

THE GROWING CONCERN CHILD CARE CENTRE

Welcome to Growing Concern Child Care Centre. Your family is in for a great experience and we thank you for letting us be part of your child's early years. The program reflects the fact that each child develops in an individual manner. Research has shown that the early years of a child's life is so important and positive experiences during these years reinforce the child's natural learning. Of course, the loving consistent care of parents is always the most important foundation for all learning.

Knowledge about child development is used to provide the guidelines for planning a safe and comfortable environment. The long-term objective is to provide an early education program that fosters good problem solving, and coping skills. Within this context, the aims of the program are to enhance the child's self-concept, to develop a sense of trust in others and to help develop a sense of autonomy and curiosity. Communication skills, ability to regulate and express emotion as well as to think and plan, are all recognized when planning our program. Cognitive skills, social skills and a child's physical development are also reflected in the curriculum.

To help strengthen our program we welcome input from our parents and also any personal interest/ skills that would enhance our children's learning. Volunteering to participate in one of our community outings to a farm market, a trip to Storybook Gardens or an adventure to the Children's Museum is always welcome. Family events are part of the experience that we hope you will enjoy at Growing Concern. Our Family picnic and Graduation in June plus, the annual Christmas Party with a visit from Santa gives everyone an opportunity to meet other parents.

The next few pages of this brochure will explain any significant information pertaining to the policies of the centre. Never hesitate to ask any questions you might have regarding these policies or any matters you want to discuss.

Once again, "Welcome to Growing Concern Child Care Centre:" May your time with us be an enriching experience for your child and yourself.

Susan Gregory, E.C.E.C.
Director

ABOUT OUR POLICIES

PHILOSOPHY

Our philosophy is simply to offer an enriched environment, in which the children can grow, focussing on their social, emotional, physical, and cognitive development. We

strive to be an extension of the family, working towards the same goals and objectives of child rearing.

PARENT INVOLVEMENT

Communication between parents and staff is essential for the program to run smoothly. Parents may be asked to assist with special projects, such as fundraising events, attend parent/teacher meetings and contribute talents and skills to the Centre. Parent participation is not compulsory, but is encouraged. Interested parents are invited to contact the Supervisor/Director.

PROGRAM POLICIES

To ensure that the Centre runs efficiently on a day-to-day basis the Board of Directors of Growing Concern has passed policies. Like all policies they require regular evaluation and revision to correspond with the Ontario Day Nurseries Manual. The Board of Directors is comprised of union and non-union representatives from LHSC, parent representatives, a financial and legal advisor and an executive liaison from the hospital. Before signing the "Contract for Service" please make sure you have a clear understanding of this Parent Handbook.

Ages of Children (as outlined by the Day Nurseries Manual)

| | | |
|---------------------|------------------------|-------------|
| Infants: | 3 months to 18 months | (20 spaces) |
| Junior Toddlers: | 19months to 24 months | (30 spaces) |
| Senior Toddlers: | 25 months to 30 months | (30 spaces) |
| Preschoolers: | 31 months to 5 years | (56 spaces) |
| Kindercare: | 4, 5 and 6 years | (32 spaces) |
| School Age Program: | 5 to 10 years | (30 spaces) |

Staff/Child Ratio

These ratios are based on the Day Nurseries Manual and enable us to maintain high quality care for your children:

| | |
|---------------------|-------------------------------|
| Infants | 3 staff for every 10 infants |
| Junior Toddlers: | 1 staff for every 5 children |
| Senior Toddlers: | 1 staff for every 5 children |
| Preschoolers: | 1 staff for every 8 children |
| Kinder Care: | 1 staff for every 8 children |
| School Age Program: | 1 staff for every 15 children |

Our attendance may vary day to day due to our part-time and flex care enrolment.

Days/Hours Operation

The Centre will be open twelve months a year, Monday to Friday from 6:15 am to 5:30 pm. For Flex Care families the centre is open till 8:00 pm. It will not be open holidays that include the following:

New Year's Day

Civic Holiday

Third Monday in February
Good Friday
Easter Monday
Victoria Day
Canada Day

Labour Day
Thanksgiving Day
Remembrance Day
Christmas Day
Boxing Day

* Advance notice will be given of the days in which statutory holidays will be observed.

