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# Family Home Child Care Society

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Parent Handbook  
Afterschool Program

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A guide to preparing you and  
your child for the family home  
day care afterschool program

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# Family Home Child Care Society

## Parent Handbook

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## Parent Handbook

### 1 Welcome and Introduction

Welcome to our Family Home Child Care's Afterschool Program. This Parent Handbook has been designed to provide you with information about our program and policies. Please read it and keep it for future reference. Open, two way communication is important to our success in caring for your child. If you have any questions, concerns, ideas or comments regarding our program, please feel free to speak to us or to put your thoughts in writing.

#### 1.1 Agency Contact Information:

<b>Address:</b>  <b>Family Home Child Care Society, 281 Foord Street P.O. Box 351 Stellarton, NS B0K 1S0</b>	<b>Office Hours: Monday to Friday</b>  <b>Executive Director 9:30 - 5:30</b> <b>Executive Assistant 9:00 - 2:30</b> <b>After-school Teacher 1:30 - 5:30</b> <b>After-school Teacher 2:00 - 5:00</b>  <b>Preschool Teacher (M/W/F) 8:30 -12:00</b> <b>Bookkeeper (M/T/W/T) 8:30 - 4:30</b>
<b>Phone: 928-2211</b> <b>Fax: 928-2253</b>	Email: <a href="mailto:t.e@eastlink.ca">t.e@eastlink.ca</a>
<b>Executive Director: Thelma Edwards, ECE</b>	<a href="mailto:t.e@eastlink.ca">t.e@eastlink.ca</a>
<b>Executive Assistant/AS Teacher: Melissa MacInnis, ECE</b>	<a href="mailto:melissa.j.m@eastlink.ca">melissa.j.m@eastlink.ca</a>
<b>Afterschool Teacher: Melodie Reid</b>	
<b>Bookkeeper: Mary George</b>	<a href="mailto:v.l@eastlink.ca">v.l@eastlink.ca</a>

### 2 Mission Statement

The role of the Family Home Child Care Society is to provide quality child care from the prospective of the child, family and the community.

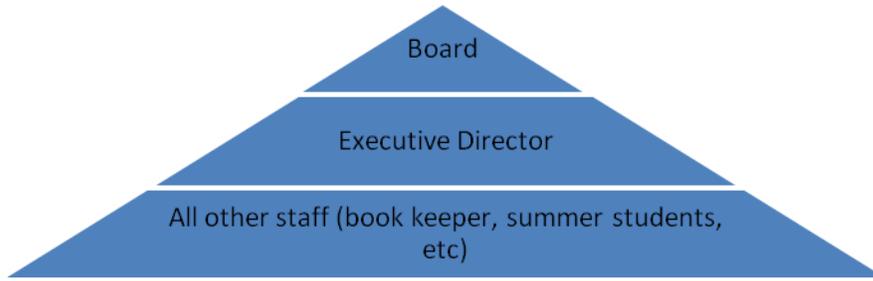
### 3 Administrative Structure and Personnel

We are a registered non-profit Society which is run by a community Board of Directors. The Board of Directors consists of parents, interested community members, and professionals in the field. Elections to the Board occur annually. Parents are welcome to become Board Members and/or become members of various committees. (Roles & Responsibilities available at the Office)

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## 4 Area Served

New Glasgow, Trenton, Westville, Pictou, Stellarton and County areas.

## 5 Number and Ages of Children Served

Our afterschool program serves up to a maximum of 20 children, school age children up to 12 years.

## 6 Programs and Services

- Staff will complete or have completed a training program recognized by the Dept. of Community Services as per the Day Care Act & Regulations
- Staff will participate in annual professional development coordinated through the Agency as our budget allows.
- Staff will provide a program that is developmentally appropriate for each child and ensures the health, safety and well being of the children.
- Hours of care will be afterschool from 2:00 pm – 5:30 pm
- Full Day Care may be provided in the summer and will be from 7:30 am - 5:30 pm, if there is enough demand. Because a full day requires two staff people; 1 full and 1 part, we would have to have at least 8 children requiring care to cover our costs.
- Day care is closed on Holidays, in-service days, Christmas & March break, and storm days.

## 7. Fee Structure

The afterschool rate is \$12 per day. If full day care is offered the cost is \$25 per day and children must bring their own lunch. Please **check** with staff regarding **allergies**.

### 7.1 Fee Payments

Parents pay for every day their child is in care as well as all sick or absent days; and any vacation time, that their child is scheduled to attend when the day care is open.

