situation where both parents are not living under the same roof please ensure that you put in writing how you would like to handle making decisions regarding your child's best interests while at the centre. For example how you want to handle payment of fees, the sharing of information about your child, who receives the distribution of written information, and who can authorize the release of your child at departure time.

It is our recommendation that all separated/divorced parents provide the childcare centre with a copy of the custody arrangement. The centre is **UNABLE TO ENFORCE** custodial parent's requests **WITHOUT** legal documentation.

This copy should include the following.

- **TITLE PAGE** (this states who is involved),
- **CUSTODY PORTION** (this clarifies the agreed upon arrangements), and
- **THE JUDGES SEAL & SIGNATURE** (this tells us it has been reviewed by a court of law).

Parents need to work together to ensure that we are receiving one set of directions and a united front as far as decisions on issues that affect your little ones participation in our program. It is the responsibility of both parents to keep the lines of communication open. Unfortunately it is not our role to mediate family disagreements and we suggest that if parents are struggling to achieve a united front with their little one that they seek professional counseling.

Fee Payment Policy

Security Deposit and Waitlist Policy

Applying to the Center

- Parents/guardians must apply to the wait list by submitting an online application through OneList Waterloo Region (www.regionofwaterloo.onehsn.com).
- Through the online application, some details regarding the program are available for your information (i.e. age groups, location)
- Once the online application has been completed on OneList, an application date is automatically generated in the online system which will help to determine your child's status on the wait list at the center.
- In addition, once the application is completed an email notification is generated to the Center Supervisor, advising of a new application has been completed. The Supervisor will log in to view the application and within one week of receiving it will send out a welcome email to the parent/guardian confirming receipt of the application and inviting them to make contact with the supervisor to set up a time for a tour.
- Parents/guardians are able to log in at any time to view their current application, update any information or withdraw their application

- There is no fee charged to parents to apply to the wait list and parents/guardians can apply to up to ten child care programs on line.

Wait list Management

- The Supervisor reviews wait list information online through the OneList Administration site on an ongoing basis. Any conversations with parents/guardians on the wait list are noted in the comments section of the wait list application within the online Administration site for reference purposes.
- In the event that a parent/guardian inquiries about the status of their application on the wait list, the Supervisor will provide information about the program and spaces that are available or may be coming available. Personal information about wait list applications is never disclosed to maintain privacy and confidentiality for all families.
- As child care spaces become available at the center, the Supervisor will follow up with the parents/guardians to offer child care spaces in priority order. Priority will be given to:
 1. Staff and families with siblings already in the center and children ready to graduate into the next age group,
 2. Followed by families that have been part of the TLD family in the past and have completed a registration package for the child on the waitlist
 3. Families that have completed a tour and returned a completed registration package to be held on site for an anticipated space.
- Once a parent/guardian has been contacted by the Supervisor regarding an available space, they will be asked to respond within 24 hours. If a response has not been received the supervisor will continue down the list.

A security deposit equal to one week of care will be required with your first payment. This can be applied to your last week of care with proper written notice of withdrawal. Written notice of permanent withdrawal must be given a minimum of 10 business days (2 weeks) in advance of termination. Unused holiday credits may not be used during a withdrawal period. If proper notice is not received, your security deposit will be kept in lieu of notice.

Program Fees & Vacation Policies

Program fees are reviewed annually and are subject to change. Any changes will be accompanied by a month's written notice. **Fees are due regardless of absenteeism / illness, inclement weather / acts of Nature beyond our control, public holidays.** Unfortunately, part time families cannot make up absent days on another day. Fees are to be paid in advance of care in the amount according to your payment schedule.

After six full months of enrollment you will earn a vacation credit equal to a two-week period of scheduled care per calendar year. Vacations must be taken in one-week increments. Vacation credits will not be applied unless the centre has received a minimum of ONE month, written notice. To secure a child's space payment will be required for any vacation in excess of two-weeks.

Payment Options

Post- dated cheques are strongly encouraged, as a late fee of \$20.00 may be charged if payments are not received on time. Please record your child's name and the week of care being covered in the memo part

of your cheque. Families whose fees are overdue will be sent a letter of reminder. If appropriate action is not taken, we may be required to suspend services. There is a NSF charge of \$25.00 for all payments returned. After two NSF cheques, you will be required to pay cash/money order or certified cheques.

