

Parent Handbook



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Paramount Family Centre

“A Happy Place to Grow”

Our Mission Statement

“To provide a nurturing safe, Christian environment for the children and families in our community, using a child-centered program that embraces the whole child.”

Program Statement

Paramount Family Centre believes that positive learning for children in a safe Christian environment enhances a child's level of development. We recognize that each child is a unique, valued individual deserving of the opportunity to learn and grow.

As a child care centre licensed with the Ministry of Education, Paramount Family Centre is committed to adhering to the Child Care and Early Years Act 2014. We will use *How Does Learning Happen? Ontario's Pedagogy for the Early Years* to direct us in our commitment to strengthen the quality of our programs by ensuring they are centered on the child and family.

How Does Learning Happen? Ontario's Pedagogy for the Early Years is based on four foundations that are considered to be essential for outstanding learning and the healthy development of children. These foundations of belonging, well-being, engagement and expression are the focus of our learning environments. In partnership with parents, and fostering positive and open communication, families are encouraged to be involved in our centre and to participate in our programs.

Our qualified staff offer experiences where all children have the opportunity to grow develop and gain skills needed for lifelong learning. We view children as competent, capable, curious and rich in potential. With an Emergent play based approach that focus's holistically on the whole child, we offer experiences where children can develop to their full potential.

Children of all abilities are welcomed and are encouraged to interact and communicate in a positive way. We strive to arrange the learning environment in such a way as to be thought provoking and stimulating where children can investigate, imagine, think, create, solve problems and make meaning from their own experiences. Paramount Family Center is an extension of the community and we invite local schools, individuals, and businesses into the learning process.

As part of our commitment to comply with the ministry of education's guidelines, the board of directors and staff are committed to ongoing reflection and annual review of our program statement and implementation policy. This statement is a living document that will continue to evolve and be modified as needed.

EMERGENT APPROACH

“The developmental literature is clear: play stimulates physical, social, emotional and cognitive development in the early years. Children need time, space, materials and the support of informed parents and thoughtful, skilled Early Childhood Educators in order to become master players. They need time to play for the sake of play. Hewes (2006), “Let the Children Play”

Paramount Family Centre adapted the Emergent Approach in 2009; this approach focuses on learning experiences inside and outside of the classroom. The Emergent planning process leads to activities and interactions which respond to children's development and relate to children's interests. The teacher's role is to add more materials to the experiences and listen to the children's conversations. The teacher will capture these experiences, through observations and documentation by using photographs as well as incorporating the Guiding Principles of the Ontario Early Learning Framework Document. The children's skill building achievements are documented and posted in the classroom for the parents to view. Team planning is an essential component of the Emergent Approach, whereby the staff works together to formulate hypotheses about the possible direction of a classroom project, the materials needed and the potential parent/community support and involvement. This approach allows children to engage socially and intellectually in a meaningful way.

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INTRODUCTION TO THE ONTARIO EARLY LEARNING FRAMEWORK

“Every child has the right to the best possible childhood. Ontario’s vision is to make Ontario an international leader in achieving the social, intellectual, economic, physical and emotional potential of all its children. To make this vision a reality, the Ontario Government launched its Best Start Plan in November 2004. Ontario’s Best Start Plan puts the central recommendation of the Early Years Study (McCain & Mustard, 1999) into action to create the “first tier” for children 0 to 6 years. Early Learning for Every Child Today is a Best Start resource developed for Early Childhood settings that are the building blocks of the Best Start system”. Paramount Family Centre incorporated the Ontario Early Learning Framework in 2010. This is a practical document intended to guide Practitioners in Early Childhood settings. It is organized into 6 sections which include a statement of principles based on beliefs, values, experiences and current research.

Best Start Expert Panel on Early Learning, (2007). Best Start Panel on Early Learning (pg.3)

PRINCIPLES & UNDERSTANDING OF DEVELOPMENT AND PRACTICE

Early Child development sets the foundation for lifelong learning, behaviour and health.

The Continuum of Development identifies root skills that emerge and are practiced in the early years and are important both in their own right and as foundations for later development. A skill may appear in infant, toddler, preschool and school-age groups, indicating pathways that emerge early and are elaborated over time.

Partnerships with families and communities strengthen the ability of early childhood settings to meet the needs of young children.

Using the Continuum of Development, families and early childhood professionals can exchange information about children’s early development.

Demonstrating respect for diversity, equity, and inclusion are prerequisites for optimal development and learning.

At the core of respecting diversity is the flexible creation of curriculum that is responsive to individuals. The Continuum of Development makes it possible for practitioners to observe a child’s development and then create curriculum to extend and expand learning.

A planned curriculum supports early learning.

Understanding development supports the ongoing observations and documentation of children’s learning for the purpose of planning curriculum. Planning involves the planning of strategies or ways to support skills. The Continuum of Development includes interactions with examples of strategies that support the practice and extension of the skill.

Play is a means to early learning that capitalizes on children’s natural curiosity and exuberance.

Understanding child development leads to an appreciation of the role of play. The Continuum of Development identifies skill that are learned and practiced in play and gives examples of the adult interactions that support early learning in the context of play.