ENROLMENT POLICIES

FULL TIME CHILD CARE

Definition: Five (5) days per week (Monday to Friday), 6-9 hour shifts, between 6:15 a.m. and 5:30 p.m.

Enrollment Priority: Children will be accepted into the program on a first come, first serve basis.

Priority will be given to an LHSC employee who has placed their name on the waiting list the same month and year as a family in the community. Preference will be given to parents whose children are currently enrolled in the centre and have placed their sibling on the waiting list.

Vacation: Once enrolled in the program for three months you are entitled to four (4) weeks of vacation time from your starting date of child care to one year inclusive. You are required to pay fifty percent (50%) of your daily fee during this time. When planning your vacation time, a "Request for Care" form **must** be filled out and submitted two weeks in advance (one month preferably) to the Administrative Assistant.

Progression: The progression of the child through the program will be determined according to the following:

- availability of the services required (i.e. full time, part time, flex)
- age of the child
- child's developmental level

If parents have concerns over placement of their child, this matter should be discussed with the Supervisor.

Fees: **All fees must be received in advance for child care services.**

Cheques are deposited on the 1st and the 15th of each month. (i.e. cheques dated for the 1st will be payment for the 1st to the 15th inclusive. Cheques dated for the 15th will be payment for the 16th to the end of the month). If you are submitting one cheque for the month, all fees must be received on the 1st.

Any days your child is scheduled to be at the center will be charged to your account.

Your account will be charged the full fee for any scheduled days that the center observes/closes. These days are outlined on page 3 under

Day/Hours of Operation.

Change of Status: Any request for a change in status (i.e. full time to part time or flex) must be submitted to the Supervisor/Assistant Manager in writing one month in advance. If unforeseen circumstances arise, consideration will be given at the time of submission.

PART TIME CHILD CARE

Definition: Two (2) to Four (4) specific days per week, 6-9 hour shifts, between 6:15 a.m. and 5:30 p.m. **OR**
Three (3) to Five (5) specific half days per week, up to 5 hour shifts between 6:15 a.m. and 12:15 p.m. **or** 12:15 p.m. and 5:30 p.m.

Enrollment Priority: Children will be accepted into the program on a first come, first serve basis.
Priority will be given to an LHSC employee who has placed their name on the waiting list the same month and year as a family in the community.
Preference will be given to parents whose children are currently enrolled in the centre and have placed their sibling on the waiting list.

Vacation: Once enrolled in the program for three months, you are entitled to four (4) weeks of vacation time from your starting date of child care to one year inclusive. Your entitlement will be based on the number of specific days requested for your part time care. (i.e. if your child spends 3 specific 6-9 hour days per week, you are entitled to 12 booked vacation days). You are required to pay fifty percent (50%) of your daily fee during this time. When planning your vacation time, a "Request for Care" form **must** be filled out and submitted two weeks in advance (one month preferably) to the Administrative Assistant.

Progression: The progression of the child through the program will be determined according to the following:
-availability of the services required (i.e. full time, part time, flex)
-age of the child
-child's developmental level
If parents have concerns over placement of their child, this matter should be discussed with the Supervisor.

Fees: **All fees must be received in advance for child care services.**
Cheques are deposited on the 1st and the 15th of each month. (i.e. cheques dated for the 1st will be payment for the 1st to the 15th inclusive. Cheques dated for the 15th will be payment for the 16th to the end of the month). If you are submitting one cheque for the month, all fees must be received on the 1st.
Any days your child is scheduled to be at the center will be charged to your account.
Your account will be charged the full fee for any scheduled days that the

center observes/closes. These days are outlined on page 3 under Day/Hours of Operation.

Change of Status: Any request for a change in status (i.e. part time to flex or part time to full time) must be submitted to the Supervisor/Assistant Manager in writing one month in advance. If unforeseen circumstances arise, consideration will be given at the time of submission.

