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## Welcome to TayCare Children's Centres!

### **The Organization**

TayCare Children's Centres are operated by Tayside Community Residential & Support Options (TCO). TCO is a private, charitable, non-profit corporation that provides a range of housing and support services to the Perth community. These include housing and supports for persons with developmental/physical handicaps, geared-to-income housing, and child care.

TCO was first established in the summer of 1988. It has an eleven-member Board of Directors, volunteers from the Perth community who set policy and direction for the organization. There is an Executive Director who manages the day-to-day operation and, in the case of the Children's Centres, a Child Care Supervisor is responsible for managing each location. The Board seeks advice from staff and parents through a Child Care Committee that meets regularly to discuss issues of importance to the programs.

### **The Programs**

TayCare Children's Centres offer a range of affordable and accessible services which address the physical, social, emotional, developmental and intellectual needs of children between the ages of birth to 12 years. All our centres also have high quality learning, and caring programs that include all children and removes all barriers that prevent children from actively participating in all our programs. All staff, board members, and support agencies will strive to meet your child's diverse needs. Working in collaboration with the Lanark County Early Integration Program, the Centres serve children with special needs.

Weekly programs for each group are developed around the children's interests, supported by the pedagogy set out by the Ministry of Education and How Learning Happens. Activities are posted for your information. Each day includes active and quiet times and indoor and outdoor play. From time to time groups of children will be taking neighbourhood walks.

Our Program statement and goals are reviewed annually to ensure that program activities continue to provide care and guidance which enhance the development of each child.

We are licensed under the Ministry of Education and follow the regulations of the Child Care and Early Years Act.

Our programs are offered at four locations:

TayCare Junior Children's Centre located adjacent to St. John's Catholic High School on the Scotch Line offers care for Infants birth - 18 months, Toddlers and Preschoolers.

TayCare Senior Children's Centre at 100 Wilson Street East offers full day care for Kindergarten children as well School Age children on PA days and school holidays. During summer break, a full day program is run from this location for children 4 to 12 years of age.

TayCare St. John's Program held at St. John's Elementary School offers care for Before and After School.

TayCare Stewart Program held at The Stewart School offers a Before and After School program.

TayCare Queen Elizabeth Program held at Queen Elizabeth School offers care for Before and After School.

The Centres are open from 6:30 a.m. to 6:00 p.m. Monday to Friday for our full time programs,. Our Before and After School programs are open 6:30 a.m. to 9:00 a.m. and 3:00 p.m. to 6:00 p.m., throughout the year with the exception of the following statutory holidays: New Year's Day, Family Day, Good Friday, Victoria Day, Canada Day, Civic Holiday, Labour Day, Thanksgiving Day, Christmas Day and Boxing Day.

### **Philosophy**

TayCare Children's Centres provide safe, caring environments for young children which fosters independence, self-awareness, awareness of the child's environment and the growth of self-esteem. Our philosophy is based on the How Learning Happens pedagogical learning approach. We provide a relaxed but stimulating program. We encourage communication and problem solving and promotes the healthy development of each child. We work closely with others in the community to ensure that there is a continuity and holistic approach to child care services offered to families.

### **Staff**

Early Childhood Educators are selected because of their caregiving skills and their specialized knowledge and experience in child guidance in accordance with the Child Care and Early Years Act and Regulations. Professional staff at the Centres have a Diploma in Early Childhood Education, or are working toward their diploma. Workshops, seminars, and conferences are attended each year to keep up-to-date and to further professional knowledge and caregiving skills. All ECE staff are members of the College of Early Childhood Educators.

The Centre has a Child Care Supervisor responsible for administering the program. All staff are aware of the important role that you, as the parent, play in making the child care experience a valuable and enjoyable one for your child. We want to maintain open communication with you. Please keep in touch with us regarding your child's needs and any significant changes or events in his/her life. We will be sure you are aware of your child's progress, activities, and any incidents involving your child.