Knowledgeable, responsive early childhood professionals are essential.

The Continuum of Development builds on early childhood professionals existing knowledge of children in their programs and the pedagogy of play. Through ongoing observations and use of the Continuum of Development early childhood professionals extend their knowledge of development and learning.

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“A vision for Ontario’s Early Years” children are believed to be curious, capable and learning best by exploring their interests in a mindfully curated learning environment.

Educators are viewed as co-learners alongside children, paying close attention to children’s ideas, providing materials and asking questions to further challenge conversations, thinking and problem solve. Children’s thinking and learning is documented by educators by capturing photographs to help convey the learning process, along with notes, research and observations that is posted in the program to review, revisit and continue the conversation.

Educator’s use the document “How does Learning Happen? Ontario’s Pedagogy for the Early Years” as set out by the Ministry of Education, as a guide in supporting developmentally appropriate practice. This document includes expectations for programs centered on four foundations that are fundamental for optimal learning and healthy development. These foundations are: Belonging, Well Being, Engagement and Expression.

Goals for Paramount Family Centre:

- Every child has a sense of belonging when he or she is connected to others and contributes to their world.
- Every child is developing a sense of self, health, and well-being.
- Every child is an active and engaged learner who explores the world with body, mind, and senses.
- Every child is a capable communicator who expresses himself or herself in many ways.

The four foundations for learning are implemented at Paramount Family Centre as set in the program statement, goals and indicators and implementation policy.

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A. INTRODUCTION TO PARAMOUNT

1. PARAMOUNT FAMILY CENTRE

Paramount Family Centre is incorporated as a non-profit organization, which is governed by a Board of Directors. This board consists of Church and community representatives that are committed to providing high quality child care in a Christian centered environment. The Board of Directors meets throughout the year to review the Child Care Centre operations and to discuss items such as staffing and parent relations, concerns or inquiries.

As part of our Christian environment we strive to teach children the love of God. Our daily curriculum includes Christian content such as bible stories, songs and prayers.

2. HOURS OF OPERATION

The Child Care Centre hours are from Monday-Friday, 7:00 a.m.- 5:30 p.m. These hours are firm as we are licensed for these hours only and the building is used for additional activities outside of daycare hours. It is strongly recommended that children not attend more than nine hours a day.

STATUTORY HOLIDAYS:

Paramount Family Centre will be closed to observe the following holidays.

**New Year's Day*

**Easter Monday*

**Civic Holiday (August)*

**Christmas Day*

**Family Day*

**Victoria Day*

**Labour Day*

**Boxing Day*

**Good Friday*

**Canada Day*

**Thanksgiving Day*

ON CHRISTMAS AND NEW YEAR'S EVE THE CENTRE WILL CLOSE AT NOON.

INCLEMENT WEATHER

Winter closures due to inclement weather will be announced on 102.9 K-Lite FM and CHCH News. You may also call the centre and listen to the voicemail or check HiMama for notification of closure. Please note that if a school board closes, the centre will be closed as well for all programs. If a school board closes early due to inclement weather there will be no after school care provided.

3. FULL-TIME/PART TIME CARE

Our Centre offers full time care Monday-Friday or part time care 2-4 days per week. These programs are full day with programming for the morning and afternoon broken up by a rest period in between. The days of care must be consistent from week to week.

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4. AGE, RATIOS, LICENSED CAPACITY

Paramount Family Centre is licensed for children ages 18 months up to 12 years of age. The Child Care Centre is licensed yearly by the Ministry of Education. Our daily capacity is 105 children. The ratio of teacher to child varies depending on the age of the child.

Toddlers	(18 months - 30 months)	1:5 with a licensed capacity of 15
Preschool	(30 months - 72 months)	1:8 with a licensed capacity of 16 in P1 &P3, 8 in P2
Kindergarten	(44 months - 68 months)	1:10 with a licensed capacity of 10
School Age	(68 months – up to 13 years)	1:15 with a licensed capacity of 40

5. PROCESS FOR MOVING UP TO THE NEXT GROUP

Children move from one age group to the next group based on the following:

- Availability of space in the next group
- Chronological age
- Developmental readiness

The decision to move a child up to the next group is made by the Program Supervisor in consultation with teachers and parents. Once the child is eligible to move up, parents will be notified of visit and move up dates and any changes in fees. Visits to his/her new classroom are arranged to ensure a smooth transition.

6. BEFORE AND AFTER SCHOOL CARE

The Before and After School program runs from September – June for children ages 44 months up to 12 years of age. Children aged 44 months- 68 months enrolled in Kindergarten at Billy Green or St. Paul schools can participate in the Kinder Before and After School Program. Children 68 months up to 12 years of age attending Billy Green and St. Paul schools can participate in the School Age Before and After School program.

7. FULL DAY CARE FOR SCHOOL AGE CHILDREN

During the school year on scheduled P.A. Days, Christmas break and March break, full day care is offered on a first come first serve basis with priority given to children enrolled in the September- June before and after school program. Remaining spaces will be opened to the community. Minimum enrolment must be reached in order to run these programs.