FLEX CHILD CARE

Definition: A minimum of four (4) full days or eight (8) half days is required each month.
A full day is care requested for more than 5 hours to a maximum of 9 hours between 6:15 a.m. and 8:00 p.m.
A half-day is care requested for a maximum of 5 hours between 6:15 a.m. and 12:15 p.m. or 12:15 p.m. and 8:00 p.m.
An extended day is care requested for more than 9 hours to a maximum of 13 hours between 6:15 a.m. and 8:00 p.m. **and** considered 1.5 days of care

To meet the minimum of days required you could book the following:

- 1 full day plus 6 half days; **or**
- 2 full days plus 4 half days; **or**
- 3 full days plus 2 half days; **or**
- 4 full days; **or**
- 8 half days; **or**
- 1 extended day of more than 9 hours plus 2 full days and 1 half day; **or**
- 2 extended days of more than 9 hours plus 1 full day; **or**
- 2 extended days of more than 9 hours plus 2 half days; **or**
- 3 extended days

Enrollment Priority: Children will be accepted into the program on a first come, first serve basis.
Priority will be given to an LHSC employee who has placed their name on the waiting list the same month and year as a family in the community.
Preference will be given to parents whose children are currently enrolled in the centre and have placed their sibling on the waiting list.

Vacation: There is **NO** vacation time for Flex Care.

Progression: The progression of the child through the program will be determined according to the following:
-availability of the services required (i.e. full time, part time, flex)
-age of the child
-child's developmental level
If parents have concerns over placement of their child, this matter should

be discussed with the Supervisor.

Fees:

All fees must be received in advance for child care services.

Cheques are deposited on the 1st and the 15th of each month. (i.e. cheques dated for the 1st will be payment for the 1st to the 15th inclusive. Cheques dated for the 15th will be payment for the 16th to the end of the month). If you are submitting one cheque for the month, all fees must be received on the 1st.

Parents are responsible for completing the "Request for Care" form each month, **one month in advance**, and submitting to the office. (i.e. request forms due Oct 1st for November care.) Any care not requested on the first day of each month, for the following month must be discussed with the Administrative Assistance and will be accommodated whenever possible.

If you wish to **cancel** a scheduled day this must be done 48 hours in advance with the Administrative Assistant **during our office hours Monday to Friday between 9:00 a.m. and 5:00 p.m. at 667-6568**

Any days your child is scheduled to be at the center will be charged to your account.

Your account will be charged the full fee for any scheduled days that the center observes/closes. These days are outlined on page 3 under Day/Hours of Operation.

Change of Status: Any request for a change in status (i.e. flex to part time or full time) must be submitted to the Supervisor/Assistant Manager in writing one month in advance. If unforeseen circumstances arise, consideration will be given at the time of submission.

Admissions

According to the Day Nurseries Manual set out by the Ministry of Community, Family and Children's Services, the following must be completed and filed by the Centre prior to the admission of each child.

- 1) An interview with the Supervisor/Director and tour of the facility.
- 2) Confirmation of the space by the Supervisor/Director.
- 3) The Growing Concern Child Care Centre Application form and \$25.00 registration fee per family. If information you provide on the application form changes in the future, please inform the Supervisor/Director (ie. emergency contacts, allergies, medical conditions).
- 4) An Infant/Toddler Program form completed where applicable.
- 5) Signed consent forms for walking trips, riding trips and photographs.
- 6) A medical and immunization report completed by the parent.
- 7) A Terms and Conditions form for the type of care requested will be discussed and signed.

Orientation

For orientation purposes we recommend new families schedule with the Area

Supervisor two visitation dates before your child's start date. We normally schedule visits from 10:00 – 11:00 am.

Visitation time helps both parents and child to become familiar with staff and programming.

Expressing Concerns

Any concerns that a parent might have can be addressed to your child/ren teacher, supervisor or director.

We are hoping that any concerns that arise can be resolved. Communication is the key to success.

Maternity Leave

Parents wishing to be guaranteed their original classification upon return must keep their child enrolled at GCCC for at least one (1) day a week that is considered Flex Care status. If you withdraw from the Centre there is no guarantee of a space upon returning to work.

To obtain an Infant space please discuss your needs with the Supervisor/Director well in advance (at least one year in advance).

Discontinuation of Services

Parent withdrawal:

A minimum of two weeks written notice will be given to Growing Concern Child Care Centre when removing your child. All scheduled days during this two-week period will be charged to your account.

