

LITTLE HANDS DAYCARE CENTRE



Parent Handbook

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PROGRAM STATEMENT

Little Hands Daycare Centre provides a quality program, recognizing the children as individual, competent and capable learners.

Little Hands strives to:

1. View each child as an individual, meeting their own individual needs developmentally and as a whole; (meets ss.46(3) a, f, g)
2. Build trusting and positive relationships that foster a sense of belonging, maintains open and positive communication, consistency and nurtures continuous learning and development with the children, parents/guardians, caregivers, local community partners and educators; (meets ss.46(3) b, c, h, i, j)
3. Provide a program where the children are able to explore the world around them with their natural curiosity, supported by child-initiated and adult-supported experiences; (meets ss.46(3) d, e)
4. Document and reflect on the effectiveness of our program. (meets ss.46(3) j, k)

In our programs, you will see:

- A safe and challenging play based learning environment, planned and created by the educators who are taking into consideration each child's learning style and developmental level while planning experiences within their program to support the varying abilities and needs of all children within their classrooms. The educators encourage and support the children's exploration, inquiry and play by providing the children a variety of materials and experiences that allows them choose what interests them, while implementing new concepts or ideas, skills and experiences in order to enhance the children's knowledge and development. We promote expanding the children's learning experiences by incorporating indoor and outdoor active play. (supports goals 1 & 3)
- The children's individual needs are respected and taken into consideration at all times while the children are attending our program, including dietary needs, as well as quiet and/or rest time. (supports goal 1)
- Posting on the *Sandbox Parent Portal/App* regarding each child's day, including documenting their diapering/toileting, dietary and sleep/rest routines from each day. Photo's documenting the children engaged in play will also be posted on the *Sandbox Parent Portal/App*. (supports goal 2 & 4)
- Educators who continue to expand on their professional knowledge, including but not limited to maintaining Standard First Aid & CPR certifications, Continuous Professional Learning with the College of Early Childhood Educators for all RECE's, professional learning sessions, etc. (supports goal 2)

In our programs, you will hear:

- Regular communication, exchange of information and conversations with parents/guardians and local community partners to work collaboratively with families as they bring valuable ideas and perspectives to enhance our program. (supports goal 2)

- Conversations between the children and educators, followed by posing open ended questions to encourage the children to deepen their thought process, learning experiences and investigate further through the children's own play. (supports goal 3)

In our programs, you will feel:

- Support from our educators and staff in parents/guardians role as a primary caregivers and understand the needs of each child as an individual. (supports goal 2)
- A warm, supportive and inclusive environment for all children, parents/guardians, caregivers, local community partners and educators, that fosters a sense of belonging by being able to connect and contribute together. (supports goal 1 & 2)

Updated March 2023

INCLUSION WITHIN THE CENTRE

The goal of Little Hands Daycare Centre is to provide a positive learning environment that encourages children to explore the world around them. We strive for a program in which a child is neither forced beyond their abilities, nor prevented from achieving their maximum potential. We believe in having a strong partnership between our dedicated staff, children's families, and support staff from external agencies. The hours of operation, as well as all dates the centres are open are available for all children. There is only one waitlist for each location, which is for all children according to date received and age group.

In order to achieve our goal, no family will be excluded from any of our programs due to; race, culture, language, religious beliefs, family composition/socioeconomic status, or child's abilities. We will work with the family to ensure that the location is able to meet the needs of both the child and the family. If it is a matter of the physical layout of the building that is preventing the child from attending, they will be offered a space (if available) in one of our locations that can accommodate them.

All activities organized throughout the day will be set up and available for all children to participate to the best of their abilities. Routines throughout the day are flexible, notice is given in order to allow children time to complete their activities, and also to let them know what's happening next. All program staff will work in partnership with all community agencies to implement any goals or activities into the classroom programming.

All staff are encouraged to attend trainings/workshops to update their knowledge and further enhance their skills.

Parents are encouraged to be involved within the centre, and to attend Service Co-ordination Meetings (with all services present). We will be as accommodating as possible in order to set dates and times for meetings, to enable the parents to attend, this includes having meetings in the evenings if necessary.

OUR PROGRAM

Services Offered

Little Hands Daycare Centre offers an Infant program (6months-18 months), a Toddler program (18 months-30 months), a Preschool program (30 months up to 6 years), a Kindergarten program (44 months up to 7 years) and a School Age program (68 months or older but younger than 13 years).

We offer a full time Monday-Friday program only, unless otherwise approved by Little Hands Management for all Infant, Toddler and Preschool programs.

Our Kindergarten and School Age programs run on a full time Before and After school program, as well as additional full day care including early release days, PA Days, Christmas break, March break and summer camp.