If you are **paying in cash**, please **submit payments ONLY to the Supervisor or Designate and wait for your temporary receipt – you must keep this receipt for your records to compare against your official receipt**. The Centre will not be held responsible for fees not given directly to the appropriate person. Government subsidized services may be available to eligible families. Further information may be obtained from the centres Supervisor.

Tax Receipts

We do not regularly issue weekly invoices or receipts. Every February 28th a childcare tax receipt for the previous year's fees will be available at the centre for income tax purposes. Parents must sign for them at the office. Receipts will be issued for all accounts paid in full. Only one receipt may be issued. Replacement receipts will cost \$25.00/issuance.

Withdrawal / Changes of Care Required

It is imperative to remember that any notice of withdrawal must be made in writing to the office in order to apply your security deposit. Written notice must be received 10 business days (2 weeks) prior to your child's last day.

Unfortunately due to the demand of quality childcare in the area we cannot hold or guarantee a replacement space if you wish to temporarily withdraw your child. In the instance that you are required to withdraw your child you will be placed on a waiting list and every effort will be made to find you a space upon your requested return date.

If you wish to drop days of care required you must notify the office in writing 10 business days (2 weeks) prior to the time of effected the change. Additional days may be picked up as available at the current daily rate. Please speak to your centre supervisor about availability.

Tender Loving Daycare may terminate services at any time if policies are not being followed or program fees are not paid.

Late Pick-up Policy

Children should be picked up no later than 6:00 p.m. Children still in attendance after this time will be charged \$5.00 within the first 5 minutes and a \$1.00/minute there after. Please note that this fee is per child not per family. Multiple children require multiple charges. A late form will be provided for parents to sign. Any late fees must be given directly to the staff member on closing shift to compensate for their inconvenience of staying over time.

A child will be held at the centre for a period of 1-hour following closing. If by that time, a parent/guardian or designated emergency person have not made contact with us or picked up the child Family and Children's Service will be contacted for assistance.

What to Expect upon Enrollment

The First Day

Due to their age and development toddlers and some young preschoolers often experience separation anxiety. As mentioned frequent visits can help. Our staff is here to assist you through the transition to the

new environment – please feel free to discuss strategies for a smooth drop off with your child’s teaching team.

For the first week you are encouraged to stay with your child for a few minutes at the beginning of the day in order to reassure him/her and minimize fears until you and your child become more comfortable. Please feel free to make use of our viewing windows to monitor your child’s progress.

First Day Checklist

- ❑ All completed enrollment forms
- ❑ Complete change clothes x2 (more if your child is toilet training)
- ❑ Diapers & wipes (if still required)
- ❑ A child size blanket (a nap time cuddle toy is optional)
- ❑ Indoor shoes (preferably rubber soled for traction.)
- ❑ Family / Significant other photos
- ❑ Sunscreen (lotion style) – (between April – September)
- ❑ Knapsack clearly labeled

Attendance

If your child will be absent from the program, please call into the center and speak to a staff member or leave a message letting us know if it is a home day or a sick day. If it is a sick day, please specify the illness as we track some illnesses for Public Health. 519-740-2442

Signing In / Out

We require that all children be signed in and out on a daily basis. When your child arrives notify a member of the staff as to your child’s presence as a staff and/or parent may sign each child in and out daily. **** Our sign in/out records are a part of our emergency attendance procedures and must reflect the number of children in attendance at all times It is imperative that parents remember this daily responsibility for the safety of the children. ****

Arrival Procedure

Young children depend on regular routines for their own sense of security. We recommend whenever possible fixed hours to pick up and drop off your child. Parents are requested to allow sufficient time during transitions to ease your child into the program and allow for discussion time with staff. Children should always be escorted all the way into the classroom – **at no time are children to be left unattended anywhere in the centre.** In order for children to benefit from our full day program we also recommend that they arrive to the Centre no later than 9:00 a.m. To aid in programming please notify the Centre by 9:00 a.m. if your child will not be in attendance that day.

Departure Procedure

Upon departure please ensure that you leave yourself sufficient time to gather your child’s belongings and talk to the teacher before the centre closes. Our staff work hard all day and are looking forward to going home to their families at the end of the day - families consistently still in the centre after closing will be subject to a late fee.