Centre withdrawal:

In the event that a child in the program is having difficulties and the Centre is not able to meet the needs of this child, a formal withdrawal process will be initiated. The following criteria would be the basis for the commencing of this process:

- I) The child is endangering the physical and/or emotional well being of himself/herself and/or the physical and emotional well being of the other children.
- II) The child requires an excessive amount of time, such that the other children registered in the program are in jeopardy or are receiving limited supervision.

All efforts will be made by the Centre staff to communicate on a daily basis any concerns regarding your child's well being.

Our priority is to facilitate the resolution of any difficult situations with the parent/guardian. If the situation remains unchanged a meeting will be scheduled immediately between appropriate Centre staff including the Supervisor/ Director and parents. The following will be discussed:

- i) seriousness of the incident
- ii) its effect on the child and the program
- iii) the child's stage of development and maturity level
- iv) a review of the factual history as logged by the staff
- v) terms and conditions for continued care

Resources such as "All Kids Belong" are available within the community to help the staff meet the needs of your child. It is the parent's responsibility with the assistance of the program supervisor to request this service.

Should these terms and conditions not be met by the parent/guardian the contract for service will be terminated immediately. Accounts will be settled up to the day of termination and any credit refunded.

Attendance

1. Parents whose child is absent or late **must** call the Centre to confirm this information. Please call our automated attendant at 667-6568 (School's main number).
2. When dropping your child off for the day always **SIGN IN** and acknowledge your arrival to the staff present.

Arrival and Departure

1. Parents are responsible for bringing their child/children into the Centre. Make sure the staff is aware of changes in procedure, needs, requirements of your child for that particular day. Make sure before you leave at night that staff are aware of your departure.

No child will be released to any person other than the parent /legal guardian. Any temporary change of the person picking up your child should be in writing and handed to a staff member in that area on that day. Permanent changes of the person picking up your child should be made in writing to the Supervisor/Director.

2. Parents who accompany the child to the program **must complete the "SIGN IN AND OUT" sheet**. The times of drop off and pick up must be recorded. This gives the staff an accurate record of attendance in the case of an emergency and indicates a "handing over" of responsibility for the care of the child.

Drop Off/Pick Up

1. Note your child's program schedule. Please be aware of any seasonal changes.
2. An adult must accompany a child to the designated classroom.
3. Remember to sign your child in and out.

Security System

The Child Care Centre is equipped with a controlled entry. The only entrance to the Centre is through our front door, off Hill Street. Parents with children enrolled in the program will be given a code and password that will allow them to access the building using the keypad. Parents are **NOT** to give their code out to other family members or friends. Visitors to the Centre must use the bell. Monitors are situated on each floor for staff viewing. Only after acknowledgement of a parent/visitor, access will be gained. **ONLY ALLOW YOURSELF THROUGH THE SECURITY DOOR. To keep our system running effectively, do not let others in behind you. Make sure the door closes behind you.** If the door does not close properly notify the staff immediately.

Side doors are fire exits only. **Do not** exit through these doors

We are not responsible for lost or stolen goods that have been left in an unlocked vehicle. Lock your car doors while in the centre.

Late Policy

Growing Concern Child Care Centre closes at 5:30pm. If you have not made arrangements for your child to stay past 5:30pm you will be charged a late fee. This fee will be charged to:

1. Any parent arriving after 5:30 pm (who has not previously booked late care) will be documented at the time. Information is to be filled out fully and correctly at this time and signed by both the staff and the parent.
2. Parents will be charged the late fee from 5:30pm until the time they arrive to pick up their child/ren. The clock in the lobby will be used to verify the time. An example of this would be if a parent arrives at 5:41pm he/she is 11 minutes late. This is what is documented and parents would be charged accordingly.
3. A parent will not be penalized for the first offence but will be reminded that the next time they are late they will be charge. This first offence will also be documented.
4. A parent will not be penalized if they have called the Centre and have a reasonable explanation; however, it will be documented. Recurrent calls will be documented and a late fee will be charged.
5. Late payment of ten dollars (\$10.00) for the first fifteen minutes or part there of plus one dollar (\$1.00) for each minute after that. An example of this would be that if a parent arrives at 5:48pm the parent would be charged \$10.00 plus \$3.00 for a total of \$13.00. This money is payable to the staff on duty at the time.
6. Late fee payment is charged per child.
7. Late fee payments are due at the time of arrival, payable to the staff on duty.