Hours of Operation

Little Hands Daycare Centre locations are open Monday-Friday. Centre 1 hours of operations are from 7am-6pm for all Infant, Toddler and Preschool Rooms. The Centre 1 School Age program operates from 6:30am-6pm. Centre 2 hours of operation are from 6:30am-6pm for all classrooms (Infant, Toddler, Preschool and Kindergarten).

Statutory Holidays

Charges will be made for statutory holidays on which we are closed. We will be closed on the dates listed below:

New Years Day	Victoria Day	Labour Day	Boxing Day
Family Day	Canada Day	Thanksgiving Day	
Good Friday	Civic Holiday	Christmas Day	

We are open on Christmas Eve and New Years Eve, but do have early closures on these days at 1pm.

Late Fee Policy

Any pick up's that occur after 6:00pm, a late fee will be applied to your monthly invoice. If an emergency prevents you from picking up your child by 6:00pm, please call the centre with an alternate plan. We will be glad to notify any changes in plans to your child to prevent them from becoming upset. Always check with your child's teacher before taking your child home.

At 6:00pm, the centre closes and as it states previously, a late fee will apply to children not collected by that time. The late fee will be applied to your monthly invoice and will be withdrawn from your next months payment, which will be applied as follows:

6:00pm to 6:15pm \$10.00

6:15pm and onward \$1.00 per minute

Arrivals and Departures

All parents must drop off their children directly in the classroom to ensure that the staff have marked them in on our attendance sheets. To ensure that children get the most out of our program, we strongly encourage children to be dropped off no later than 9:30am to be able to participate in all aspects of our program.

If your child is sick, or will be absent for the day, please message on the Kindertales program to inform your child(ren)'s classroom teachers.

If someone other than the legal guardians will be picking up, please inform your child(ren)'s classroom teachers, and/or the office, as no child will be released with any unauthorized adults.

All adults who have not been seen before by the Little Hands staff in your child's classroom will be asked to provide some photo ID in order to prove the identification of the authorized adult. If an adult who is not found on your child's emergency contact list will be picking up, additional forms must be filled out at drop off when informing your child's teacher.

In the event that a child's guardian(s) cannot be reached at all phone numbers which are given, the individuals on the emergency contact list will be contacted to pick up your child.

Nutrition

Your child will be served a nutritious dietary meal every day for lunch. We also provide two nutritious snacks daily. We have a four week rotational menu, which can be found posted in all of the classrooms. Please note that we are an Allergy Aware Centre, which includes being nut sensitive. We ask for no outside food or drinks to be brought into the centre, unless otherwise approved by the Centre Supervisor.

Purchased foods such as: donuts, cookies, and other baked goods from local doughnut shops, bakeries and grocery stores typically contain traces of peanut/tree nuts. As we do not want anything that has or may have been in contact with peanut/tree nut touching our tables, etc.; these are not permitted to enter the Centre. The only store bought items which can be brought into the Centre are items clearly labelled with the nut free symbol on it. If these items are being brought into the Centre, they must be brand new and not be tampered with to ensure of no cross-contamination.

Home baked goods are also not permitted in the Centre, even if the product is in fact nut free. This is to prevent any accidental cross contamination of the baked good with a peanut/tree nut source or residue from the aforementioned source.

Special dietary needs and allergies are posted in each room. If your child's dietary requirements should change, please inform your child's classroom teacher and the office.

We do provide a morning snack from 6:30am to 8:30am, but children should have breakfast before arriving at the Centre as our snack may not be enough for them to get them through until lunch time.

Children are not to arrive in the morning with food in their hands. Please ensure to wash your child's hands and faces prior to coming to the centre to ensure that any and all food allergens are cleaned from your child before entering the centre.

Sleep Time

All children under four years of age are required to rest up to 2 hours in the afternoon. They are not forced to sleep, but are requested to lie quietly and listen to music or story tapes.

All children who are younger than 12 months must be placed for sleep in a manner which follows the recommendations set out in the document “Joint Statement of Safe Sleep: Preventing Sudden Infant Deaths in Canada”, which was published by the Public Health Agency of Canada, unless the child’s physician recommends otherwise in writing.

Prior to all children being enrolled in the Centre, parents will be consulted with regards to a child’s sleeping arrangements, and will be adjusted at any point in time during enrollment upon a parent’s written request. All children’s sleep habits must be documented on a daily/weekly communication sheet for the parents to be shown at the end of every day. Any significant changes or behaviours during a child’s sleep must be communicated to parents, and potentially have adjustments made to the child’s sleep routine or supervision.

If a classroom as a separate sleep area or room, there must be a system in place to immediately identify which children are present in the sleep area or room.