### **Volunteers/Students**

From time to time the Centres welcome volunteers and students from the community to work for periods of time. They assist staff with activities and general housekeeping. All volunteers/ students are interviewed, screened and given an orientation. They are asked to sign a confidentiality form and provide evidence that they are free of communicable diseases and have up to date immunizations. They are assigned specific duties which are carried out under the supervision of qualified staff.

No child will be supervised by a person under the age of 18 years of age. Direct unsupervised access (i.e. when an adult is alone with a child) is not permitted for people who are not employees of the centre.

The Centres also provide placement opportunities for students in the Co-op and Family Studies Programs at the local high schools, as well as St. Lawrence and Algonquin College Early Childhood Education students.

### **Admission**

Children are admitted on a first come, first served basis. A current waiting list is maintained to fill vacancies as they occur.

Preference will be given to children requiring full-time child care.

Children may be admitted on a part-time basis. When a schedule cannot be provided one month in advance, the child will be accepted only if space is available on a given day.

A two-week trial period will precede full-time enrolment. Continued enrolment is at the discretion of the Child Care Supervisor.

### **Registration & Orientation**

At the time of registration you and your child will come in for an interview with the supervisor. At this time if your child is comfortable they may choose to visit with the children, in their appropriate age group, while you fill in paper work with the Supervisor. After all pertinent forms are filled in you and your child will have a tour of the facility. The parent and supervisor will discuss a time frame for you and your child to have visits with your child's new program and teachers, prior to full time enrolment as part of the orientation process.

### **Demission**

Although TayCare Children's Centres are committed to the children in its care, there may be occasion when the level of staffing or the program is unsuited to meet the needs of an individual child. In such a case, and only after consultation with the parents and reasonable efforts to modify the child's program, TayCare Children's Centres reserve the right to demit that child from the program.

### **Children Belongings**

Please supply the following articles for your child, indoor and outdoor shoes or slippers, a complete change of clothes.

Please put your child's name on as many things as possible.

## **Health**

### Illness

The children's health is extremely important to us. Children in group settings come in contact with many children, so they have a much greater chance of getting an infection from other children. Children also share toys with each other during play and this spreads germs.

Since parents feel differently about whether a child is sick enough to stay home, the following guidelines will help make this decision.

A child should remain home if s/he:

- has diarrhea; (must be free from diarrhea for 24 hours before returning)
  - has a fever;
  - is vomiting;
  - has a very congested cough;
  - complains of a bad headache or sore throat;
  - has a contagious disease or illness, i.e. chicken pox, impetigo, ringworm;
- has pink eye; (medicated for 24 hours and no discharge)
  - is unable, due to the illness, to participate in regular program activities.

A child may be sent home by any staff member on arrival or during the day due to illness.

The daycare has a responsibility to report any outbreaks of chicken pox, severe outbreaks of diarrhea etc. to the health unit.

We stress the importance of arranging for a "backup" caregiver for those days when your child is not well enough to attend the Before and After program or Summer/PA Day program.

If your child has been absent due to an infectious disease, a doctor's certificate may be required the day your child returns.

### Medications

No medication can be administered that has not been prescribed by a doctor. The bottle must be in the original container and have the pharmacist's label on it with all the necessary information for administering the drug. The medication cannot be expired. Parents must sign a consent form for the medication to be administered.

### Sunscreen

The day care provides sunscreen for the Summer Program. If your child has sensitive skin to some lotions, you may feel free to provide your own. A consent form giving staff permission to apply sunscreen will be signed at the time of enrolment

### Reporting Health Issues

Please report any significant changes regarding your child's health, i.e. deaths, separations, that might affect your child's behaviour. This will help us to help your child deal with related problems.