During the summer months, full day care is available to kindergarten and school age children in our Kinder Summer Camp Program and School Age Summer Camp Program. The children enrolled in the program experience a wide range of activities such as swimming, educational field trips, outdoor sports and creative activities.

Due to the large demand for this program a child who attends Paramount Family Centre Before and After School Program has priority for these camps. Remaining spaces are then open to the community. Families register only for the weeks of care that they require during the summer months. Minimum enrolment of three days per week is required.

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B. ENROLLMENT PROCEDURES

1. WAITLIST

New families requiring care will be directed to the childcare registry located on the City of Hamilton’s website. Existing families may approach the daycare office regarding interest in additional days of care or changes to existing schedule, as preference will be given to children who already attend or have a sibling in the centre.

After receiving your application, you will be placed on Paramount Family Centre’s waitlist on a first come first serve basis. Once a spot becomes available, the next family will be notified by telephone or email of the available spot, contact must be made between parent and Centre within 5 business days to confirm spot. Families seeking full time care will have priority over part time care when vacancies become available. Families may inquire about their position on the waitlist with the assistance of the Director or Program Supervisor.

2. TOUR OF CENTRE

Visits are arranged by the Director/ Program Supervisor with the parent and child. A full tour of the facility will be given to each family. Play visits will be arranged once a spot has been confirmed. The first play visit is from 9:00 a.m. – 11:00 a.m. During this time, the parent/guardian stays onsite and may participate in the classroom with their child. This allows parents to observe and become familiar with the daily routines, interactions between staff and children and activities that the children participate in. On the second play visit the parent/guardian is expected to stay onsite from 9:00 a.m. – 2:00 p.m. for a full day visit. This is for the benefit of the child, that he/she will become more familiar with the Centre.

3. REGISTRATION FORMS

At the time of the second play visit registration forms will be given to the family to complete. The Director/Program Supervisor will go through the entire registration package as well as review the “Parent Handbook” with the family. The registration package must be completed by the second visit in order for the child to start. The forms are designed to ensure that we meet all the requirements of CCEYA, Public Health and any other pertinent government regulations. A registration fee of **\$35.00** and post- dated cheques are due at this time.

4. RIGHT OF EXCLUSION POLICY

In the event that Paramount Family Centre cannot meet the developmental, social or behavioural needs of the child within a group setting, we reserve the right to exclude them from the program. In this circumstance, any decision regarding a child’s continuance at Paramount Family Centre will be reviewed by the Board of Directors in consultation with the Director/Program Supervisor and family. Should families be asked to withdraw their child from the program, two weeks’ notice will be given. Should a parent feel that Paramount Family Centre does not meet your child’s needs, within the first two weeks of starting, you may choose to withdraw without notice.

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5. TERMINATION NOTICE

Parents are required to give two weeks' written notice to the Child Care Centre Office prior to withdrawing. If notice is not given, parents will be charged two weeks of fees.

6. CHANGE OF SCHEDULE

Parents are required to give 2 weeks' notice to the Child Care Centre Office prior to dropping days. Request of extra days will be accommodated if space is available.

7. AUTHORIZATION FOR PICK-UP

Upon registration families are required to indicate a list of people whom their child may be released to. Families are expected to inform the Director/Program Supervisor by telephone or email if someone else is picking up their child. Photo Identification is required to release your child to an alternate pick up person. Should a court order or parental agreement be in place, denying access to a specific individual, he or she will be denied access to the child. This must be discussed with the Centre Director/Program Supervisor at the time of registration and a copy of such is required to be placed in the child's file. Unless a court order or parental agreement is in place restricting access, parental rights will be honored.

8. EMERGENCY CONTACTS

The Child Care Centre requires information on how to contact parents during the day in case of an emergency or illness. Parents are required to supply the Child Care Centre with work address, telephone, cell numbers and have two emergency contact people. If a parent cannot be reached, the emergency contact will be notified.

9. IMMUNIZATIONS

The daycare is obligated to provide a record of vaccines given to your child to Public Health Services. This information helps protect the health of children and staff at the daycare. Parents who choose not to vaccinate their children must complete the legal statement. This form must be notarized. There are some children who cannot get a vaccine for medical reasons. A doctor can fill out a medical exemption for them. You can call 905-540-5250 to request the forms or to get them from www.hamilton.ca/immunize on the Childhood Vaccines page. Families are asked to please notify the Child Care Centre Office of updates to immunizations. Public Health Department may exclude children from attending the daycare if they have not met the necessary requirements.

10. CHILDREN'S BELONGINGS

Children should wear clothing that promotes self-help skills like independent dressing. Closed toed rubber-soled shoes are required for participation in most activities. Every child should be adequately clothed, to ensure they are comfortable in ALL weather and seasons. Clothing and backpack must be clearly labeled with the child's name, using a permanent marker on the tags of the clothing is sufficient. This will assist the staff in trying to keep track of each child's possessions. An extra set of pants, shirt, underwear, and socks must always be kept in onsite in case of a mess. Children feel most comfortable wearing their own clothes. It is also important to go through your child's bag throughout the seasons.