Release Procedures

If someone other than the regular legal parent/guardian is to be picking up your child please note that it is mandatory that we receive prior verbal notice from a parent or guardian. Upon enrollment, you will also be asked to give us an emergency release password in writing. In the event that none of your regular

emergency contact persons can pick up we will accept verbal directions of release, provided that the parent/guardian on the phone gives the correct verbal password. If you are unable to provide the correct password the child will not be released and you will be billed accordingly.

Child and Family Services stipulate anyone picking up your child must be 12 years of age or older. We will not release your child to anyone under the age of 16 years even if you request we do so.

All person picking up a child, who are not a parent or who are unfamiliar to staff, will be required to provide photo ID that matches the name on the child's information form. Please advise people of this before they arrive. This is for the safety of your child. If the person is unable to show photo ID they will not be released and you will be billed accordingly. Acceptable photo ID examples are a driver's license, health card, student card, age of majority, passport, etc. ID photo must match name given on the release form.

Nutrition

Meals, Snacks and Beverages Provided

A nutritious morning and afternoon snack, as well as a mid-day meal are provided daily along with water and milk (toddlers will be served homogenized milk) . Our weekly menu plans are posted for your review. If your child has and/or develops any special dietary restrictions or allergies please notify the centre in writing as soon as possible. Your child's allergies/restrictions will be posted in all eating and food preparation areas and emergency binders to ensure that his/her dietary needs are met by all staff no matter where they may be.

Our centre cook will work with parents to accommodate children with food allergies and Doctor ordered /religious restrictions to our menu through removal of ingredient. The Centre will provide water and cow's milk at snack/meal time. If your child has a milk allergy we ask that you please provide a nutritious beverage alternative labeled with your child's full name and expiry date. Our fridge space is limited please keep containers to 1 litre or smaller. Thank you

We see mealtimes as a relaxing, social and of course tummy-filling time of the day. The teachers sit with the children during meals and snacks and role-model good eating habits. Large servings can deter fussy eaters therefore children are served small portions of everything to begin with and will be served more if requested within Canada Food Guide recommendation. Children are encouraged to try everything served, but are never forced to eat. Staff will work with parents to track changes in eating behaviours that may indicate development of allergies or changes in health.

Our kitchen facilities and general facilities are inspected and monitored by the Region of Waterloo Public Health Unit. You can see our history of inspections on their website: <http://chd.region.waterloo.on.ca/en/index.asp>

Peanut & Nut Safe Center (Anaphylaxis Warnings)

We are making every reasonable effort to make our centre a peanut and nut safe zone. However we cannot control outside peoples actions. Oil from nut products can stay on skin or surfaces for an extended period of time. Sometimes nut allergies, as well as allergies or reactions to other allergens may result in a child needing an epipen. If we have children with epipens in the center, the allergens will be posted for all parents to avoid if possible. Please help us to keep the environment safe for all children who attend. If your child develops a severe allergy, please advise the supervisor as soon as possible, so we can take the necessary steps for communication and safety.

For the safety of at risk children, we request that parents feed their children breakfast before arrival at the centre. Please **do not send any food or drink to school with your child** unless written medical/religious instructions have been made with the centre. Copies of your written instructions will be located in your child's classroom.

Birthdays and other Special Occasions

Your child's birthday is a very joyous occasion and deserves celebration! Children are always excited to share the celebration with their classmates. You may wish to bring in a special nutritious treat for snack time. Please discuss classroom allergies with your child's teacher prior to choosing a treat. All treats must be **store bought and follow Canada's Food Guide** with a complete list of ingredients must be provided to the Supervisor prior to celebration. We would suggest such treats as banana bread, healthy cookies, ice cream cones. As always parents are encouraged to join in the fun if you are able or send in a disposable camera to capture the celebration. Please do not send in expensive cameras or video equipment, as Tender Loving Daycare cannot accept responsibility for its safety.

The Ministry of Health requires that all changes to our menu must be posted 24 hours in advance of the proposed change. Unfortunately 'surprise treats' with no prior knowledge cannot be served to the children. To avoid disappointment please ensure that you remember to discuss your plans for birthdays or other special occasions with the centre cook and your child's teachers prior to bringing in treats.