### Special Health Conditions

We will also need to know about special health problems or special diets, e.g. allergies, diabetes, regular medications, etc. In order to treat your child appropriately, we may request copies of doctors' reports and/or orders and other information you may have about your child's condition. In cases where the staff requires training to deal with specific treatment, the child will only be admitted or readmitted once the training has been completed.

### Serious Occurrences

The Safety and well-being of our children is our highest priority. As required by the Child Care and Early Years Act our child care centres will post information about serious occurrences that happen in our centres in a visible area for 10 days. The child's name involved will not be posted.

A serious occurrence could include:

- Life threatening injury to a child
- Fire or other disaster on site
- Complaint about service standard
- A child left unsupervised for an extended period of time

Child care Centres are required to report serious occurrences to the Ministry of Education, which is responsible for child care licensing.

## **Nutrition**

Since good nutrition is essential for growth, it is an important part of our program.

### Special Diets

Guidelines from the "Child Care and Early Years Act" state that, "young children in day care for a full day are very active and therefore depend heavily on the food served to provide the necessary energy to sustain their activity. In the evening, they are often too tired to eat a complete meal. Therefore, it is important that the children receive a sufficient portion of their daily intake at the centre".

The Centres are required to serve milk or milk products, meat or alternatives, breads and cereals, and fruit and vegetables to each child in attendance for more than six hours each day. Occasionally, for a variety of reasons, a child's intake of certain foods may be limited. In this case, special arrangements are made to make sure the child is getting all the nutrients required for continued growth.

If your child is on a special diet that eliminates one or more food groups, we require:

1. Specific direction from your child's doctor regarding:

- which foods your child may eat;
  - which foods your child may not eat;
  - what reaction your child will have when certain foods are eaten;
  - why the special diet is necessary;
  - suggestions for food substitutions.
2. Ready to heat and serve food substitutes supplied by the parent must be labelled with the child's name.

### Lunch & Snacks

The TayCare Children Centres provides a morning snack, a hot lunch and an afternoon snack, planned and prepared in our kitchen for our full day programs. Before and After programs offer a Breakfast program and an afternoon snack. Menus are planned to cover daily nutrition recommended by the Canada Food Guide. Meals are low in sugar, salt, fat and additives. Children are encouraged to taste all foods presented to them, and they may have extra servings. They may decline any food they wish.

A four-week menu cycle ensures variety. Weekly menus are posted. Any changes are noted appropriately. Individual children's special dietary restrictions and allergies are posted in each room children are in attendance.

### Breakfast Program

Unless a child needs to bring food in because of a special diet, we do not allow any food coming from the outside of the program. Food allergies are a big concern for many of our children so we have to be very vigilant. At the Before school programs and the Senior centre we provide a breakfast program for children who just can't eat first thing in the morning. For .50 cents we will provided your child with milk, juice, toast or cereal. We serve Breakfast up to 8:00 a.m. each day.

All allergies are posted in the kitchen area and serving areas and all anaphylactic allergies are posted in the play rooms, so staff are aware at all times of all the special needs of the children.

### Parent Involvement

We have an open door policy for parents and parental visits are encouraged.

If you have special skills or knowledge to share with us, we may ask you to participate in the program. Parents can be a great resource for ideas and activities.

We encourage parents to give instructive criticism, ask questions, and also to give us positive feedback.

Please note: The staff's first responsibility is their awareness of the children in the program. Therefore, opportunities to chat at arrival and departure time may be limited. If you wish, you may arrange for a convenient time to chat later on or you may wish to leave a note for the staff.

## **Arrival and Pick-up**

Young children depend upon regular routines for their own sense of security. We recommend that you establish fixed hours to pick up and drop off your child.

Parents are responsible for the transportation of their child to and from the Centre.

Children are to be accompanied into the Centre and a teacher notified of their arrival. You are responsible for your child up until the teacher has been notified of his/her arrival.

Parents are responsible at all times for any children not registered in the programs, eg. siblings, friends, that they bring with them to the Centre.