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11. TOYS FROM HOME

While a small stuffed toy or a blanket (labeled) is welcomed for rest time comfort, we ask that all other toys be left at home, as we are not responsible for them during our busy day. However, there may be special days that your child will be asked to bring in a toy for “Show & Share Days”. Guns, toys/videos which encourage aggressive behaviour are NOT allowed at the Child Care Centre.

C. CENTRE POLICIES

1. SERIOUS OCCURRENCE

The safety and well-being of the children at Paramount Family Centre is of the highest priority. Staff work diligently to provide a safe, creative and nurturing environment for each child. Despite all the best precautions, serious occurrences can sometimes take place. The Ministry of Education which is responsible for Child Care licensing requires Child Care operators to report and post serious occurrences to support increased transparency and access to information. A “Serious Occurrence Notification Form” must be posted at the Child Care Centre in a visible area for 10 days.

This policy supports the government’s efforts to increase access to information about licensed Child Care programs in Ontario. This includes Child Care licensing inspection findings on the Licensed Child Care Website. You are encouraged to speak to the Director/Program Supervisor for more information about serious occurrences and the Serious Occurrence Notification form posting policy.

A serious occurrence could include:

- Life threatening injury to a child
- Fire or other disaster on site
- A complaint about service standard

This posting will give parents information about the incident and outline follow-up actions taken and the outcomes, while respecting the privacy of the individuals involved. Longer- term actions taken by the operator will also be included to help prevent similar incidents in the future, where applicable. Many factors may lead to a serious occurrence report. A serious occurrence does not necessarily mean that an operator is out of compliance with licensing requirements or that children are at risk in the child care program.

2. CHILD ABUSE AND NEGLECT

The Paramount Family Centre staff are legally required to comply with the Child and Family Services Act. The Act requires and directs staff to report to the Children’s Aid Society if they have reasonable grounds to suspect abuse and neglect (including issues of lack of supervision). The following is a sample of reportable concerns:

- Any questionable marks on the child, or signs of physical abuse
- Signs of serious neglect or a pattern of neglect
- Any disclosure from a child indicating they have been injured by another person while in their care

It is important to note that if there are any serious concerns, staff must contact Children’s Aid first and may not speak to the family. It is the responsibility of CAS to make the decision about the severity of each situation and determine the next course of action.

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3. INCIDENT REPORTING, NON-LIFE THREATENING

If your child sustains a minor injury while playing, first aid will be applied by the attending staff member, complete an incident report and provide a copy to parent to discuss at pick up time. A follow up report is completed on child's next scheduled day. The Director/Program Supervisor reviews and makes necessary recommendations/adjustments to environment or procedures as needed, to be kept in the child's file.

If it is determined that medical intervention is required, staff will follow the procedure below.

- a) ADMINISTER FIRST AID – by attending staff member, depending on the severity completes of the following;
- b) Director/Program Supervisor or Teacher in charge calls the parent – reports the injury and makes recommendation for child to see a physician if needed or ask the parent to pick up their child. If a parent or alternate person cannot be reached or is unable to come, Director/ Program Supervisor or Teacher in charge will call an ambulance to accompany and transport the child to medical aid, taking registration form and any medical devices if needed.
- c) Or Director/Program Supervisor or Teacher in charge calls 911- report the details of injury of the child and arranges for ambulance pick up, calls parent to notify them and request to meet at hospital.

4. MEDICAL EMERGENCY – LIFE THREATENING (allergic reaction, seizure, etc.)

If your child sustains a life-threatening injury or becomes seriously ill where it is deemed that a child requires medical aid, staff will inform Director/Program Supervisor and follow the procedure below.

- a) Attending staff administer first aid.
- b) Director/Program Supervisor or Teacher in charge CALL 911.
- c) Call parents – the Director/Program Supervisor or Teacher in charge will call the parent.
- d) State situation and what hospital their child has been transported to.
- e) Director/Program Supervisor or Teacher in charge will accompany child to medical aid.
- f) Director/Program Supervisor or Teacher in charge will complete the Serious Occurrence Report, as per CCEYA guidelines.

**THE CHILD WILL BE TRANSPORTED TO MEDICAL AID AT THE EXPENSE OF THE PARENT OR GUARDIAN,
PARAMOUNT FAMILY CENTRE ASSUMES NO FINANCIAL RESPONSIBILITY.
MEDICAL AID IS THE PROFESSIONAL TREATMENT GIVEN BY A DOCTOR OR HOSPITAL STAFF.**

5. CHILDCARE SUPERVISION POLICY

Employees of Paramount Family Centre will have direct, unsupervised access to the children, students on placement or volunteers are not counted in staffing ratios. Volunteers and students are to be supervised by an employee at all times and are not to be permitted to be alone with a child or children at any time. All placement students and volunteers that are age eighteen and over must provide an up to date and valid criminal reference check to participate in the program.

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6. ROUTINE ILLNESS

A health check is completed daily on children’s health and well-being. Staff are recording visual observations, behaviour and level of participation in the program.

The “WELL BEINGS”, a guide to promote the Physical Health, Safety and Emotional Well- Being of children in Child Care Centres and Family Day Care Homes, published by the Canadian Pediatric Society is used at the Centre.