A letter will be sent from management to parents who have not paid late fees after three days.

**PARENTS ARE REMINDED TO BE SURE THE SECURITY DOOR CLICKS SHUT
BEHIND THEM WHEN THEY LEAVE THE SCHOOL**

General Information

Staff Qualifications

The staff of Growing Concern Child Care Centre is hired based on her formal education and experience with young children. The majority of staff in each area has her Early Childhood Education (E.C.E) diploma that is a two-year course at a local community college. After receiving her diploma and additional experience a staff may proceed to become Certified in the field. Qualified Early Childhood Educators have the support of Assistant teachers. These assistants must possess experience and/or training in Early Childhood Education and currently be enrolled or demonstrate a desire to enrol in part time studies to obtain an Early Childhood Education diploma.

All staff must have knowledge of the Occupational Health and Safety Act, the Day Nurseries Act, the Public Health Act and ability to meet the specifications of these regulations and any other that applies to this work. All of the staff is trained in First Aid and C.P.R. annually.

Before becoming employed with Growing Concern Child Care Centre staff must complete a Criminal Reference Check.

Use of Volunteers

Our doors are always open to volunteers who have a sincere and positive approach towards the children. We also welcome students in training from community colleges and high schools.

Occasionally there will be a request from postgraduate students to do a research project. Approval from the parents will be necessary for your child to participate.

The volunteer department at LHSC offer us their services in the screening of summer students who would like to participate in our program.

Child Guidance

Growing Concern Child Care Centre does not permit physical or emotional punishment. Children are guided in a positive and consistent manner at a level that is appropriate to their actions and their ages. Take the time to share your discipline methods with staff. Any concerns, which the staff might have regarding your child's behavior, will be discussed with you.

The Ministry of Community, Family and Social Services requires that all Operators review the Behaviour Guidance Policy annually with staff.

Ongoing workshops pertaining to child development and behaviour Guidance are available to all staff

Important Numbers

The direct number into the Centre is 667-6568. An automated attendant will direct through your call to the person/area you are calling as follows:

Press "0" for general enquiries
"1" for Susan Gregory
"2" for the Supervisors
"3" or the Kitchen
"4" all other areas
"# to repeat the message.

The following are extension numbers that are throughout the Centre. From outside the hospital dial 685-8300, ext. then the number sign (#).

74744 # Susan Gregory- Director (Room 202)
77010 # Nancy Craig -Supervisor (Room 204)
77011 # Shelley Stewart - Supervisor (Room 206)
77012 # Kitchen
74743 # Kindercare
77013 # Preschool Area
77014 # Senior Toddler
77016 # Infant Area
77015 # Junior Toddler

Meals

The Centre serves a hot nutritious mid-day meal. Snacks will be served mid-morning and mid-afternoon. Supper will be served later in the day and will involve only those who are continuing on after 5:30 pm.

Menus are posted in advance and are located on the Parent Information Board in the main lobby, outside the kitchen on the second floor and each classroom. Staff should be made aware of any restrictions due to allergies or other health issues. Accommodations will be made to these restrictions to the best of our ability.

Breakfast Policy is as follows:

Parents are responsible for supplying breakfast for their child/children before arriving. Snack will be provided by the Centre between 8:30 and 9:30 every morning.

Parents are responsible for providing food for their infant until they are on table food. Ensure all jars or boxed items are properly labelled with your child's name and

date. Each Infant Area has its own freezer for infant food storage. As your child starts on table food consult the infant food check list in your child's room and let the staff know when table food items can be offered at school.

NO PEANUTS/NUTS OR NUT PRODUCTS ARE ALLOWED

Health

Be wise, keep a sick child at home. This will benefit all of us – your child, the other children in the program and our staff. If a child becomes ill during the day, meaning that for whatever health reason, is unable to participate fully in the scheduled programme, you will be contacted and asked to pick up your child immediately. You will be expected to make arrangements with someone on your emergency contact list to pick up your child in a timely fashion, if for some reason; you cannot pick your child up yourself.