**To ensure that we have the funds to operate the afterschool & full day summer program, parents must pay two weeks in advance of care taking place.**

Any NSF cheques will be charged an additional \$10 as well as any bank charges. If a parent has two NSF cheques, we will no longer accept cheques from that parent.

### 7.2 Late Payments

A late payment fee of **\$ 5.00** may be charged for child care fees that are not paid on time. The parent must pay this late fee at the same time as the regular fees in order to bring the account into balance.

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**Child care services will not be provided to any family whose child care fees are more than two weeks in arrears.**

### **7.3 Early Drop Off and /or Late Pick Up**

The daily fees expressed in this booklet are based on care being provided during the approved daycare hours. If a parent requires child care services earlier or later in the day, they will have to make other private arrangements.

**An additional fee of \$1 for every minute will be charged** if a parent is late picking up their child(ren). The late fees must be paid to the agency director on the same day the service is provided, i.e. when you pick up your child.

### **8 Hours of Operation**

Hours will vary depending on parent need, but will be no earlier than 2:00 pm and no later than 5:30 pm for afterschool care and no earlier than 7:30 am and no later than 5:30 pm when full day care is offered in the summer.

Hours/days will be discussed and agreed upon prior to the child starting and will be documented on the application form. Full days should not exceed 9 hours.

### **9 General Holidays**

The Day Care will be closed and the **care will not be provided on holidays**. These holidays are: New Year's Day, Good Friday, Easter Monday, Victoria Day, Canada Day, Natal Day, Labor Day, Thanksgiving Day, Remembrance Day, Christmas Day, and Boxing Day.

Parents **do not** pay for holidays.

### **10 Storm Days**

The afterschool program will be closed on storm days when school is closed.

Child care **fees will not be charged if the Day Care is closed** due to a storm.

### **11 Staff Sick or Absent**

The Agency will arrange a substitute teacher who can care for the children when the Day Care Teacher is sick or absent.

### **12 Orientation**

An orientation must take place between parent, Agency staff and child prior to the child starting care. This will give the parent & child an opportunity to view the day care, review policies & paperwork, discuss expectations, beliefs, values, etc.

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### 12.1 Your Child's First Day

The first day that a child attends the day care is a very important day for your child. Children who are introduced to a child care setting with help of their parents tend to cope better with their new situation. The introduction helps to open lines of communication between parents and child's teacher, so that special information about the child can be shared. In addition, you and your child become familiar with the environment, the teacher, the routine, and the activities at the day care.

We suggest the following ideas for your child's introduction to our day care when possible:

- We suggest that you and your child visit the day care together before s/he starts so that the first day will be an easier adjustment for them.
- If this is your child's first care experience, you and your child may need some extra support. The teacher will assist you and your child through the transition. Please feel free to share your concerns and feelings with her/him.

### 12.2 Child(ren) Withdrawal

If you plan to withdraw your child from the day care; you must provide 2 weeks notice to the teacher or Agency Staff\*. Failure to do so will mean being charged two weeks after withdrawal if notice is not given. For subsidized parents this will mean paying full fee as subsidy will not cover if notice is not given and the child does not attend during the two week period. This does not apply to the end of the school year. The afterschool program closes when school ends and opens again in September.

If you want your child to be registered in the summer program you must inform staff as there are only 12 spaces available.

### 12.3 Arrival and Departures

#### Arrival:

**One of the afterschool teachers will meet your child at the bus.**

- When child arrives at the day care from school, s/he should remove outerwear in the designated area.
- For children not taking the bus, the child must let the teacher know that s/he has arrived.
- The teacher will note the time of child's arrival on the attendance record. (This allows us to see who is on the premises during fire drills and emergencies, and to keep attendance records).
- The parent must notify the Day Care if their child will not be attending, or will be late (please give an approximate time of arrival). For the full day program, if staff have not heard from the parent by 9:30 they will assume child is not attending and may leave the premises.

#### Departure:

- Children must be picked up by the closing time or 5:30.
- If due to unforeseen circumstances, you will be late picking up your child, you must call the Day Care in advance. Note that a late pick-up fee, due immediately, will be charged.
- Children must be picked up by an authorized parent of guardian. In the event that you are unable to pick up your child, you must notify the Day Care Staff in advance regarding who will be coming for your child and an approximate pick up time. Staff will ask for identification if they have not met this person.