Tender Loving Daycare cannot be responsible for any personal belongings including gifts brought into the centre. Therefore we request that any celebration be in "Best Wishes" only. The exchange of gifts should be reserved for celebrations in the home. For safety reasons please do not send in latex balloons, candles, sparklers or other fire / choking hazards.

Sleep/Rest Time

In accordance with CCEYA, 2014, Tender Loving Daycare, will be providing a rest/sleep period of no longer than two hours and will be monitoring children during the rest period. Our children have a very busy day at the center and healthy development says that children this age need between 12-14 hours of sleep per day. Each child is an individual and we will take their individual needs into account during this time. Monitoring sleeping children reduces risk of harm/injury because caregivers can look for signs of distress (e.g. change in skin colour, change in breathing, signs of overheating) or unusual behaviours and react as required. Our rest time will be made a calm and peaceful experience. The curtains will be drawn, restful music will be played and children will be supported during this time by the staff in a relaxing way. (I.e. rubbing of backs, sitting beside them for comfort)

Instructions Gathered and Shared

Our parents will complete our registration package which has a section regarding the instructions for sleep supervision and requests. Our parents will be consulted periodically, as their child's sleep patterns change, or as the parent has any additional instructions for us during this time. These instructions will be documented in the journal and shared with the team in the room. The staff will make every attempt to follow the instructions of the parent/guardian of the child. However, if an individual child is showing us signs that they are in need of the sleep (I.e. falling asleep when given activities, or signs of illness), the staff will provide a rest period for the child and inform the parent at pick up time.

A bed plan will be maintained and posted in the room, at all times. Any special sleep arrangements will be posted in the room beside the bed chart for any supply staff to be able to see upon their supervision in the classroom.

Each child upon enrollment will be assigned to their own cot which will be labelled with their name. Their sheets and blankets will be changed and laundered weekly or as soiled. Blankets from home will be sent home daily or on Fridays for laundering, as per parent instructions.

Personal Belongings

Clothing

Your child should be dressed in clothing that is appropriate for physical activity, the weather and the season. Please remember that your child is here to have fun and explore our environment, so avoid wearing clothing that is of great importance just in case it gets dirty or lost. For hygiene reasons we also recommend wearing shorts / tights with dresses. A second set of clothing should be kept in your child's cubbie in case of accidents - please check these clothes on a regular basis for the need of replacement. Also, all clothing and personal items should be labeled with your child's name. For safety all footwear must be sturdy, supportive, and suitable for climbing. All footwear should have closed toes. Open toe sandals, clogs, and flip-flop thongs are prone to causing stubbing, scrapes and broken toes and therefore not appropriate for active play. Indoor shoes should be labeled as such so that they are not worn outdoors. Slippers are welcome as long as they have the rubber soles.

Preparing for the Weather:

- It is strongly recommended that parents send children the following items daily for each of the seasons:

Spring	Summer
<ul style="list-style-type: none"> √ Complete Change of indoor clothes x2 √ Indoor Shoes - worn in classroom only √ Outdoor Shoes - for outdoor play only √ Sunscreen (lotion not spray) √ Light and Warm Hat √ Windbreaker and Light Sweater √ Wind pants √ Rain boots 	<ul style="list-style-type: none"> √ Complete Change of indoor clothes x2 √ Indoor Shoes - worn in classroom only √ Outdoor Shoes - for outdoor play only √ Sunscreen (lotion not spray) √ Hat that shades face & covers back neck √ Swimwear & Towel (in separate bag) √ Water shoes
Fall	Winter
<ul style="list-style-type: none"> √ Complete Change of indoor clothes x2 √ Indoor Shoes - worn in classroom only √ Outdoor Shoes - for outdoor play only √ Light and Warm Hat √ Winter Coat and Windbreaker √ Snow pants & wind pants √ Winter or Rain boots 	<ul style="list-style-type: none"> √ Complete Change of indoor clothes x2 √ Indoor Shoes - worn in classroom only √ Outdoor Shoes - for outdoor play only √ Warm hat that covers ears x2 √ Neck Warmer (no scarves they are a choking hazard) √ Winter coat √ Snow pants x2 √ Waterproof Mittens x2 √ Winter boots