We do appreciate that having a sick child can be an unanticipated disruption in a parents day, however we do expect your cooperation when illness necessitates your child's removal from the centre. We welcome any questions you may have in regards to this policy.

Growing Concern follows the same guidelines for communicable diseases as the Middlesex London Health Unit.

Drug Policy

Growing Concern Child Care Centre will only administer prescription medications after a medication form has been filled out.

Prescription Drugs All prescription drugs must be in a current original container with name, date and dosage.

Non-Prescription Drugs Non -Prescription drugs will not be administered by centre staff.

Chronic Illness/Conditions

All drugs must be in the original container accompanied by a note from the doctor explaining the circumstances in which the medication is to be given, the children's name, current date and the dosage to be administered. An ongoing medication form must be completed upon registration into the program or as soon as an illness is diagnosed in a child already enrolled in the program. A copy of this form will stay with the child's teacher to be signed each time the medication is administered. Another copy of the form will be placed in the child's file. Examples of these types of medications are epi-pen, inhalers, etc.

* The staff of the Day Care Centre **will not** administer a drug of any kind unless a drug form is filled out and signed by the parent. Drug forms are located in the "out" boxes on the Ground and First floor.

** If circumstances allow, parents may administer the drug to their child during the

day.

MEDICATIONS CANNOT BE KEPT IN YOUR CHILD'S BAG OR AT HIS/HER LOCKER WITHOUT EXCEPTION.

Clothing

Please dress your child according to weather conditions. Sun hats in the warm weather and warm items (hat, mitts, and scarf) in the cooler weather. We find starting in October mitts and hats are needed for our walks and outdoor play. In accordance with the Day Nurseries Act each child participating in a full day program is required to have outdoor play, weather permitting. It's a good idea to leave a change of clothing in your child's locker in case of accidents.

Please **label** all items of clothing.

Sunscreen

All children enrolled in the program must come to school with sunscreen already applied. The staff will reapply sunscreen throughout the day as required. Growing Concern purchases a large quantity of brand name, waterproof, nut-free sunscreen, and all parents are required to pay a nominal fee per child to cover the cost of this product each summer. The fee will be paid to staff in your child's programme area. If for reasons of allergy or skin sensitivity you need to provide an alternative sunscreen for you child, we ask that the product be nut-free, waterproof, and clearly labelled.

Field Trips

Field trips are planned regularly for our older children. Our trips can vary from a walk around the neighbourhood to taking public transportation.

Periodically trips require a minimal fee, which is accompanied by a consent form to be signed by the parent/guardian.

Adult participation is welcomed and at times necessary to have a successful trip.

When a parent's preference is for their child not to participate in a planned field trip the centre will do its best to put the child in another group. If this is not possible the parent will be asked to find alternate care.

Parking

Drop off areas are available at the main entrance or at the west side of the facility. A maximum of fifteen minutes is allowed, giving you time to settle your child. Please be considerate. Parking meters are available on Hill and Colborne Street if the need arises. City Commissionaires will ticket any car whose meter has expired.

No parking is permitted on grassed area.

Fire Drills

The Ministry of Community, Family and Social Services requires that all licensed centres conduct a monthly fire drill and keep a record of each. All fire drills that occur in the Child Care Centre are conducted and critiqued by the London Health Sciences Centre Fire Prevention staff. "Fire Procedure" schedules are posted at the doorway of every classroom in the centre.

For any kind of emergency situation that an evacuation of the Centre is necessary, all children will be escorted to Room 32, Hospital Education, South Street Campus. Parents wishing to locate their children during an emergency are directed to go to this area.

Parents will be notified if a full evacuation occurs.

OTHER SERVICES

School Age Program

This program is offered to children ages' 5-10 during the Christmas, March and Summer Break. This schedule coincides with the London Board of Education, Middlesex Board of Education, and the Separate School Board. The ratio of staff per child is 1 to 15. Program staff includes recreational staff, Child Care staff and student volunteers. Daily activities include crafts, organized games, special days and planned trips.

This program is offered at the Child Care Centre and is located on the second floor of the facility.