



PARENT HANDBOOK

**15 Marr Rd.
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WELCOME TO OUR CHILDCARE FACILITY:

The purpose of this handbook is to outline the policies and procedures under which we operate as a childcare facility. Please read this handbook carefully and feel free to discuss any questions or concerns that you may have with the owner Jenny Robinson.

CHILDCARE PHILOSOPHY:

We believe that each child is special and unique and that a child's early experiences enrich and stimulate future growth. Every child deserves a safe, warm and caring environment in which to grow and develop to their maximum potential. We are committed to fostering each child's self-esteem and feeling of self-worth and value through positive care giving and stimulating activities.

PROGRAM: GOALS AND OBJECTIVES

Our goal is to provide a safe and happy place where children can learn and grow physically, emotionally, intellectually, creatively, and socially at their own pace. We offer an environment that welcomes reason, exploration, question, and imagination. Our program encourages children to explore and discover his or her world daily. This will be accented with the use of sensory activities and language development. Children will also learn through discovery centers that will vary from science, language, math, housekeeping, daily life skills, and social development. Along with teacher instruction, children will have the opportunity to develop his or her own hands-on learning style, giving your child the chance to learn at his or her own pace and allowing them to master a skill at the rate in which they are comfortable. Children will be given the chance to work with musical instruments, large muscle equipment, manipulative items (i.e., blocks) and arts and crafts daily.

At Polkadots, we follow The New Brunswick Curriculum Framework for Early Learning and Childcare and deliver these services in English.

COMMUNICATION:

Communication is very important to us. We want to ensure that we can share openly any concerns or questions that may arise. It is important that there is a similar childcare philosophy between us. We welcome questions, feedback, or discussions of any kind that are oriented towards a positive outcome for the children. It is only through parent/provider interaction that a goal of quality, nurturing care can be achieved. Sensitive issues can be discussed in private either by telephone or conference. For the convenience of parents, the owner, Jennifer Robinson will be on site most times throughout the day.

ADMINISTRATION STRUCTURE AND COMPLAINT PROCEDURES:

You are encouraged to call or visit the facility at any time. Although we always do our very best to provide great service to both you and your child, if you have any special requests, please don't hesitate to ask. We will always try to accommodate your requests providing they don't conflict with the safety and well-being of the children and are fair to all. Your classroom teacher is the

first person to contact regarding problems/concerns with your child, followed by Andrea, the supervisor. Jenny is available by phone, email or in person for any concerns as well. A bulletin board located by the main entrance is provided for parents to inform them of: changes in program, weekly and daily menus, special announcements, daily schedules, our license, name of owner, and how to contact licensing staff if needed. Please be sure to check it daily.

HOURS OF OPERATION:

Monday to Friday
7:00am to 5:45pm

CHILD/STAFF RATIOS:

Infants (12 to 24 months) – 1 staff : 3 children
Toddlers (2 years) – 1 staff : 5 children
3 Year Olds – 1 staff : 8 children
Four Year Olds – 1 staff : 10 children
Afterschool – 1 staff : 15 children
Preschool – follows age ratios above

**Parents are to inform their child's teacher as to any changes in pick up times. Please keep in mind that we are staffed to handle the ratios based on each child's normal arrival and departure times. If you are going to be picking up your child later than normal, please inform us of this so we can take measures to ensure that there will be sufficient staff to properly handle the change.

As of June 1st, 2022

RATES: Part time Full Time

Infants	xx	\$21/day
Preschool	xx	\$18/day
Afterschool	\$21/day	\$105/week (full days will be \$32/day or \$160 for a full week)
½ day Preschool		\$7/day

REGISTRATION FEE:

A \$50.00 (non refundable) one-time registration fee is required for the enrolment of each child in the childcare facility.

ENROLLMENT POLICY:

There are several things that must be completed before we can assume the responsibility of caring for your child. They are as follows:

- Online Enrolment Acceptance through Parent Portal
- Daycare Finance Agreement Form
- Child Profile
- Consent Forms for emergency care & transportation, outings, and administration of medicine

- Copy of child's current immunization record
- Signed statement that parents have read, understand, and received a copy of parent handbook

Please keep us informed of any change in address, phone number, and other pertinent information listed on any of the above forms. These forms must be updated every year.

PAYMENT PROCEDURES:

Payment is payable on a biweekly basis on the Friday before the week of service. Payments are made in the form of pre-authorized debit. If a payment is returned for non-sufficient funds, you will be required to pay the full amount for the childcare services and all fees incurred as a result of the NSF before your child can return to the facility. Re-occurrence could be grounds for immediate termination of service.

ABSENCES AND STATUTORY HOLIDAY:

There are a limited number of spaces available, and a space has been reserved for your child that cannot be filled on a short-term basis. Therefore, if your child must be out because he or she is sick or for any other reason, you still are required to pay (other than pre-approved vacation).