When a child is ill he/she should be kept home to encourage recovery and reduce the risk of spreading the illness among other children. Your child should not be at the Child Care Centre if he or she has:

**SEVERE COUGHING
BREATHING TROUBLE
YELLOWISH SKIN OR EYES
PINK EYE**

**UNUSUAL SPOTS OR RASHES
DIARRHEA
FEVER
LOSS OF APPETITE**

**SORE THROAT/TROUBLE
SWALLOWING
HEAD ACHE
VOMITTING**

Children exhibiting signs of illness as stated above are not permitted to attend the program until they are 24 hours symptom free. In the event of a child becoming ill at the Child Care Centre the parent will be notified and will be required to take their child home. The staff will make this decision based on the health and behaviour of the child and in the best interest of everyone. Children should be well enough to participate in all the days scheduled activities, including outdoor play. The Child Care and Early Years Act requires at least two hours of outdoor play each day weather permitting. Children not well enough to play outside are considered not well enough to attend Child Care Centre and therefore, should be kept at home.

7. INFECTIOUS DISEASE EXCLUSION POLICY

Paramount Family Centre follows the guidelines as set out by Public Health and as indicated in the Exclusion Policy Chart for the protection of others and to minimize the spread of disease. Please contact the centre office for further clarification.

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DISEASE	EXCLUSION OF PATIENT	EXCLUSION OF CONTACT
DIPHTHERIA	Until two negative throat cultures taken at least 24 hours apart of fourteen days of antibiotic therapy.	Adult contacts with food; or unimmunized child exclude from work until culture negative -exclusion of children is required
HEPATITIS A	2 weeks from the onset of symptoms or 1 week after jaundice	None
HEPATITIS B	Blood and bloody fluid precautions until disappearance of HB and appearance of anti-HBs. No exclusion required.	None
HUMAN IMMUNODEFICIENCY VIRUS (HIV)	Personalized for each patient with the Associate Officer of Health	None
MEASLES	At least 4 days from the appearance of rash	None
POLIOMYELITIS	Isolation of no community value, but discuss with Associate Officer of Health	Refer to Associate Medical Officer of Health -exclusion as required
PERTUSSIS (whooping cough)	3 weeks from onset of paroxysmal cough if untreated or at least 7 days after initiation of treatment	Inadequately immunized household contacts less the 7 years ago should be excluded from school for fourteen days after last exposure or until case and contract have received days of antibiotic therapy
RUBELLA (German measles)	5 days from onset	Exclusion as required
TUBERCULOSIS	Usually 2 weeks after initiation of therapy, but check with the TB nurse	Usually none, but check with TB nurse
BACTERIAL CONJUNCTIVITIS	Until clear, usually 24-48 hours after initiation of treatment	None
CHICKEN POX	No exclusion after onset of the rash	A child with mild chicken pox illness can return to school or childcare as soon as he/she is well enough to participate in all activities
INFLUENZA	3 days after clinical onset	None
PEDICULOSIS	Decisions rest with Supervisor of the centre as described in the Education Act.	None
SCABIES	24 hours after treatment	None
STREPTOCOCCAL INFECTIONS: Strep throat, scarlet fever, erysipelas	48 hours after treatment	None
STARHYLOCOCCAL INFECTION: impetigo	Cover lesions or if not possible exclusion until lesions cleared (48 hours)	None
TINEA CORPORIS: Ringworm	Exclusion from gymnastics, showers and pools until clear	None

***Exclusion of immunized children as required by the immunization of School Pupils Act.
NOTE: The Associate Medical Officer of Health should be notified of any of the above diseases ASAP.**

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8. ADMINISTRATION OF MEDICATION

Paramount Family Centre Staff are not permitted to administer medications of any kind other than an inhaler or Epi-Pen to any child enrolled at the centre.

If your child should require prescription/over the counter medication it is the responsibility of the parents to come to the centre and administer this medication to the child. (Parents may send a grandparent or neighbour to administer upon making arrangements with the Director/Program Supervisor).

NO MEDICATIONS of any kind are to be kept in your child’s backpack at any time during his/her day at the Child Care Centre. Your co-operation in this matter is very much appreciated. Should your child require Asthma Inhaler (puffer) while at the Centre please follow this procedure:

- Speak to the Child Care Centre Office. The Asthma Information and Inhaler Tracking Report form must be completed for staff to administer inhaler to your child.
- Complete the form with written instructions, including name of medication, dosage and times that the inhaler is to be administered to your child, parent initials request. Please note that we cannot administer unless all information has been completed.
- The staff will store the inhaler in a secure locked cupboard. Should you require taking the inhaler home please check with your child’s teacher.

Should your child require an EPI-PEN, it is the responsibility of each parent to inform the child care centre of such a need. An Anaphylaxis Emergency Plan form is required to be filled out by the parents; which includes a photo of the child, signs and symptoms of a reaction, emergency contact information and signatures of parents and physician. The EpiPen must remain in its original container, clearly labelled with the prescription label. The Epi-Pen will be stored in the classroom First Aid pouch and travel with the teacher and child as needed. (Parents are asked to please check the expiration date on the child’s Epi-Pen.) Written permission must be provided for School Aged children to carry and/or self administer Epi-Pen and/or inhaler.