Every age group that allows children to sleep must complete a direct visual check of each sleeping child every 30 minutes by:

- being physically present beside the child while the child is sleeping and looking for indicators of distress or unusual behaviours
- ensure there is sufficient light in the sleeping area to conduct visual checks
- following the policies and procedures with respect to sleep and sleep room procedures

Kindertales Program

We use the Kindertales program at our child care centre. Kindertales is a program which allows for many features internally for child care educators and for families, including registration, waitlist, parent engagement, daily reporting on your child’s day, etc.

All families registered with our program are required to complete all forms on the Kindertales program, including but not limited to the Enrollment Package, Parent Handbook Agreement, Child Background Information, etc. This must be completed within 14 days of registration. It is the responsibility of the parent/guardian to ensure that the information on file is up to date and accurate. Please keep us updated on Kindertales with changes to your contact information, emergency contacts, mailing addresses (even after leaving our program, specifically for tax receipt purposes), etc.

The Kindertales program also processes all payments for child care fee’s, deposits and more. Please see the *Payment of Fee’s* section later in the Parent Handbook for more information.

Parents/guardians can utilize Kindertales both via desktop or the Apple/Android app to view detailed reports about their child’s day including meals, sleep/rest time, diaper/toilet routines, activities, photo’s and more. It also allows for communication with their child’s classroom and management.

POLICIES AND PROCEDURES

Vaccinations

In order to for a child to attend Little Hands Daycare Centre, they must be up to date with the immunizations specified for their age according to the Publicly-Funded Immunization Schedule (as of March 2015), as seen below:

Age	Required Vaccines
2 Months	DPTP, Hib, Pneumococcal, Rotavirus
4 Months	DPTP, Hib, Pneumococcal, Rotavirus
6 Months	DPTP, Hib
After 1 st Birthday	MMR, Men-C, Pneumococcal
15 Months	Varicella
18 Months	DPTP, Hib
4-6 Years	DPTP, MMR, Varicella

If a child was to be exempted from receiving immunizations due to a guardian's conscience and/or religious beliefs, all proper written documentation must be submitted to the Little Hands Daycare Centre office prior to starting. If a child is overdue for a scheduled vaccination, Little Hands Daycare Centre may inform the family that the child is not able to attend until proof of vaccination has been submitted.

Illness

Please notify the Centre when your child is ill, or when they or any other member of the family contracts a communicable disease. Our program includes outside play, your child should be able to participate in a minimum of two hours of outdoor play of the full day program.

If your child is exhibiting any signs of illness including but not limited to: a temperature of 38 degrees Celsius or greater, 2 or more bouts of diarrhea or vomiting within a 24 hour time period, or appears to have contracted a communicable disease (pink eye, lice, etc.), or is unable to participate in program, we will contact you and request that your child be picked up within one hour. Children who have experienced any of the above symptoms cannot return back into the program until they have been symptom free for 24 hours, on medication for 24 hours or following the exclusion requirement from the Halton Region Child Care Health Resource (<https://www.halton.ca/Repository/Child-Care-Health-Resource-Manual-Part-1>). All parents are asked to make arrangements ahead of time to have alternate caregivers on call should their child not be well enough to remain at the centre. Every effort will be made to keep your child comfortable until you arrive. If you have any questions about if your child is able to return to the centre, please contact your centre's Supervisor.

Cases of head lice do arise in child care settings and in schools. If your child has head lice, you are to immediately notify the Centre in order to minimize the spread of an outbreak. We follow a "no nit" policy as children need to be clear of all eggs and nits before returning back to the centre. If your child is suspected of having head lice, we will then contact you to pick up your child immediately. Treatment must be consistent with the instructions given. The centre will post resources in the classrooms, and will be given to you by the centre if requested to best assist you in removing all lice. Your child cannot be re-admitted to the centre until a doctor or nurse has written a note stating that your child is clear of nits or eggs. All clothing, bedding, hats, etc. will be cleaned and sanitized by the centre immediately.

Anaphylaxis & Allergies

Anaphylaxis is a severe and potentially life threatening reaction to particular allergens which differ from child to child. Some children have a high sensitivity too allergens that a reaction can occur within seconds or minutes of exposure to an allergen such as food products (peanuts, dairy, egg, etc.), medications, insect bite/sting, latex, etc. Cross Contamination of any allergens or items (i.e.: hands, utensils, food prep areas, etc.) with a peanut/nut source/other allergens or residue can also cause an anaphylactic child to have a life threatening reaction. The most serious reaction being respiratory difficulties, blockage of the airway, which if not medicated immediately, can lead to death. Being an allergen aware Centre, we make every possible effort to reduce the risk to children and adults with severe allergies, including anaphylaxis. Please ensure to inform the Centre if your child is at risk of an allergy and/or carries an epi-pen.