Possessions

We understand the necessity for each child to feel safe and secure in his/her environment and sometimes that may include a special toy and/or blanket etc. Staff will do their best at recognizing necessary "Security times and activities" and provide for them accordingly. However, we all must recognize the

health and safety reasons for limiting the children bringing in their personal belongings. Our suggestion to this dilemma includes:

1. Provide a clearly labeled quiet toy, blanket, soother (sent in a labeled plastic storage container), etc for sleeping only. For safety reasons, infants/toddlers will not be allowed to have soothers and/or bottles during playtime. Children must be stationary when using these items, (I.E. staffs arms, a rocking chair, cot, etc.)
2. Encourage all other possessions remain at home, in the car, or on your personal hook.
3. Encourage possessions only be brought in on special "Show and Share" days.

Soothers / Bottles

We do not provide soothers or bottles / bottle contents. Parents are responsible to ensure that bottles and soothers sent from home are properly labeled. We will not offer a soother or bottle where the identity is in question.

Positive Choices

We want to foster a safe and positive learning environment. Our philosophy is that words have power over actions. At no time shall guns or violent toys be brought into the centre – keep them for home or in the car, if your child enjoys playing with these style toys. Remember safety first – children should not be sent with gum, cough drops, money, breakable objects, etc. Staff will also assist you in explaining the reason behind these restrictions to your child. We appreciate your co-operation and understanding with this matter. If the toys sneak their way into the centre, they will be confiscated and stored in the office. Parent and child will need to pick them up at the end of the day.

Lost & Found

Labeling is the best way to assist that misplaced items make it back to the proper owner. Unfortunately, due to the number of children and belongings in the center, we cannot be responsible for lost/misplaced items. A lost & found box is located in the foyer for all unlabeled items. Lost and Found bins will be emptied regularly and sent to organization helping those who require assistance. Please ensure you check it frequently for any personal items.

Washroom Routine

Each child will have access to the washroom and/or will be diapered regularly.

Diapering

Children not yet toilet trained will require wipes, any necessary diaper cream and diapers which shall be housed in a labeled container in the child's bathroom. If any diaper or over the counter creams are required written directions must be received and kept on file. It is the parent's choice whether to provide cloth or disposable diapers. Please be advised that due to guidelines we will not be allowed to shake or rinse cloth diapers at the Centre. All cloth diapers will be contained in an individually labeled container to be taken home each evening by parents.

We have approximately four diaper change routines per day. This does not include unexpected changes. We do not supply diapers - please ensure that your child has enough diapers on hand to make it through the day in a safe and hygienic manner. If we do not have enough diapering materials on hand to meet your child's washroom needs you will be called at work. You will need to either arrange delivery of the required diapers or you will be required to come and pick your little one up.

Please note that all diapers are required to be covered by clothing. If your little one is being sent to the centre in a dress or outfit that does not cover the diaper completely you are required to cover the diaper with any of the following choices: plastic pants, leggings or tights, cloth underwear or shorts.

Toilet Training

Children who are toilet training will need a supply of labeled training pants. As well as a larger supply of clothing including extra socks and a second pair of shoes/slippers will be needed. It is important to keep clothing comfortable and easy for the child to remove independently. (Overalls, tights/leggings and multiple buttons can be frustrating at this stage). Staff and parents will work closely and consistently to ensure the training goes successfully and positively. Please be advised that due to guidelines we will not be allowed to shake or rinse training pants at the Centre. All training pants will be contained in a plastic bag or an individually labeled container to be taken home each evening by parents. Parents will be involved in all steps taken in the toilet training process. We are working together to help your child through this milestone.

Health & Safety

Immunization

All children must be immunized **prior** to entry into the centre. Parents must complete and sign a Ministry of Health medical form and provide us with a listing of your child's immunization history. Parents are responsible to keep the centre advised of all boosters after enrollment. An immunization update form is available at the center. Your child's immunizations must be kept current in order to attend the daycare center.

Exemption

If your child will not be immunized, a Statement of Conscience or Religious Belief forms (signed by a commissioner for taking affidavits) or a Statement of Medical Exemption form (completed by a medical professional) must be completed on the ministry-approved form and retained in your child's file.