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- Agency staff members will only release your child to those persons listed on the authorization form at the time enrolment. Please keep us updated with any changes to this authorization list.
- If you want someone not listed on the authorization form to pick up your child, you must inform us in writing. If this is not possible, we must be able to contact you for authorization, or we will not be able to release the child to that person.
- Whoever picks up the child must sign them out on the attendance form.

### 13 Your Child's Needs

Our agency's programs are designed to encourage and facilitate active learning and development through exploration and play. To ensure that your child gets the most out of the program and is safe, comfortable and happy, we have developed the following guidelines:

Your child will need the following personal items, which should be kept at the Day Care (and replaced with clean items when required):

- ❖ Indoor shoes with grips and a complete change of clothing in case of an accident.
- ❖ Your child's possessions should be stored in his/her cubbie marked with their name. The cubbie will also contain notices, artwork, soiled clothing, etc. Check it daily so that you can ensure that you collect any items which need to be taken home, and to ensure that spare clothing, etc. are clean and in good condition.
- ❖ Please send your child in the appropriate clothing (mittens, boots, hats, etc.).
- ❖ In the summer parents must provide sun block for their child with an SPF of 30 or more.

While every effort is made to protect your child's clothing and possessions from loss or damage, we cannot guarantee that this will not happen. Staff are not responsible for lost items. Please check the lost and found box regularly.

### 14 Health Policies

At our day care we are concerned about health and safety of all children and staff. We are strict about enforcing health regulations. Infections can spread rapidly within a day care, so universal precautionary measures are taken at all times.

#### 14.1 Illness:

- If your child is going to be absent due to illness, call the day care and notify the staff of the condition of your child.
- Please do not send your child if there is any question of illness, as we are not equipped to accommodate sick children
- Children who exhibit the following will not be accepted for care: conditions of illness which make him/her unable to cope with regular activities of the program, symptoms of a contagious or transmittable illness (fever, diarrhoea, vomiting, infection, persistent coughing, unidentified rash, chicken pox)
- If your child becomes ill while attending the day care, you will be notified immediately and will be expected to have an authorized person pick up your child within a reasonable amount of time.
- Please inform the staff of any contagious condition which has been diagnosed by a doctor

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- You will be informed of any contagious condition your child may have been exposed to while at the day care
- Once diagnosed with a contagious condition, your child is not permitted to return to the day care without a letter from his/her doctor stating that s/he is past the contagious period of the condition and able to participate in the day care activities
- In the event that your child has been hospitalized for any reason, s/he will require a note from the doctor stating the child is ready to return to the day care
- Parents pay for all sick and absent days.

### 14.2 Medication:

As much as possible, we request parents give the children their medicine at home

- Staff are only permitted to give medication authorized by a doctor or parent
- All medication must be in the original container, with a readable label
- Parents will be asked to complete an authorization form for each new medication (or provide a written letter of consent), stating your child's name, date, nature of and reason for the drug, complete instructions on administration and dosage, and any special instruction.
- Over the counter the medication will not be given by the staff unless written instructions are received from the parent or the child's doctor. These instructions are to include your child's name, date, nature of and reason for the drug, complete instructions on administration and dosage, any special instructions and the parent's or doctor's signature
- Please send all measuring utensils along with your child's medication
- All medications are to be given directly to staff, and for safety reasons must not be left with the child's spare clothing in the cubby area
- It is recommended that a child who has been prescribed an antibiotic take it for 24 hours before returning to the day care
- Certain medical procedures can only be done with special training. If your child has special medical needs, these cases will be covered by your child's Individual Care Plan

### 14.3 HIV and Aids Policies:

HIV (Human Immunodeficiency Virus), the virus that leads to Aids (Acquired Immune Deficiency Syndrome), is not transmitted through every day contact. No confirmed case of transmission through casual contact or biting has been reported. HIV is transmitted from one person to another by sperm, vaginal secretions, breast milk, and blood and from mother to child during pregnancy.

HIV is considered a disability, and by law discrimination on the basis of disability is illegal. Parents have no obligation to tell the agency or the staff if they are aware that their child is HIV positive. If such information is disclosed to a member of the agency staff; s/he has an ethical obligation to keep the information confidential.

### 14.4 Universal Health Precautions

Staff who work at our agency will help control the spread of infections by practicing proper hygiene and universal precautions. Children, care providers and agency staff and volunteers wash their hands thoroughly with warm water and soap before meals, after toileting, before and after administering first

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aid, and throughout the day as required. Dishes, eating surfaces and diapering areas are sanitized after each use; toys are checked for breakage daily and sanitized weekly. Floors are cleaned regularly, as required. The laundry, kitchen and bathrooms are maintained in a clean and organized manner.