The childcare facility will be closed for all the following holidays. You are required to pay for these days. The holidays this childcare facility observes are as follows: New Years Day; Family Day; Good Friday; Victoria Day; Canada Day; New Brunswick Day; Labour Day; Thanksgiving Day; Remembrance Day; Christmas Eve (closes at 3pm); Christmas Day; Boxing Day; New Years Eve (closes at 3pm). If a holiday falls on a weekend, the facility will observe that holiday on the following Monday.

OTHER FEES:

An overtime fee of \$5.00 per 15-minute increment past 5:45 p.m. will be added to your next billing cycle. Please respect that staff have worked hard all day and are ready to go home and be with their own families, hence the fee is in place to discourage late pick up.

PARENT VACATION:

Once with the childcare facility for one year, full time families may take two weeks' vacation per year where payment of fees will not be expected, provided four weeks advance notice is given in writing to Jennifer Robinson at polkadotsdaycare@hotmail.com. After these two weeks, full payment for each day/week that your child is not in attendance is required.

TRIAL PERIOD & GIVING NOTICE:

Service will be provided to all new children for a two-week paid, trial period beginning on your child's first actual day of care. During that time, the parent or Polkadots The Kids Spot may terminate the childcare agreement with 24 hour's notice.

After the trial period, a two-week's written notice is required by either party to terminate the agreement. If two weeks' notice is not given, payment for two weeks of care will be required. Any abuse or violation of the policies of the handbook, as well as any verbal abuse to the owner or any educator is just cause for immediate termination.

INCOME TAX RECEIPTS

A year-end summary of all childcare fees paid during the year for income tax purposes will be provided in February of each year.

ARRIVAL AND DEPARTURE:

Please send your child clean, dressed for the day, and fed. Parents are required to accompany their child into and out of the facility as well as help them out of, or into, their coats, boots, etc. Please make your goodbye brief (no more than a couple of minutes). The longer you prolong departure, the harder it gets, but never leave without telling your child goodbye.

At Polkadots, the procedure is to release the child only to his/her parents. If someone other than the parent is to pick up the child, please notify us ahead of time. A verbal notice is fine on that day if this person is on the list of people who are authorized to pick up your child. If the person is NOT on that list, we require written permission to release your child. Please inform people designated to pick up your child, that if the staff member in charge of watching your child does not know them, they will ask for photo identification. We do not mean to offend. This is simply a measure taken for your child's protection. We will not let a child leave without a parent's verbal permission even if that person is listed as one of your designated pickup people.

Sometimes if both a parent and a provider are both in the same area (ex. drop-off, pick-up), a child may forget the rules, or test the boundaries. Please help show your child that you respect the staff, the rules of the facility, and our property by reminding them that the rules apply when you are around. At the end of the day, once you remove your child from the classroom (or outdoor play area), responsibility for their care and safety shifts from the teacher to the parent.

If your child will not be attending for the day, please call the facility no later than 9:00 a.m. and provide the reason, whether the absence is illness related or not.

ALLERGIES:

Please let the facility know if your child has any allergies (we are a nut free facility).

HEALTH MATTERS:

In accordance with the *Management of Illness in Children and Staff in New Brunswick Daycare Facilities*, a parent is required to keep their child at home if the child has any of the following (this list is a sample of the most common illnesses and is not inclusive):

- Fever of any kind whether from teething or illness related
- Conjunctivitis or pink eye or any type of eye infection, which is highly contagious.
- Impetigo or any rash until it is identified as not being contagious.
- Diarrhea, which is more frequent than the child's usual stool.
- Vomiting which is more than the usual spitting up.
- Measles
- Chicken pox
- Mumps
- Scarlet fever
- Head Lice
- Strep Throat

These and other illnesses have exclusion and re-admission requirements. Parents are required to complete a 'Return After Exclusion' form before their child can be re-admitted to the facility. These guidelines are made with the children's best interest in mind. Children are permitted to attend the facility with normal cold symptoms (cough, runny nose, etc.) if the illness does not prevent the child from participating comfortably in facility activities or the illness does not result in greater care than the staff can provide without compromising the health and safety of the other children.

Parents must inform the facility if there is a diagnosis of a serious illness or any communicable disease in the family. This is to protect other families who attend the facility.

When a child becomes ill, the child's parent(s)/guardian(s) will be contacted and must make arrangements to pick up the child within one hour of notification of illness. We will make the child comfortable in a quiet place where he/she can rest and will be closely supervised until a parent can pick up the child.

If a child is injured at home, the parent is to let the staff know what has happened. It is the responsibility of the administrator of the facility to document and report any suspected physical, social, emotional, or sexual abuse of a child to the Department of Social Development. Failure to report such suspected cases of abuse or neglect is an offence under the "Family Services Act".