All children with an anaphylactic allergy are to have an epi-pen while in attendance at the Centre. As most children are too young to carry their own, the epi-pen will be kept in a zippered pouch by the child's Action Plan on the wall. The zippered pouch with the epi-pen will be clipped to the outer exterior of the backpack when the children go outdoors and while on field trips. For School Age children who do not keep an epi-pen at the Centre, the child must carry one on themselves.

In the situation where a child has an anaphylactic allergy, parents must complete the Little Hands Action Plan form to inform us of the medical condition, symptoms, triggers, how you would like the situation to be handled, as well as important information such as medication required, dosage, storage and contact information including parents/guardians and doctor's information. This form is to be renewed by the child's parents/guardians annually, along with their family doctor, and updated as required within the year. All employee's, students and volunteers must read and sign all Action Plans prior to employment/placement and annually thereafter.

Medical Conditions & Needs

A child with medical needs is defined as a child who has one or more chronic or acute medical conditions which requires the child to have additional supports, accommodations or assistance.

All children who are enrolled at Little Hands Daycare Centre who have a medical condition which would be included in the definition noted above (i.e. Diabetes, Asthma, Seizures, etc.), will require the "Little Hands Individualized Plan for Medical Needs" form (see below) to be completed by the parent(s)/guardian(s), Little Hands Management, a Physician or Health Professional, or any other person who can be assistance. This form must be renewed annually. Once handed in to the office, all employee's, volunteers and student's must read and sign off on the plan prior to employment/placement or as soon as the plan is received.

Medication

Prescription Medication – Should your child require medication, we are legally able to administer prescription drugs for the full course of time required as long as the child's name, dosage, and date of prescription is on the bottle together with an expiry date and you have signed the Medication Authorization form.

A Medication Authorization form must be completed including a schedule that sets out the times the medication is to be administered and the dosage to be given at each time. Medication must be

given to your child's teacher, along with an oral syringe or measured spoon to administer. Please have these items in a labeled Ziploc bag. If the medication form is not completed, or you do not provide a measured instrument to administer with, the medication cannot be administered. All medications must be given directly to the child's teacher and it will be kept in a locked box where required (refrigerated or non-refrigerated).

Non-Prescription Medications – We do not accept Tylenol, Advil, or any other fever reducer to be kept at the centre unless there are medical reasons where a fever reducer is required (i.e.) Febrile Seizures. This policy also includes any other over the counter medication (i.e.) cough medicine, eye drops, allergy medication, etc. In order to have over the counter medication administered by Little Hands staff, we must have a doctor's note explaining why the medication is required, the name of the medicine, dosage, and when it is to be administered. We will also require a Medication Authorization Form to be completed by the parent/guardian prior to being able to accept the medication, which includes information such as the name of medicine, date of purchase, dosage, and temperature at which we can administer.

Diaper Creams, Lotions, Sunscreen, Bug Spray, Lip Balms, etc. – For all of these items, parents/guardians must fill out the Form for Lotions, Sunscreen, Diaper Cream, Lip Balm, etc. prior to these items being brought into the Centre.

Little Hands Daycare puts your child's health and well being first. As the children do have 2 hours of outdoor play per day, as well as other activities which may be planned outdoors, we require the children to wear sunscreen. Parents must apply sunscreen on their child in the morning prior to them coming to school. Little Hands staff will re-apply with sunscreen you have provided before outdoor play in the afternoon.

For all of the forms mentioned above, please speak to the Office, your child's teacher or see our website under the Forms section. All non-prescription medication and diaper creams/lotions/lip balm/etc. must be new and unopened to be accepted by the Centre.

Inclement Weather Policy

During the winter months, please be aware that Little Hands may close down the centre due to extreme weather conditions.

When a severe winter storm is projected, Little Hands will inform all Parents of a time delayed opening of 7am for the following day. If the local schools have cancelled their busses, our bus will also be cancelled. On these days, we will offer care for those kindergarten and school age children who do still require care. If the local schools have shut down due to the weather, we will also be closed. Little Hands Management will send an email and/or post on the *Kindertales Parent Portal Newsfeed* to inform all families of our closure.

Please take into consideration the safety of our staff and families within the centre. In such cases which we hope are few, daycare fees will not be reimbursed. All parents will be notified well in advanced if we need to close the centre early.

Child Protection

It is our duty as care givers to report any and all suspicions where we feel a child may be in need of protection. Any staff who believes that a child is, or may be in need of protection, must immediately report to the Children's Aid Society at 905-333-4441.