Universal precautions adapted by the day care include:

- Hands are washed immediately after exposure to blood, and all other bodily secretions
- All cuts are covered with a sterile bandage until healed
- Disposable latex gloves are worn by staff treating open cuts
- Blood soiled surfaces are disinfected with bleach, which kills HIV
- Laundry stained with blood and other bodily secretions is washed separately in hot, soapy water
- Materials stained with blood and other bodily secretions are placed in a sealed garbage bag and discarded in a lined covered plastic container

### **14.5 Emergency Preparedness:**

- ✓ The agency day care is inspected on an annual basis to ensure that the premises are safe
- ✓ The agency day care has an emergency evacuation plan and practice fire safety procedures during monthly fire drills
- ✓ All agency staff working with the children have been trained in First Aid and infant CPR and are required to keep their training up to date

Please inform the day care staff of any changes to your address, place of work, phone numbers, authorization list and injuries that your child receives outside the program.

### **14.6 Accident Reports:**

Agency staff are required to complete an accident report form for any incident or accident which requires first aid treatment. It will be signed by the person who administered treatment, and by the child's parent, and placed in the child's file. Parents are informed of any injuries on the same day they occur. Maintaining confidentiality regarding any concerned parties is a priority.

### **14.7 Emergency Medical Treatments:**

Emergency medical treatment will only be provided by the agency staff if their first aid training gives them the skills required to do so. All agency staff and volunteers, and all care providers have current training in first aid CPR.

If a child requires emergency medical treatment that cannot be safely provided by staff, the parent will be called to take the child for professional medication attention. If the parent cannot be reached an authorized person will be called to fulfill this responsibility and efforts to contact the parent will continue. Any extraordinary cost associated with transporting the child for medical care (such as ambulance) will be paid by the parents of the child.

### **14.8 Emergency Evacuation:**

In the event that we have to evacuate the day care due to fire or other emergency and the day care is not fit for immediate habitation, the parents or authorized person will be contacted immediately and expected to pick up the child at the designated emergency location.

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### 15 Nutritional Information

Snacks provided will be nutritious & contain at least one serving from the fruit or vegetable group. Any changes to the menu must be of equal nutritional value as food being replaced & noted on menu. Menu will be posted. When children stay for a full day, parents must pack a lunch for their child.

The child's diet and preferences can be discussed between the parent and staff prior to the child starting in the day care. Please keep staff **informed about food allergies**. If your child requires supplements of special foods due to a medical condition, you will be responsible for providing them.

We do not force children to eat, or withhold food for inappropriate behaviours, but will encourage children through positive modelling and reinforcement to try new or other foods.

Being a regulated child care setting we welcome mothers to breastfeed anywhere in our facility.

When our facility purchases or receives donations of food or beverages from an outside source, such as a caterer or parent, the food must be from an establishment permitted by the Department of Agriculture and comply with the Food and Beverage Nutrient Criteria. The licensee must ensure the product includes a list of ingredients and any special preparation, storage or serving instructions are clearly labeled.

### 16 Policy on Reporting Suspected Child Abuse

As per protocols outlined by the Department of Community Services for the prevention and reporting of child abuse, the agency staff is legally required to report cases of suspected child abuse.

### 17 Behaviour Guidance Policy

- The agency has written behaviour policy with respect to permitted and prohibited behaviour practices. The policy applies to all agency staff, volunteers and care providers.
- Staff, volunteers and care providers are required to follow the Behavior Policy at all times
- A copy of the behaviour guidance policy is posted on the parent bulletin board in the day care.
- The written behaviour policy is reviewed with staff, care providers and volunteers:
  - Prior to the start of their employment or their interaction with the centre or agency
  - Annually thereafter to ensure that staff, care providers and volunteers understand and are able to apply the policy
- The written behaviour guidance policy must be reviewed with parents of each child when they are first enrolled in the day care program

The following provisions are included in the Day Care Regulations and must be followed by every agency and must be included in the agency's behaviour guidance policy:

#### ***No operator shall***

- ✚ Permit corporal punishment, including but not limited to
- ✚ Striking a child directly or with any physical object
- ✚ Shaking, shoving, spanking or any other forms of aggressive physical contact
- ✚ Require or force a child to repeat physical movements
- ✚ Use harsh, humiliating, belittling or degrading responses of any form, including, emotional or physical