Please notify the Centre if your child will be absent. When calling please make sure you call your Before and After teacher and not the school's office, these messages do not make it to the Before and After school teachers in most cases.

Regular contact with the parents is very important. Please take the time to speak with staff about your child's day.

Parents must inform staff when anyone other than themselves will be picking up their child. If the person is unknown to the staff, she/he will be asked for identification. In the case of separated parents, the Children's Centre is responsible to the parent who enrolls the child, and will follow that parent's wishes as to who picks up their child. Please submit a copy of custody papers if there is a legal agreement between parents. If an unauthorized person tries to pick up the child, the following steps will be taken:

1. The child will be kept with another staff member while the parent is being contacted.
2. If the parent cannot be reached, the child will be kept at the Centre until the parent can be reached for confirmation.
3. If the parent does not give confirmation, the person trying to pick up the child will be asked to leave the Centre.
4. The police will be called for support if necessary.

Out of concern for the children in our care, if staff suspect that a parent or other authorized person picking up a child is impaired, eg. alcohol, drugs, the following steps will be taken:

1. Staff will advise the person of their concern and encourage him/her to arrange alternative transportation for him/herself and the child.
2. If the person refuses and leaves with the child, staff will contact the police and advise them of the situation.

Please be reminded that the Centre closes at 6:00 p.m. and you are encouraged to pick up your child by 5:45 p.m. in order that staff can complete clean-up by 6:00 p.m. If you are detained beyond 5:45 p.m., please call to notify as to arrangements you have made.

Upon pick up, you are responsible for your child once you have made contact with him/her.

There is a LATE PICK-UP FEE FOR CHILDREN LEFT AT THE Centre past 6:00 p.m. The charge is \$15.00 for every 15 minutes, or portion of 15 minutes, past 6:00 p.m. This money is paid directly to the staff kept late. There will be a non-income tax receipt given at the time of payment.

### Field Trips

We will be taking field trips and visiting the community. We use school buses for transportation on our trips, and will always have the parent's prior written consent before taking the children out on a trip. Any parents wishing to participate in the field trip are asked to pay for any admission costs and meal costs. Parent's participation will depend also on space availability on the bus.

### Child Guidance

TayCare Children's Centres believe that the teachers, volunteers and students need definite, consistent guidelines for working with children in a positive manner.

Respect is a necessary part of the adult-child relationship. Being positive helps children build self-control, self-confidence and self-esteem; an "o.k." feeling about themselves. Many adult-child relationships in the past were ones of dominance and submission. Today, equality and respect are of up most importance.

The Children's Centre can be an important source of strength to families by providing ways to handle stress, conflict and crisis. Children and parents who see and hear positive actions and communication and co-operation modelled by teachers in their interactions with children, parents and co-workers will have a more positive attitude.

## Inappropriate Behaviours

The following will be discouraged in the programs:

1. Hitting, kicking, punching, pushing, biting, etc.
2. Purposely being cruel to another child, either physically or verbally.
3. Destroying daycare property or that of another child.
4. Inappropriate language or topics

When one of the above mentioned behaviours occurs and it is not an isolated case or first time occurrence, the following actions may be taken, depending on the age of the child:

1. The staff will attend to the injured child if this is the case.
2. The aggressive child will be spoken to about what s/he has done, away from the other children so as not to embarrass her/him. The staff will help the child think of what s/he could have done differently and how her/his actions made the others feel.
3. If the behaviour is destructive to the daycares or another's property, the child will be helped to understand how his/her actions are making the others feel and what the appropriate way to use the item is. If possible the child will be helped to repair the damaged goods.
4. If the behaviour continues after the staff have tried various methods of redirection the parents will be called in to discuss if there are similar behaviours happening at home and any ideas they may have for the staff to try. At this time it may also be discussed getting outside agency help such as Open Doors involved.
5. If inappropriate behaviours which are threatening to the safety and well-being of the staff and other children, a child may be asked to leave the program. Fairness, firmness, friendliness and flexibility are key components to our program.