COVID-19

Polkadots The Kids Spot will follow the guidelines in the Public Health document Guidelines for the Prevention and Control of Communicable Diseases in ELC facilities regarding cases or suspected cases of COVID-19.

PRESCRIPTION MEDICATIONS

Medications will only be given to a child if the parent has provided the teachers with authorized and explicit instructions (exact time to be taken and amount to be given). All medication must be labeled clearly and in original containers. We will only administer medication brought in by the parents and parents are required to sign a form each day the medication is to be given.

NON CRITICAL EMERGENCY CARE

The staff of Polkadots The Kids Spot Ltd. are not insured to personally transport any child with a non-critical injury/illness that may require a doctor/hospital visit (ie: cut requiring stitches, non-concussion falls, etc.). First aid care will be provided and parents will be contacted and given the option to either: pick up the child and tend to the emergency care themselves, or to have the child transported to the hospital by ambulance (the fee would be the responsibility of the parent/guardian).

Please note that this only applies to non-critical emergency care. In situations involving critical emergencies, the child would be transported by ambulance and the parents contacted right away to meet us at the hospital. A staff member would always travel in the ambulance with the child.

DIAPER CHANGES

Diapers are checked for wetness or feces hourly or whenever a child indicates discomfort or exhibits behaviour that suggests a soiled or wet diaper and changed accordingly. The diaper area will be sanitized after each diaper change.

NAP TIME/REST PERIOD

All children under the age of 5 are required to have a rest period for a maximum of 2 hours. Infants and toddlers will nap once daily. Older children are not forced to sleep, however they must choose a quiet activity for the first half of this period.

Children, 15 months and over, sleep on a cot or mat that is appropriate to the child's size and level of development.

OUTINGS:

Government standards state that: ‘children, depending on the weather, must be outside for 2 hours each day if they attend the facility all day’. We have a fenced outdoor play area for year-round play. Parents must provide their child with weather appropriate clothing for outdoor play. Please provide simple clothing (ex: free of complicated fastenings).

Any special outings will be on foot, within the neighborhood, and weather dependent. On occasion, the children will go for a walk to a nearby park or school within the neighborhood. We do not participate in outings requiring a vehicle.

POTTY TRAINING:

We will be more than happy to help with potty training provided that it is not done before the child is ready. Parents are asked to initiate the training at home (on vacation or weekend) before starting it at the facility. Once training is initiated, parents are to supply several pairs of underwear or pull ups and multiple change of clothes.

BEHAVIOUR MANAGEMENT AND DISCIPLINE:

Our philosophy is that you use discipline to teach, not punish a child. We achieve this through firm but gentle consistency. The children are explained the rules of the facility frequently so that they know the guidelines. To help eliminate negative behaviour, we use positive reinforcement to encourage the child when he/she is demonstrating acceptable behaviour and provide a balance and variety of age appropriate materials and activities. Once a child understands the rules and disobeys them, hurts others or property, the following developmentally appropriate guidance techniques will be used. These techniques are as follows:

1. Redirection: If inappropriate behaviour occurs, the child is redirected to another activity and given an opportunity to try again at another time.
2. If behaviors continue; the following steps will be taken as long as there is no danger to any other children.
 - a. Meet with parents/guardians to gather their input and plan the support required.
 - b. Staff and Director will collaborate with the Quality Assurance Monitor, Early Learning Consultant and/or the staff from the Inclusion Support Program as needed.
 - c. Staff will participate in professional learning/training specific to the situation if available (challenging behaviours, etc.)
 - d. Staff will provide referrals to community resources and services.
3. Last Resort: When a child’s behavior is continually upsetting or dangerous to others after consistent documentation by staff, repeated communication between staff and parents, as well as appropriate modifications made to deter said behaviors, arrangements will have to be made for the child to go elsewhere for care.

SUPPLIES NEEDED:

Parents are responsible for supplying: Diapers, Wipes, Cream, 2 Weather appropriate changes of clothes, Sunscreen/Sunhat (in summer), Fever Medication, Indoor Shoes, and Water Bottles. No toys should be brought from home. If your child needs a special item for sleeping, it will be allowed, but it will be put away when they first arrive.

All items are to be marked with your child's name and left at the facility. Each child will have their own bin/cubby for all personal belongings and will only be used by your child. Also, some of the activities may be messy and weather permitting, we will spend a minimum of two hours outdoors; therefore, do not send your child in clothing that you do not want stained.

PARENT INVOLVEMENT AND PARTICIPATION:

Parents are encouraged to participate in either or all the following ways:

1. Voluntary assistance in planned field trips
2. Visiting the centre at any time
3. Contributing recyclables that may be used in our arts & crafts programs
4. Contributing material that are related to our various themes
5. Participation on our Parent Committee which meets quarterly

COMMUNITY INVOLVEMENT

As the owner of Polkadots The Kids Spot, I take great pride in community involvement and feel that it is very important that children learn the value of knowing our community and giving back to the community. Polkadots provides this experience to the children by being involved with the local police and fire stations, the SPCA, the local schools, and through guest speakers such as the health nurse, hygienist, etc.). If you have an idea or would like to contribute to this, please talk the owner, Jennifer Robinson.