Illness

Children need to be able to participate in the full program in order to attend. Children may not participate at the Centre, and will be required to be temporarily removed, if any of the following diseases and/or symptoms develops:

- Vomiting ******(first vomit needs to be removed)
- Diarrhea ******(2 bouts needs to be removed)
- Pink Eye / Discharge from Eye ******
- Fever over 101 degrees F (until breaks naturally)
- Chicken Pox *******
- Unexplained Rash accompanied by fever ********
- Suspected Communicable Disease ********

****** Require a minimum of 24 hours exclusion.

******* Requires an exclusion of 5 days or until soars are completely scabbed over before returning to centre.

This policy is to help reduce the possibility of contracting a secondary infection.

********A complete list of communicable diseases and/or symptoms for exclusion can be received from the Supervisor. If a communicable disease is suspected a re-entry form may be required to be completed by

a physician prior to your child's return to the program.

Illness while at the centre

Staff will work together with parents in the daily monitoring of changes in each child's health. If a child becomes ill during the day, or is incapable of participating in the full program, your child will be removed from interaction with others until you can be contacted, and your child can be taken home.

Emergency Medical Care

Where a parent or emergency person cannot be contacted and the child's health and/or safety is at risk, he/she will be transported to the hospital via ambulance, at the parent/guardians expense, and attended to by a medical officer. The parent will be contacted as soon as possible.

Please make sure that your child's personal information is always kept up to date so that we will be able to reach you in an emergency.

Medication

It is strongly encouraged that medication be given at home whenever possible. If your little one is taking medication at home please notify your child's teacher so they can watch for side effects. We can administer both prescription and non-prescription drugs to children, in accordance with provincial legislation. This requires that parents provide:

- ❑ All Medication, prescription or over the counter, in the original container clearly labeled with the child's name, name of the drug, the dosage, the date of purchase, expiration date and instruction for storage and administration of the drug.
- ❑ A medication authorization form, completed by parent/guardian, prior to administration including the dosage and times the drug is to be given; and the symptoms to administer for. Directions must match the bottle. We **will not** give medications based on verbal directions. (Times will need to be flexible to due to our schedule and availability of Supervisor.)

Medication is not to be left in the common areas. It must be stored in a locked cabinet out of reach of the children. Upon arrival or departure, please ask for assistance from a staff member to store/retrieve your medication, as parents do not have access to the locked box. Please do not leave medications in your child's knapsack.

Safety Awareness

Safety shall be observed at all times by individuals entering the Centre. It is everyone's responsibility to report areas of concern to the Supervisor. A first aid kit containing a manual shall be available in all classrooms and accompany all class field trips and daily excursions. All serious accidents and/or illnesses of children, staff, students and/or volunteers must be brought to the attention of the Supervisor or person in charge. A written report must be completed immediately. Accidents reports will be signed and witnessed by a teacher and supervisor before being copied and given to the parent to sign. A copy will be filed in the child's file.

Safety Tidbits

Please remember the following rules and guidelines:

- Please do not leave your car running while you are dropping off or picking up your little one. Fumes are bad for the environment and for children who may be playing in our outdoor playground.
- For security reasons, we ask that you only enter or exit the building via the front entrance.
- Children should always hold hands securely with the adult until safety into the centre or the car.

- If you are dropping off or picking up from the playground please ensure that you close the gate securely. For your child's physical safety, do not pick children up over the fence.
- Accidents happen quickly. Never leave a child unattended in the car - even for a moment.
- Please ensure that until you have dropped your child off or once you have picked up your child that they remain with you at all times. Children should not wander through the centre, as not all areas are designed for children's access or contain toys/equipment age appropriate to younger children.
- Children and parents should not have access to the kitchen area. If you need assistance storing medication/food, please seek out a staff member or Supervisor.
- Ensure that you do not store anything in your child's cubbie area that may be dangerous to children. I.e. anything that is labeled keep out of reach of children (lotions, creams, medication, etc.) should be either kept at home, the car or in a secure area of the centre such as the lock box or diaper bins.
- Tender Loving Daycare is a smoke free zone. Do not smoke in or around our playground or in the centre itself.
- Do not keep lighters, matches or other hazardous materials in your child's cubbie area.

Thank you for your cooperation in working together to ensure the safe arrival and departure of all our families.