Behaviour Guidance

Here at Little Hands, we provide a warm, nurturing environment which promotes a positive self confidence and image, as well as respect for the children themselves and others in their environment. The children have consistent, age appropriate guidelines in the classroom. These limits help lead the children towards a sense of self-discipline. Little Hands Educators encourage the children's verbalization of feelings, positive re-enforcement and re-direction in these situations. As a last resort, children on occasion may be removed from the situation for a few minutes or until they have "calmed" down, and can then return back to their activity.

The following is taken directly from the Child Care and Early Years Act:

O. Reg 137/15 48. No licensee shall permit, with respect to a child receiving child care at a child care centre it operates or at a premises where it oversees the provision of child care,

- (a) Corporal punishment of the child;
- (b) 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;
- (c) Locking the exits of the child care centre or home child care premises 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;
- (d) Use of harsh or degrading measures or threats or use of derogatory language directed at or used in the presence of a child that would humiliate, shame or frighten the child or undermine his or her self-respect, dignity or self-worth;
- (e) Depriving the child of basic needs including food, drink, shelter, sleep, toilet use, clothing or bedding; or
- (f) Inflicting any bodily harm on children including making children eat or drink against their will.

Emergency Management & Evacuation

In the event of an emergency, or any other situation, which could result in the need for evacuation of the Centre, Little Hands Daycare Centre has Emergency Management policies and procedures set in place. In the event that a location needs to evacuate, the Centre's will evacuate to the locations documented below (which can also be found in all classrooms):

Location & Address
Centre 1 (OCB)
824 Thompson Road

Evacuation Site
Centre 2 (CYC)
824 Thompson Road

Centre 2 (CYC)
824 Thompson Road

Centre 1 (OCB)
824 Thompson Road

All children shall remain at the evacuation site until their parents, or alternate approved party, arrives to pick them up. All the children will accompany their teachers to the evacuation site, even if the parents are already present to ensure they are properly accounted for on the attendance record.

In the event of the need to evacuate the entire Town of Milton and surrounding area, the staff, children and any other occupants will be transported to the evacuation checkpoint set up by the Town at the time of the emergency. Parents can contact the Town office in order to determine that location.

The Manager, Supervisor or Assistant Supervisor will notify all parents/guardians of the emergency, and that that all clear has been given by Emergency Service Workers as soon as possible when deemed safe.

If a disaster occurred which did not require evacuation, the Manager, Supervisor or Assistant Supervisor will inform parents/guardians of the incident in a memo which will be posted outside of the classrooms, as well as sending it out via email to all emails of parents/guardians we have on file.

If regular operations are not able to resume as per usual after the situation, the Manager, Supervisor or Assistant Supervisor must contact all parents/guardians via phone to inform them of the situation, as well as information on when and how regular operations will resume as per usual once it has been determined.

If the site is deemed unsafe to return, the Manager, Supervisor or Assistant Supervisor will be in charge of posting a note for parents/guardians on the front entrance of Little Hands Daycare Centre with information on where the evacuation site is located so they can pick up their child(ren), once safe to do so. Upon arrival to the evacuation site, the Manager, Supervisor or Assistant Supervisor will notify parents/guardians of the situation, evacuation and the location they are able to pick their child(ren) up from. When possible, the Manager or Supervisor will update the Little Hands voicemail as soon as possible to inform parents/guardians that the Little

Hands Daycare Centre has been evacuated, including the details of the evacuation site and contact information for the main contact.

Parent Volunteers and Students in the Centre

As followed by O. Reg. 137/15 11. In the Child Care and Early Years Act, 2014, all children who are in attendance in a child care centre is always to be under the direct supervision of an adult at all times. No child is to be supervised by any person(s) under the age of 18 years.

The employee's of Little Hands Daycare Centre are the only adults who are who are able to have direct unsupervised access to the children enrolled with the child care centre. Any volunteers, whether they are parents of children enrolled with the centre or from the community, and all students must not be counted in the ratios of each age group following the Ministry guidelines. Students and Volunteers will never be left alone unsupervised with the children at any point.

Volunteer and Student Requirements

Before spending any time in program with the children, all volunteers and students must:

- Read the Little Hands Daycare Centre Company Policy Manual
- Give the Supervisor a copy of a recent Criminal Record Check. This is only required for volunteers as community colleges and universities require all students to hand in a Criminal Record Check to them prior to their placement(s).
- Give the Supervisor a copy of their Immunization Records to ensure that all immunizations are up to date.
- Read and sign the Little Hands Daycare Centre Behaviour Management Package with the Supervisor before they begin spending any time in program at the centre. Behaviour Management will also be monitored with the Behaviour Management Evaluation.
- Read and sign all Action Plans for children enrolled with Little Hands Daycare Centre with anaphylactic allergies or any other medical conditions must be reviewed by all students and volunteers before they begin. This must be completed on an annual basis.