9. ADMINISTRATION OF TOPICAL CREAMS

Diaper rash cream may be brought in and must be in it’s original container with the ingredients, the child’s name and expiry date.

Paramount Family Centre staff will apply product to external areas as instructed by parent on the Permission to Apply Topical Creams, Ointments & Sprays form. Paramount Family Centre staff will not be held responsible and waives all claims of personal injury to the child because of the application or failure of application. Product must be provided by the parent and labeled in permanent marker with the child’s name. It must also have already been applied at home with no adverse effects to the child (i.e. rash, irritation, or other reaction).

10. SUNSCREEN

Parents are required to bring in sun screen for their child during the summer months’ and have sunscreen applied to their child first thing in the morning. Sunscreen will be re-applied to all children as per parent’s written consent and as needed. All sunscreen must be in the original container, labelled with the child’s full name. Please check ingredients for possible allergens. All sunscreen is to remain at the Child Care Centre until the end of the summer. Kindergarten and School Age children may keep their sunscreen in their backpacks and will be encouraged to apply it themselves.

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11. PERSONAL HYGIENE

Parents are required to ensure their children have used the washroom and washed their hands prior to dropping them off and before leaving for the day to minimize the spread of germs.

Staff model good hygienic practices and children are encouraged to use these skills daily. This includes appropriate hand washing methods before and after every meal, any sensory/science/baking activity, when returning from outdoors and after coughing, wiping nose or sneezing.

12. REST TIME

According to the Child Care and Early Years Act any child who attends Child Care Centre for more than 6 hours per day is required to have a rest following the mid-day meal. Individualized cots and linens are provided and appropriately spaced. Rest time is from 12:00 p.m. – 2:00 p.m. for the Toddlers and Preschoolers. Classroom teachers will conduct and document visual checks of each child during sleep time.

Soft music is played and children’s personal comfort items that encourage quiet rest or sleep are permitted. At registration, sleeping arrangements need to be indicated. Ongoing communication is required regarding changes to this routine. Early risers or non-sleepers are invited to get up and do quiet activities after one hour of rest until rest time is over.

D. FINANCIAL MATTERS

1. CHILD CARE FEES

- a. **Registration Fee-** Upon enrollment, families are required to pay a registration fee, this fee is non-refundable and not tax deductible.
- b. **Daily Fees-** Are required in advance of care for each day that a child is enrolled, regardless of absence. Families are required to read and sign the financial agreement. Families who have 2 or more children enrolled full time in the toddler and preschool programs receive a 10% discount off the second child. Parents can pay weekly, bi-weekly, monthly in cash or by cheque. Cheques need to be dated for the 1st of the month or submitted by Monday mornings. Cheques are made payable to P.F.C. There is no reduction in the child care fees for absences on scheduled days due to illness, inclement weather, emergency closures, stat holidays, etc.
- c. **Summer Camp Fees-** School age and Kinder **payment** for July and August must be paid upon camp registration, in the form of post-dated cheques for the first of July and the first of August. If you withdraw days or weeks after camp registration, **no refunds** will be allotted. Child care fees are tax deductible, additional fees such as trip fees or non-service related fees are not tax deductible.
- d. **Service Charges-** Cheques returned by the bank for any reason, will be subject to a service charge of \$40. In the event of repeated returned cheque (NSF) you are responsible for any bank charges incurred and may be required to pay in cash or a certified cheque.
- e. **Income Tax Receipts-** An income tax receipt will be issued to each family, reflecting the fees paid from January 1st to December 31st of each calendar year. Tax receipts will be distributed by the Child Care Centre Office by the end of February.
- f. **Overdue Accounts-** Parents are required to keep their accounts up to date at all times. Accounts in arrears by more than two weeks may be given notice of termination of service.

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- g. Overpayments**-An overpayment of fees is applied to future fees owing, and is NOT refunded unless a child leaves the Child Care Centre or changes status to full subsidy.
- h. Fee Increase**-The Child Care Centre fees are reviewed by the Board of Directors. Parents shall receive 3 weeks written notice of any increase in fees.
- i. Late Pick Up Fees**- A late fee of \$15.00 for every 5 minutes expired beyond 5:30 p.m. must be paid directly to the Child Care Centre Office on child’s next scheduled day. Late fees must be paid separate from child care fees.

2. VACATION POLICY

Vacation days are based on how many days your child is enrolled during each 12-month period from January 1 to December 31. Written notice is required 2 weeks prior to intended vacation. Newly registered families will be entitled to vacation days based on how many days they are enrolled for, on a pro-rated basis after a three-month period. Vacation days are no more than five days and no less than 2 days per child. Parents are responsible to pay for any additional time off should it exceed the allotted time.