## Prohibited Practices

The following forms of behaviour management **shall not** be permitted by anyone including staff, students, volunteers and parents during the operation of the program:

1. Corporal punishment of a child
2. Use of harsh or degrading measures or threats or use of derogatory language directed at or use 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
3. 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;
4. Locking the exits of the child care centre for the purpose of confining the child, or confining the child in an area or room without adult supervision, unless such confinement occurs during

- an emergency and is required as part of the licensee's emergency management policies and procedures;
5. Depriving the child of basic needs including food, drink, shelter, sleep, toilet use, clothing or bedding; or
  6. Inflicting any bodily harm on children including making children eat or drink against their will.

#### Contravention of Prohibited Practices

Everyone including staff, students, volunteers and parents are expected to comply with the program's stated policies and procedures and the requirements of the Child Care and Early Years Act.. Failure to comply could result in disciplinary actions for staff and students and volunteers. Parents would be asked to leave the centre, and a report will be made to CAS and/or police.

Where action is necessary, it will be taken as soon as possible by the Supervisor in the case of the staff, students, volunteers, parents and others, and by the Executive Director in the case of the Supervisor.

#### Review and Sign Off

The Prohibited Practice policies and procedures will be reviewed prior to working with children for the first time and at least annually thereafter with each staff, student and volunteer. After reviewing the policies and procedures, each person must sign and date the policy.

#### **Child Abuse**

Staff have received training regarding the observation of signs and symptoms of abuse. We are required by law to report any occurrences of suspected child abuse to the Children's Aid Society, Lanark County.

#### **Confidentiality**

Information collected from parents/guardians is for the use of Centre staff only, and is of the type to aid in providing appropriate and adequate child care.

Information is kept in confidence and only released with consent of parent/guardian.

All children's records are the property of TayCare Children's Centres. They are maintained in a locked cabinet.

Parents/guardians have access to the child's records when requested.

The Ministry of Education Program Advisors have authority to review children's information to assess compliance with the Child Care and Early Years Act.

Parents are encouraged to follow the same guidelines as Centre staff and not share any personal information they may have about other children or families or staff that they have contact with in the Centres.

## **Concerns**

Complaints can be received by any employee or Board member from any person or family member receiving service as well as a member of the general public. We encourage you to first address your concern to the Supervisor of your child's program.

A complaint/concern will be responded to in a timely manner by the person most appropriate to deal with the issue. You can expect to hear from us within 24 hours of your initial complaint. Then allow a 7 day follow up on how we will deal with your issue. We will investigate any concern, and meet with all who may be concerned. If it is a serious complaint it will be reported to the Ministry of Education, CAS if required. If you are not satisfied with the response, you can call the Executive Director at 264-0953.

If you have already taken this step and are still not satisfied, you can write or call the Chair of the Board. The name and address of the current Chair can be obtained by calling the main office at 264-0953. You may be asked to put your concern in writing so that the Board has the information it needs to respond appropriately. You may also contact The Ministry of Education, at 1-800-510-5333 for any licensing related concerns if these have not been adequately addressed at the Board level.

## **Fees**

Fees are set by the Board of Tayside Community Residential & Support Options on the recommendation of the Child Care Committee. The current fee schedule is available from your Child Care Supervisor.

As fees are based on the yearly expenses of the Centres, you are required to pay for all the days your child is registered including days when s/he is away due to illness or holidays.

Statutory holidays will be included in your monthly invoice if your child usually attends on the day of the week on which the statutory holiday falls.

You will be given a receipt for fees paid annually. This receipt can be used on your income tax return, according to the amount allowed by the federal government.

Subsidized rates are determined by a needs assessment completed by Lanark County Social Services. The Child Care Supervisor can provide a contact person and number for those families wishing to apply for subsidy.