Serious Occurrence Notification Form Posting

Effective November 1, 2011, in addition to the current Serious Occurrence reporting procedures set out in the Child Care and Early Years Act, all child care centres will be required to post a Serious Occurrence Notification Form in a common area where all parents, staff and visitors can see (e.g. where the centre licence, Licensing Summary Chart and Halton Region Health

Department certificate are posted) when a Serious Occurrence has occurred in the child care centre.

Posting Process and Key Timelines

1. After following the Serious Occurrence Reporting Procedures (e.g. Serious Occurrence Initial Notification Report being completed on CCLS and submitted to the Ministry within 24 hours of occurrence), the Supervisor must complete a Serious Occurrence Notification Form and post in a common area **within 24 hours of incident occurring**.
2. As more information is received by the centre, the Supervisor is required to update the Serious Occurrence Notification Form (e.g. addition actions taken or investigations are completed).
3. The Serious Occurrence Notification Form is posted is to remain posted **for a minimum of 10 business days**. If the form receives any updates (e.g. additional actions taken) the form must remain posted **for an addition 10 business days from the date of the update**.

4. Once the Serious Occurrence Notification Form is taken down, all completed forms must be kept available and on file for two years from the date of the occurrence for prospective parents, licensing, and Halton Region Children's Services Staff upon request.

Protection of Personal Information and Privacy

It is the Supervisor's responsibility to ensure that all information posted on the Serious Occurrence Notification Form remains confidential, and does not reveal any personal information. No children's names, staff names, initials, age or date of birth, age group or classrooms are to be used on the Serious Occurrence Notification Form.

Parent Issues & Concerns Policy and Procedure

Little Hands Daycare Centre strives to work collaboratively with all parents/guardians of the children enrolled in our program, and encourage continuous and ongoing open communication, as stated in our Program Statement. This policy will help maintain our transparent process for all parents/guardians on the processes to bring forward any and all issues and concerns.

All issues and/or concerns raised by all parents/guardians are taken seriously by Little Hands Daycare Centre and will be addressed. Every effort will be made to address and resolve issues and concerns to the satisfaction of all parties as quickly as possible. Issues and/or concerns may be brought to Little Hands Daycare Centre's attention verbally or in writing. Responses and outcomes will be provided verbally, unless a written response is requested.

Upon receipt of an issue or concern, an initial response will be made to the parent/guardian within 2 business days. The person who brought forward the issue or concern will be kept informed throughout the resolution process.

All issues and concerns will be treated respectfully by maintaining confidentiality through protecting the privacy of all parents/guardians, children, staff, students, volunteers, except when information must be disclosed for legal reason (such as the Ministry of Education, College of Early Childhood Educator's, Children's Aid Society or law enforcement authorities) during all investigations and responses.

All investigations of issues and concerns brought to Little Hands Daycare Centre's attention will be fair, unbiased, and respectful to all parties involved.

Little Hands maintains a high standard for positive interactions and communication between educator's, children, parents/guardians and all third parties entering the building. Harassment and discrimination will not be tolerated by any and all parties. If at any point a parent/guardian or Little Hands educator feels uncomfortable, threatened, abused or belittled, they may immediately end the conversation and report the situation to the Supervisor and/or Licensee (Roman Yakymchuk).

Please see below on how to address your concern based on what heading the issue or concern would fall under:

Classroom Related Concern – (i.e.) sleeping arrangements, toilet training, program activities, feeding arrangements, etc.

- Please bring the issue or concern to the classroom staff directly or the Supervisor/Manager

General Concerns – (i.e.) hours of operation, fee's, waiting lists, menu, etc.

- Please bring the issue or concern to the Supervisor, Manager or Licensee (Roman Yakymchuk)

Educator, Supervisor, Manager or Licensee Related

- Please bring the issue or concern to the individual directly, or to the Supervisor, Manager or Licensee (Roman Yakymchuk)

Student or Volunteer Related

- Please bring the issue or concern to an educator in the classroom with the Student/Volunteer, or to the Supervisor/Manager

**** Please note that any and all concerns that put a child's health, safety or well being at risk should be reported to the Supervisor or Manager as soon as becoming aware of the situation.****

If at any point a parent/guardian was to feel unsatisfied with the response or outcome of an issue or concern, they may bring the issue or concern to the Licensee's (Roman Yakymchuk) attention in writing and leave in the office for him in sealed envelope to maintain confidentiality.