PRORATED VACATION DAYS FOR CHILDREN

Month Started in Program	5 full days	4 full days	3 full days	2 full days
January	5	4	3	2
February	4	3	2	1
March	3	2	1	0
April	2	1	0	0
May	2	1	0	0
June	1	0	0	0
July	0	0	0	0
August	0	0	0	0
September	0	0	0	0
October	0	0	0	0
November	0	0	0	0
December	0	0	0	0

E. DAY CARE SUBSIDY

1. CHILD CARE SUPPORT SERVICES

The Child Care Subsidy Office determines eligibility of support. Parents can call (905) 546-4870 to apply. Families awaiting approval can start receiving child care with the understanding that full fees are due until approval is received.

2. USER FEE

Families receiving Child Care subsidy with a user fee as established by Child Care Support Services are required to pay that fee directly to the child care centre monthly. Parents are to inform the Child Care Centre of any changes to their monthly contribution.

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3. RENEWAL APPOINTMENTS

Parents receiving subsidy are responsible to maintain their contract with the City of Hamilton, including expiry/renewal date. Please call the Day Care Subsidy Office to schedule appointments at least one month prior to the expiry date. Any break in service is not covered by the City of Hamilton and must be paid for by the family.

F. GENERAL INFORMATION

1. NUTRITION

A nutritious mid-day meal is planned and prepared by the cook in consultation with the Child Care Centre Director/Program Supervisor according to Canada’s Food Guide and Child Care and Early Year’s Act. Changes to menu will be posted at the front door as well as documented in the daily journal. Special dietary needs will be considered and should be discussed with the Director/Program Supervisor upon enrollment. Morning and afternoon snacks will also be provided. A four-week rotational menu fall/winter and spring/summer is posted on the parent information board at the entrance of the Child Care Centre as well as in each classroom.

The children are served a morning snack between 8:00 a.m. and 8:30 a.m. each day. The morning snack is not intended to replace breakfast as it is assumed that most children will have had something to eat before arriving. A hot lunch meal is served to the children each day from 11a.m.-12 p.m. The children receive 2% milk with both their morning snack and lunch. An afternoon snack is served to the children between 2:45 p.m. – 3:00 p.m. and this snack is served with water.

2. ALLERGIES

Upon enrollment families are asked to identify any allergies/intolerances, food restrictions or special dietary requirements your child may have. It is important to identify food items that your child is not permitted to have. This information is reviewed by the cook and all classroom teachers.

Please note that “**PARAMOUNT FAMILY CENTRE is a “Peanut Safe Zone”**”. No nuts of any kind, or products that may contain nuts, are permitted to enter the premises. Individual food allergy/restriction plans will be posted in each classroom and food prep/serving area. All precautions will be made to protect children with food allergies/restrictions.

3. CELEBRATING CHILDREN’S BIRTHDAYS

Recognition of all birthdays in each classroom will be celebrated on the last Wednesday of each month. In lieu of the day’s planned p.m. snack, cupcakes and apples will be provided. No outside cakes, treats or desserts are permitted for your child’s birthday due to many allergies and food restrictions.

4. LOST & FOUND

Each classroom has a bin with lost or extra clothing. If something goes missing please speak to your child’s teacher as soon as possible. Staff will assist you in locating any lost items.

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5. SAFE ARRIVAL & DEPARTURE OF CHILDREN

It is recommended that you establish fixed hours to drop off and pick up your child and not leave your child at the Centre for an excessively long period; a maximum of 9 hours.

Parents must connect with the staff upon the child's arrival and departure time as these are recorded daily. To ensure maximum participation of a full program, children are expected to be dropped off no later than 9:00 a.m.

Parking is not permitted in front of the building; parking spots are available. Please do not leave car idol or leave your child unattended in the car unsupervised at any time. Proper use of car seats and seatbelts is required, inappropriate use will be reported to authorities.

6. DAILY ROUTINES

The daily program provides a balance of quiet, active, age appropriate activities which include indoor and outdoor time, creative art activities, dramatic play, music experiences, science, floor toys, etc. Care routines (eating, toileting, sleeping and dressing) are also a very important part of the child's daily schedule. Children play outside for at least 2 hours every day weather permitting. Appropriate attire for the weather is required while in attendance.

7. TRIPS

Throughout the year, trips are made to special places of interest. Parents are encouraged to accompany their child. Volunteers are required to provide a current criminal reference check. A notice will be sent home in advance of an excursion to inform you of the date, time and destination, and will also include a permission form to be signed and returned. In some circumstances, there may be an additional trip fee. If you are not comfortable with your child attending a trip for any reason, parents must make other arrangements for their child on that day.

8. DIAPERING

Parents of children that require diapers must supply the Child Care Centre with diapers for his/her child. It is important to label the bag. A diaper procedure is posted in our Toddler room and in the main bathroom for parents to view. Toileting for toddler children is recorded on HiMama detailing the number of wet and soiled diapers throughout the day.

9. TOILETING

Children are escorted and supervised during scheduled washroom routines throughout the day and as needed. Proper handwashing and self-help skills are encouraged.

Parents and PFC staff are required to discuss if signs of readiness have been observed and agree that underwear is the next step to successful toileting. Please do not send your child in underwear without this discussion taking place. Toileting resources and information is available for parents considering this next step.