TRANSPORTATION

Transportation to and from the facility will be the sole responsibility of the parents/guardians. For the afterschool program, transportation will be provided by Anglophone South School District from Rothesay Elementary School, where the proper school bus forms have been completed and approved. We do not permit drop off or pick up by taxi.

EMERGENCY EVACUATION

In the event of fire or other emergency requiring evacuation, staff have been trained in the procedure that is posted at the three emergency exits. Staff and children will meet in the back corner of the playground near the dumpster. If evacuation from the parking lot is required, staff and children will proceed to Ken-Val Rehab across the street, to await further instruction from emergency personnel.

AFTERSCHOOL PROGRAM:

This program is offered for school age children both before and after school. Service before school cannot be provided after 7:45am; therefore, if school buses are running late you must make alternate arrangements to get your child to school.

The afterschool program runs year round and automatically becomes a full day program for school age children when schools are closed due to teacher conferences, storm days, school closures (Christmas, March Break, Summer Holidays), etc. You must enroll in the program in its entirety (including school closure days).

Space in this program is limited. Once enrolled in the program, your space is continual and automatically renewed every year. If you withdraw your child for the summer, your spot will not be guaranteed for the following year.

Although priority will always be given to a child already registered full time with the facility, we cannot guarantee that they will get into the afterschool program when they start school. This will depend on how many spaces open by children leaving the program.

We provide a fun and safe environment with various activities.

PRESCHOOL PROGRAM:

This program is offered for 3 year olds and 4 year olds from 7:30am to 12:00pm for 2 to 5 days a week. We provide a fun and safe environment with various educational and creative activities. A morning snack is also included. All children must be potty trained for this program.

The preschool program is closed when District 6 schools are closed due to teacher conferences, storm days, and school closures (Christmas, March Break, Summer Holidays). You will not be expected to pay for school closure days if the facility is still open and operating. Statutory Holidays and sick days fall under the previous policy and payment is expected.

This program will implement the Early Learning and Childcare Curriculum and provide appropriate services for children under the Early Childhood Initiatives.

INCLUSION AND DIVERSITY POLICY:

Policy Statement-

At Polkadots The Kids Spot, we employ flexible, inclusive practices in order to best meet the needs of the children, families, and staff of our centre. All children are welcome to attend Polkadots The Kids Spot regardless of ability, need, background, culture, ethnicity, religion, gender, or economic circumstances. Through inclusive practice, we aim to create a sense of community and belonging as well as promote positive attitudes to both the similarities and differences in each other. To achieve this, we actively engage with children, parents and other organizations as appropriate.

Access –

1. Every child is able to attend typical activities within the centre. In order to provide an open and accessible service for all children and families, enrollments are accepted on a first come, first served basis.

Participation –

1. The curriculum, activities, books, materials and environment are used to reflect the diversity of all children, families and the wider community. Where possible, these will be adapted as necessary to facilitate the inclusion of all children within the daily routine and activities of the centre.
2. The staff at Polkadots strive to provide learning experiences that are meaningful to each individual child and recognize all learning styles and abilities.

Support-

1. Supports, be they program modifications, if needed, or Department funded Enhanced Support Workers, if available, will be put in place at the time of enrollment.
2. All staff will be made aware of inclusive practice within our facility and its importance.
3. When possible, staff will attend training pertaining to inclusion, for example, behavior management, equality and diversity, language development or special needs.
4. Information sharing between staff and parents ensures a partnership approach which happens in the form of daily communications as well as scheduled meetings as required.

Enrolment Policy & Discharge Policy and Procedures-

The following steps/actions will be taken to maintain a child's enrollment within a facility before reducing hours, suspending services, or discharging.

1. Educators provide observations and documentation.
2. Parent/guardians have been met with to gather input and plan the support required.
3. Quality Assurance Monitor, Early Learning Consultants and the staff from the Inclusion Support Program have been collaborated with,
4. Professional learning/training specific to the situation (challenging behaviours, etc.) have been participated in.
5. Referrals have been provided to community resources and services.

FINAL NOTE:

Our recommendation for new families is for the parent to bring the child in for a short tour (prior to the start date) with the child. This is so the child and parent get exposed to the facility and its staff. You are always welcome and encouraged to stop by anytime to see how things are going.

THANK YOU FOR TRUSTING US WITH YOUR PRECIOUS CHILD. WE LOOK FORWARD TO A TERRIFIC RELATIONSHIP WITH YOU AND YOUR CHILD!