Issues related to compliance with requirements set out by the Child Care and Early Years Act should be reported directly to the Ministry of Education's Child Care Quality Assurance and Licensing Branch. Issues/concerns may also be reported to other regulating bodies, such as the Halton Region Health Department, Children's Aid Society, etc.

FINANCIAL INFORMATION

Canada-Wide Early Learning and Child Care System

Little Hands is a part of the Canada-Wide Early Learning and Child Care System (CWELCC). This means we offer reduced child care rates following the legislated amounts provided by the Province of Ontario and the Region of Halton.

Payment of Fee's

Fee's are payable on a monthly basis. Fees are paid through the Kindertales system. Upon registration, parents/guardians will input a payment method of being made directly from your bank account or by credit card. Payments made through bank accounts will have a \$3 service charge per month. Payments made by credit card have a 3% surcharge applied. All Payments are processed on the 1st of each month, or the following business day. Fees are charged for 52 weeks of the year in order to maintain your spot.

Should a payment come back NSF, the Kindertales program will attempt to process the payment again the following day. A \$25 NSF fee will automatically be charged per NSF payment.

Income Tax receipts will be issued each February for the previous year. Please ensure we are provided with your up to date email address as they are sent electronically through the Kindertales system.

Change of Attendance & Cancellation Policy

For any change to a child's attendance (including withdrawal), 30 days notice is the minimum requirement. Anything less will result in you being charged for the full 30 days following the notice. If you wish to temporarily withdraw your child, the same requirements apply, and your child will then be placed on the wait list.

Little Hands may terminate services if policies are not followed, fees are not paid, or if we find we are not able to properly meet the specific needs of your family. 30 days notice will be given in this situation whenever possible.

Refund Policy

Given that 30 day notice is required for withdrawal from our program and registration fee's/deposits are non-refundable, it is unlikely that a situation requiring a refund will occur. Should there ever be a situation that requires a refund, the Little Hands management team will be in touch with the parent/guardian requiring the refund to confirm if they would like the credit to remain on file to go towards the next months fee's, or if a refund is possible to go back into the account or credit card on file. Should it not be possible to issue the refund back to the account or credit card on file, a cheque will be issued.

WAITLIST & REGISTRATION INFORMATION

Waitlist Policy and Procedure

Little Hands Daycare Centre has developed a waitlist policy and procedure to establish and maintain transparent guidelines to all families inquiring and showing interest in our program. We operate our waitlist through our childcare software program, which is organized by date added to the list. Families who would like to be added to our waitlist can inquire with the Little Hands Management team on our website at www.littlehandsmilton.ca or by clicking on the following link: <https://app.kindertales.com/CRM/addinquirylist.php?formid=f5579c775cfaf4be>. Once we have received your inquiry submission, Little Hands Management will be in touch with you to confirm our availability or to add you to our waitlist if you wish. Please note that there is no fee to be added to the waitlist.

Any spaces projected to be available for the Infant program can be reserved any time on a first come, first serve basis. Toddler and Preschool aged children are added directly to the waitlist.

When a space becomes available, the order of offering out the space is as follows:

1. Families who are currently enrolled in our program who have requested a change in attendance or location, or were offered a temporary space.
2. Families who are currently enrolled in our program who have a sibling seeking entry.
3. Families who are on the waitlist, offered in the order of when children were added to our waitlist
4. Families inquiring on care who are not on the waitlist at the time.

The Little Hands Management team will contact the families on the waitlist by email on a quarterly basis to see if they would like to remain on the waitlist or be removed to maintain a current and up to date waitlist. If we have not heard back from families 10 business days after contact was made, they will be removed from the wait list.

Families can contact the Little Hands Management team to see where on the waitlist they are at that time. At no time will Little Hands Management give any information about other children or families on the waitlist in order to maintain the privacy and confidentiality of the children and families listed on our waitlist.

Registration Requirements

Once offered a space at our program, and in-person tour will be arranged to familiarize you and your child with the centre, and answer any questions you may have. Upon confirmation of a family's wish to reserve the space offered to the family, a registration fee of \$100 is required per child, along with a \$500 pre-payment of fee's per child. All forms on the Kindertales program, including but not limited to the Enrollment Package, Parent Handbook Agreement, Child Background Information, etc. must be completed within 14 calendar days of registration.

Additional documents will be emailed to new families within 1 month of their start date. These additional documents (including FOB request forms, immunization records, etc.) will be required to be returned back to Little Hands management at least 2 weeks prior to their child's start date. This will enable nametags, coat hooks, and other items to be prepared in advance of your child starting with our program. We suggest you retain copies of the completed forms for your ease of reference. All initial fee's, including the Registration Fee & \$500 pre-payment is nonrefundable should care no longer be required, regardless of the amount of notice provided.