Fire Drills

To ensure that children, staff and parents are prepared in an emergency we will practice regular fire drills at the centre. All parents in the centre at the time of a drill must participate in the drill and stay with the group exiting via the nearest emergency exit. Every room has a list of emergency procedures and available exits.

Providing a Positive Learning Environment

One aim of our program is to assist children in learning self-regulation. This is done through positive reinforcement coupled with redirection techniques, role-modeling by staff, ensuring health and safety and teaching respect for people and property. Rules and expectations are clearly stated and appropriate to the child's age of development, so that they can understand and internalize the reasoning underlying various requirements. Behaviour management is an important part of a child's learning experience and should be understood from this perspective. Positive language, concern for each child as an individual as well as timely intervention will hopefully create a warm and supportive environment for children to learn to solve their problems appropriately with all the people that they may encounter during their busy day.

Program Implementation Policy

The following are prohibited practices and are not permitted:

- Corporal punishment of a child
- 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;
- 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;
- Deprivation of a child's basic needs; food, drink, shelter, sleep, toilet use, clothing or bedding; or
- Locking the exits of the child care center 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.

- Inflicting any bodily harm on children including making children eat or drink against their will.

Communication

Individual interviews, meetings and workshops will supplement daily contact with parents and staff. You are encouraged to participate in the daily program and visit your child in your free time. If you missed your child's teacher in person and need to touch base with them over the phone, we ask that you please call in during the scheduled rest time (Approx 1:00-2:15 p.m.) Our email address is tenderlovingdaycare@rogers.com and our phone number is 519-740-2442. This will help to ensure that your child is being given the optimum care during their waking hours. Please keep staff up to date on any changes to your child's life as they could affect behaviour at school and we can better support your little one when properly informed.

Our staff will prepare and distribute a monthly calendar of events and classroom newsletter. It will keep families up to date on all aspects of our Centre. Parents are encouraged to participate in our program whenever appropriate.

Parent Issues and Concerns

Parents/guardians are encouraged to take an active role in our child care centre and regularly discuss what their child is experiencing with our program. As maintained in 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 staffs 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 Tender Loving Daycare 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 24 hours. 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.
- 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).
- 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 Family and Children Services of Waterloo Region directly. Persons at the child care centre, who become aware of such concerns, are also responsible for reporting this information to Family and Children Services 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/childrensaid/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 the classroom staff directly</p> <p>Or</p> <p>the supervisor or licensee.</p>	<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 24 hours <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; - 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 - any steps taken to resolve the issue/concern and/or information given to the parent/guardian regarding next steps or referral.
<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. 	<p>Provide contact information for the</p>

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:
Staff-, Duty parent-, Supervisor-, and/or Licensee-Related	Raise the issue or concern to <ul style="list-style-type: none"> - the individual directly or - the supervisor or licensee. 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.	appropriate person if the person being notified is unable to address the matter. Ensure the investigation of the issue/concern is initiated by the appropriate party within one business days or as soon as reasonably possible thereafter. Document reasons for delays in writing. Provide a resolution or outcome to the parent(s)/guardian(s) who raised the issue/concern.
Student- / Volunteer-Related	Raise the issue or concern to <ul style="list-style-type: none"> - the staff responsible for supervising the volunteer or student or - the supervisor and/or licensee. 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.	

Contact Information:

Licensee: Tracy Rees
 Supervisor: Tracy Rees
 Phone Number: 519-740-2442
 Email: tenderlovingdaycare@rogers.com

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 any of the agencies and associations listed below.

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.)

For your convenience we will provide the following regulatory bodies contacts:

Waterloo Region Public Health: 519-575-4400
 College of Early Childhood Educators of Ontario: 1-888-961-8558 / info@college-ece.ca.

Program Highlights – How you can help!

Special Occasions & Multi-cultural Events

We recognize and embrace that there are many different cultures here at the Centre. We encourage everyone to respect each other's ideas and share cultural backgrounds and traditions. It is important to us to educate the children and others on diversity and respecting others heritage. Although we enjoy celebrating 'special occasions' we feel that it is important that any religious aspect to a festivity or occasion be taught at home and prefer to put a focus on the different food, activities, games and clothing that may accompany a family tradition or celebration. Parents are encouraged to suggest new multi-cultural activities and areas of exploration with staff in the effort to expand and enhance our program.