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- ✚ Confine or isolate a child
- ✚ Deprive a child of basic needs including food, shelter, clothing or bedding

### **18 Parent Involvement and Communication**

The agency is very interested in having parents involved in the day care program. Communication with parents and receiving feedback from parents is key to our success. The agency will communicate with parents directly and by regular mail and email, where possible. There will be parent meetings held twice a year. These Parent Meetings are open to all parents in our program. It is an opportunity for you as a parent to participate and give your input into your child's care. Minutes from these meetings will be on our bulletin Board.

### **19 Parent Bulletin Board**

The agency day care must have a parent bulletin board that contains information of interest to parents and information required by the regulations to be posted (see below list). The bulletin board must be posted in a conspicuous place at the agency.

Besides the required information, the bulletin board should also include program information that may be of interest to parents, notices regarding upcoming meetings and activities, as well as parenting and community information that may assist parents. Parents should make sure to check the board regularly.

The regulations state that the parent bulletin board must include the following information:

- 1) a copy of the agency's license for the Day Care from the Dept. Of Community Services,
- 2) a copy of the last licensing inspection report from the Dept. of Community Services
- 3) a notice indicating that the following information is available for viewing by the parents:
  - a) The Day Care Act & Regulations
  - b) The Day Care's Policies including enrolment and attendance criteria
- 4) Daily Program
- 5) a copy of the agency's behaviour guidance policy
- 6) the minutes of the last parent advisory committee meeting
- 7) notice of the next parent advisory committee meeting (at least two weeks before the meeting date)
- 8) rules and procedures respecting evacuation from fire or other emergencies
  - a. a card listing addresses and telephone numbers of the Agency, taxi, ambulance, hospital, fire department, police and other emergency information
- 9) a copy of any critical issues notification sent to parents (see next sub section)

#### **19.2 Critical Issues Notification**

When critical issues arise which could impact the way the day care is run or managed, the agency must provide notice to parents. In particular, the agency must notify the parents if any of the following occur:

- a) The Day Care or Agency is closed or sold
- b) conditions are imposed upon the agency's license or any written information about the agency's license or program has been given to the agency by the Director
- c) the police or an agency established under the Children and Family Services Act are investigating a matter involving staff or other person associated with the day care, unless the police or the agency established under the Children and Family Services Act directs otherwise

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Notice of a closure or sale under (a) above must be given at least 2 weeks before the date of the closure or sale. Any notices under this section must be in writing and must be

- a) sent by registered mail to the last known address of the person who is required to be notified
- b) posted in a conspicuous location in the family day care home

### **20 Grievance Procedure**

Although our day care makes every attempt to offer the highest quality care to all children and families, there may be occasions when parents have concerns. If that occurs, parents are encouraged to talk to the Agency Staff. It is best to have this discussion after regular hours, one on one, when the staff is not still looking after children.

If the staff address the concern satisfactorily, or if the concern is serious enough to warrant immediate review, parents are encouraged to contact the agency's Executive Director at the numbers listed in the front of the handbook or in her office. The Executive Director will then investigate the concern/situation, will schedule meetings as necessary with the appropriate parties to gather relevant information, and will work with the parent to resolve the issue. Parents and staff will be kept informed throughout the process (within confidentiality requirements).

Our goal is to provide quality child care. We encourage parents to bring their concerns to us as soon as they arise, so that we can work together to resolve issues quickly without impacting the quality of the care provided.

### **Parents and Day Care Teachers Are Important**

**Because parents share with their child's teacher the responsibility for their child's development, their must be open communication between the parent and the teacher. Beliefs, attitudes, values, and expectations must be discussed in order that the parent has an understanding of the kind of person who will be caring for his/her child, and also in order that the teacher becomes aware of the child's home environment. The program is designed for the total benefits of everyone, most importantly, the child.**

**Although children are the focus, a program for the children cannot be successful, unless relationships between parents and the Teacher are mutually respectful and supportive. Communication must be ongoing.**

**Teachers must discuss with the parents the child's reaction to the day care activities, interests, behaviour, and any upsets that occur.**

**The parent must also discuss what is happening at home, as it might affect the child in care. Any problems and/or conflicts should be dealt with immediately. Parents are encouraged to tell their child's teacher what they are pleased, satisfied with as well as concerns/issues about the program.**