Fees are paid by automatic withdrawal from each family's bank account. The withdrawals are done on a bi-weekly basis and are in advance. Parents will be given a statement at the beginning of each month letting them know how much will be withdrawn. Each family will be asked to fill out a withdrawal form stating the amount Tayside Community Options may withdraw from their account.

If funds are not available in the bank account the following actions will be taken.

1. A reminder will be sent by the Supervisor requesting payment by a certain date.

2. If there is no response, a second notice will go out from the main office requesting payment or arrangements for payment to be made within one week.
3. If there is still no response the child will be demitted from the program and the account referred to a collection agency.
4. If a child has left the Centre and there is an outstanding account, the first two steps will be taken. If there is no response, the account will be referred to a collection agency.

There is a \$2.50 charge for NSE accounts. This amount is to be paid separately from the fees owing.

### **Withdrawal**

A two-week notice upon withdrawing your child is required. Fees for those two weeks will be charged to the parent if the notice is not given.

### **Smoking**

All of our locations are smoke free. There is to be no smoking anywhere on the property of any of our programs that are located on a school property. At our program at 110 Wilson St. E there is to be no smoking anywhere in the building, and within 9 metres of any door or in the playground.

### **Closures**

There may be occasions when either because of mechanical failure, building evacuation or severe weather conditions we are forced to close the Centre, In any case the following are our ways that you may be alerted to the closure.

**Early morning closure-severe weather/ Mechanical Failure**- this will be announced on **Lake 88.1 FM**. We will attempt to call to let you know.

**Mid-Day Closure for any reason**- you will be contacted and asked to pick up your child as soon as possible. You will be told of the alternate location to pick up your child if the Centre is closed before you can arrive.

**Please be sure that Centre has an up to date phone number where you and/or your emergency contact can be reached.**

We also remind you that it is very important to have alternative arrangement for emergencies in place.

Please understand that we understand your reliance on child care and we do not take the decision to close the Centre lightly. We do so only in the best interests of your child.

We hope you and your child enjoy your time with TayCare Children's Centres

# TAYSIDE COMMUNITY RESIDENTIAL & SUPPORT OPTIONS TAYCARE CHILDREN'S CENTRES

## Who's Who

Chair of Board  
Executive Director  
Child Care Supervisor

Rob Umpherson  
Kim O'Connor  
Sandra MacGregor

## PROGRAM STAFF - TAYCARE JUNIOR CENTRE

Head Teacher

Cathy Patterson

### Toddlers

Teachers

Jacque Murphy  
Janine Riopelle  
Emily McNaughton

### Preschool

Teachers

Tara Durnin  
Karen White

## PROGRAM STAFF-TAYCARE ST. JOHN'S PROGRAM

Head Teacher

Judy Rogers

Teacher

Liz Barr

## PROGRAM STAFF-TAYCARE STEWART

Head Teacher

Connor Wright

Teacher

Natasha Roberts

## PROGRAM STAFF- TAYCARE QUEEN ELIZABETH

Head Teacher

Rebecca Martin

Teacher

Julie McGlade

## Important Phone Numbers

Main Office

264-0953 ext 100

TayCare Junior Centre/ Child Care Supervisor

267-6542

TayCare Senior Centre

264-0953 ext 103

TayCare St. John's Program

264-5928

TayCare Stewart Program

390-9090

TayCare Queen Elizabeth

264-5921

## FEE SCHEDULE

Before **OR** After School \$9.80

Before **AND** After School \$19.30

Full Day Kindergarten \$37.45

Half Day Kindergarten \$21.60

Full Day School Age \$35.15

Half Day School Age \$17.50

**TAYSIDE COMMUNITY RESIDENTIAL & SUPPORT OPTIONS**  
**TayCare Children's Centres**

I have read and agree with the information presented in the TayCare Children's Centres  
Parent Handbook.

\_\_\_\_\_

Signature of Parent/Guardian

Date