Field Trips & Off Site Activities

We partner with local community businesses and resources within walking distance to enhance our program. These excursions are spontaneous to foster the teachable moment. Additionally throughout the year, large trips are made to special places of interest. A notice will be posted in advance of the large trip informing you of the destination time and date. It will also include a permission slip to be signed by a parent/guardian. An additional charge for these trips may apply. Parents are always welcome to accompany us on any outing as long as we have a current criminal reference check on file before the excursion. If you know of a great place to visit please let us know!

Parental Feedback

At Tender Loving Daycare we pride ourselves on being an integral part of your child's development. It is very important that we feel we are working together towards a shared goal! If at any time you have a suggestion, question or concern please speak directly to the staff or centre supervisor. If you feel that you need more clarification please feel free to speak to the Supervisor. Parent surveys are a great way to collect feedback and influence change and progress! Please complete surveys as they are sent home – we value and need your input in how our centre grows to serve our families better!

We encourage you to approach the staff first with any questions, concerns or clarifications in the classrooms. If you feel the need to go further, you may contact the office by email (tenderlovingdaycare@rogers.com) or phone 519-740-2442 or pop in. The supervisor or designate will return your call within 24 hours.

Sharing Your Time

If you have a skill or ability that you would be able to share with the centre please let your centre supervisor know. (For example, your occupation is relative to our topic of study, you have a family tradition or second language that fits in with our program etc and you would be welcome to join us for small group time. Or you are handy with tools and would like to help with some of our round to it projects.) All time is voluntary –all though strongly encouraged parents are not required to participate in our program. From time to time, we also form short term Parent Advisory Committees to help with setting our up coming Fundraising goals, addressing large Maintenance issues, etc. If you would be interested in assisting in this manner please let your centre supervisor know so she could add you to the list and keep you posted of when a group may need to meet next.

Parking for the Daycare

Our parking lot is accessed from Salisbury Avenue. The spaces closest to the playground area are for our use at the center. Please do not park in the spaces marked reserved, as they are meant for other patrons of the church.

No Smoking

At Tender Loving Daycare we follow the Smoke Free Ontario Act. No person is allowed to smoking tobacco or hold lighted tobacco in the daycare and/or the playground area. This includes all entrances, exits and washrooms. There are signs posted as reminders. Please help us to be positive role models for our children.

Privacy of Information

Collecting and Sharing of Information

All the personal information, along with the permission forms, obtained during the enrollment procedure are collected to ensure that the needs of your little one are met with the utmost care. Information collected on your family will be maintained in the strictest confidence. Only information felt to be required to enable the staff of Tender Loving Daycare to provide safe care for your little one will be kept in the classroom your little one is enrolled in. All other information will be kept in an individual file in a locked filing cabinet in the office. As well, certain information will be shared with our government licensing agencies to ensure that we are in compliance of the Child Care and Early Years Act, 2014 or the Family and Children's Services Act. Medical information will be shared with medical professionals in an emergency. Personal information may be shared with a collection agency in the event of tardy fees.

Your families personal information is not shared with outside third hand parties, outside community agencies, school boards, etc without written permission from a parent or guardian. Written consent is not required in the event of suspected abuse/child endangerment. Professionals are legally required to report these suspicions if they have a 'reasonable' concern that a child may be at risk.

Ensuring Accuracy

Parents are required to ensure that the information contained in your little ones files is up to date and accurate at all times. During the month of September, parents are required to review all their contact information and consent forms and medical history information to ensure that it reflects the current situation.

Retention of Records

We are required by the Child Care and Early Years Act, 2014 to keep all personal records for a period of at least 3 years. As some records may have a use for longer period, it is the goal of Tender Loving Daycare to exceed this requirement. All personal records will therefore be kept in a locked storage area either until a time that:

- 1) The centre has not been in operation for a period of seven years.
- 2) The centre is still operating but a period of seven years has past since the records were obtained.

Disposing of Records

At such a time that the above criterion has been met the records will be shredded and disposed of in a confidential matter. If you have any questions about the collecting, storing or privacy of your child's personal information please speak to your centre Supervisor.

Finally, welcome to the TLD community of family and friends. I look forward to getting to know you and your little one!

Sincerely;
Tracy Rees
Director / Founder