10. FIRE DRILLS

The Child Care Centre has a written procedure for FIRE DRILLS that has been approved by the local Fire Department. Every staff member is familiar with this procedure and each room has specific instructions for directing the children safely out of the building. This procedure is posted in each classroom and fire drills are practiced monthly.

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11. MONTHLY NEWSLETTER

A monthly newsletter is prepared to view on the website. Parents are encouraged to read the newsletter so that you are aware of any upcoming activities at the centre.

12. EMERGENCY MANAGEMENT PROCEDURE

In case of an emergency that makes the premises unsafe, the children will be evacuated from the building to the emergency location, Paramount Place located at 2 Mistywood Dr. at the corner of Mistywood Dr. and Paramount Dr. All parents and guardians will be notified by HiMama, phone or email and instructed as to how to proceed. Please do not come to the Child Care Centre if emergency vehicles are present.

13. SECURITY SYSTEM

A punch key security pad system is located at the Child Care Centre front and back door for the safety of all children and staff. Families are given a code yearly that is to be kept confidential. Should you need to send an alternate pick up for your child, you may share the code with him/her or they may ring the doorbell to the right of the key pad.

Please do not share the code with your child or have your child punch in the code. We all need to work together to ensure the safety of all the children and staff.

Security cameras are also in place at the front and back doors. The office can monitor who is entering /exiting the Child Care Centre. PFC is looking to ensure the Child Care Centre is as safe as possible for the children, teachers and parents.

14. PARENT ISSUES AND CONCERNS

Director/Program Supervisor will be present to meet with parents who have issues/concerns about the Child Care Centre at an arranged time. To ensure these issues/concerns are heard and acceptably resolved, parents are encouraged to speak directly to the child's teachers for a timely resolution. If it cannot be resolved immediately, parents are to speak to the Child Care Centre Director/ Program Supervisor to discuss a timeline of an expected response. Parent relations are discussed at Board of Director meetings, any unresolved issues/concerns can be presented to the Board of Directors by letter if unresolved.

15. THE ROLE OF THE PARENT IN THE PROGRAM

- Parents are required to accompany their child for scheduled play visits prior to their start date.
- Parents will ensure that communication of pertinent information is shared with child care centre staff.
- Parents are encouraged to come into the classroom to view documentation and observations of children in the program and read the monthly newsletter to keep informed on Child Care Centre activities.
- Parents are invited to volunteer in class field trips.
- Materials and skills for sharing that are associated with the classroom curriculum are welcomed.
- Parents are encouraged to participate in the following events throughout the year: Christmas Open House, Mother's Day Get-together, Father's Day Get-together, Summer Camp Talent Show, etc.

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16. BEHAVIOUR GUIDANCE

Any person involved with the children shall read and agree to follow the behaviour management guidelines and prohibited practices prior to commencing work. Community Partners, Support Personnel, Volunteers and students are not permitted to be alone with a child at any time and must be supervised by an employee at all times.

The classroom teachers will use discipline in a positive and consistent manner; strengthening desired behaviour using a soft supporting voice. The teacher will use redirection and model appropriate behaviour while engaging with children during learning experiences. “Cool down” is for all children; this is designed to assist a child learning desired behaviour.

Discipline will be appropriate to the developmental stage of the child. Teachers will use natural consequences where possible. Consequences will be logical, reasonable, immediate and consistent. Equipment should not be taken away unless it is a natural consequence (i.e. “we talked about how we do not crash our bikes; now you are done with the bike and you need to find another activity to do”.) Limits of activities will be clearly outlined to the children and repeated if necessary.

We encourage the children to interact and communicate in a positive way and we support their ability to self-regulate by allowing them time and space to sort out conflict on their own, provide children the appropriate language to self regulate

17. “COOL DOWN” (Removal from an activity where undesired behaviour is not resolved)

Teachers will:

Encourage the child to resolve conflicts with verbal communication and give him/her the necessary words to use if needed.

- a) Allow the child to express his/her feelings and let the child know that you understand.
- b) Redirect the child to another activity. Should the undesired behaviour continue the child will be removed from the activity and redirected to a table with a book or another quiet activity for no longer than 3 minutes.
- c) Will supervise the child while on “cool down”.
- d) Will have a discussion with the child as to why he/she was placed on “cool down”.
- e) Will have the child return to regular classroom activities after the discussion has taken place.

18. STAFF IN OUR CENTRE WILL:

- NOT use harsh or degrading disciplinary measures which would humiliate or undermine the child’s self-respect nor verbally tease a child;
- NOT punish or reprimand a child for failure to use the toilet; or fall asleep at rest time; or refuse to eat or drink.

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Prohibited practices continued as set out in Section 48 Child Care and Early Years Act, 2014.

- Not use corporal punishment on the child;
- Not use 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;
- Not lock the exits of the child care centre premises for the purpose of confining the child, or confining the child in an area or room without adult supervision;
- Not 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;
- Not deprive the child of basic needs including food, drink, shelter, sleep, toilet use, clothing or bedding; or
- Not inflict any bodily harm on children including making children eat or drink against their will.

For School aged and Kindergarten children there is a “Behaviour Code of Conduct Agreement” which parents, children and staff are required to review and sign.