Complimentary Gradual Entry Visitation

The week prior to entry, we recommend that you have some visitation time with your child. We suggest the following: Monday 9am-10am, Tuesday 9am-11am, Wednesday 9am-12pm, Thursday 9am-2:30pm and Friday 9am-3pm. We are flexible with the visitation schedule and will adjust it to meet the needs of your family where appropriate.

OTHER IMPORTANT INFORMATION

Video Surveillance

Little Hands Daycare does provide a video camera security system. All classrooms, playgrounds, as well as other areas in the facility do contain video camera's, which are constantly running year round. All video surveillance is only available to Little Hands Management, and is not shared with parents or families within the centre.

Clothing and Personal Belongings

We ask for all parents to label all of your children's clothing at the centre with either their names, or initials. This will help us to distinguish who items belong to if there are to be duplicates. This includes, spare clothes, shoes, boots, hats, mittens, etc. In the winter, scarves are not permitted as it is a safety concern, and ask for neck warmers to be brought in instead.

We ask for no toys from home to be brought into the centre. The centre will not be responsible for lost or stolen items.

Activities off Premises

Throughout the year field trips and events will be planned for children in our Preschool, Kindergarten and School Age programs, where they may walk to or use the Little Hands Bus. Children in our Infant and Toddler Program do not go on the Little Hands Bus, however they may go for a community walk off property. All events in which the children will be going off premises, parents will be informed and be required to sign a permission form which will clearly state the date the child will be going off premise, where they will be going, how they will be getting there and the times they will be leaving and returning to the Centre.

Parent/Teacher Interviews

Parent-Teacher Interviews are conducted bi-annually. Parents will be notified as to what dates and times are available to sign up to have one on one time with your child's classroom teachers to see how your child is doing in the classroom, and gives parents the opportunity to have time with the teachers to any questions you may have.

Transportation

Little Hands Daycare Centre provides transportation to and from select local schools in Milton. Little Hands Daycare Centre has the right to adjust, or make changes to its bussing plan as needed.

Transport Consent Forms must be filled out, including your child's school, grade, teachers name, transportation required, etc. and signed prior to your child being able to use the Little Hands Daycare bus.

In the situation where we are having mechanical difficulties with our bus, children may be transported through alternate arrangements. Please see our Transport Consent Forms for more information on this.

Transportation Behaviour Policy

While transporting the children to and from their local school, our number one priority is the children's safety.

The following are rules and guidelines that the children must follow while on the bus:

- Children are to sit properly on the bus with their backs against the seat, facing forward at all times.
- Backpacks are to remain on the children's laps, and not in the aisle so these areas can be kept clear in case of an emergency.
- In some bus run situations, there are assigned seats. Children are to go directly to their seat when getting onto the bus.
- The children are to use their regular voices in the bus. We strongly discourage loud voices, yelling, screaming, etc. so that the Little Hands driver can focus and concentrate on the road to drive the bus safely.

- No Food or drinks are allowed to be out of the children's backpacks while they are on the bus.
- No toys (including electronics, action figures, cards, etc.) are to be out of a child's bag while on the bus. This follows our No Toys from Home Policy.
- Children are to follow the bus driver's, educator or management's instructions when spoken to.
- If any inappropriate behaviour occurs, the driver will pull over to remind children of the rules for the bus. The driver will relay the information to the supervisor and/or owner, which will then be relayed to the child's guardian.

Should a child refuse to get on the bus at Little Hands programs in the morning to go to school, the child's parent/guardian will be contacted to bring their child to their school. Should a child refuse to leave their school building to get on the bus in the afternoon to return to Little Hands, Little Hands staff will not be entering any Halton District School Board or Halton Catholic District School Board schools to bring children to the bus. It will be the responsibility of the child's parent/guardian to arrange pick up for their child at school that day when notified by the school as the school staff were not able to bring the child to our bus.

Suspension/Termination Notice

Little Hands wants to ensure that all children and staff on the bus are maintaining a safe environment. If a child fails to follow any of the above rules and guidelines, or fails to follow instructions given by the bus driver, educator or management's instructions, Little Hands will follow the guidelines below:

1. Little Hands staff will speak to the child reminding them about bus safety and rules for the bus. The child's Guardians will also be spoken to regarding the behaviours which is occurring on our bus.
2. After a verbal warning has been issued, written warnings will be given by email or message in Kindertales for inappropriate behaviour on the bus.
3. After receiving 2 written warnings, your child will be dismissed from taking the Little Hands Bus for one full week. Parents will be responsible for finding alternate arrangements for your child to get to and/or from their school. During this 1 week time period, the child can continue to attend our before & after school program by getting dropped off/picked up by their parent/guardian or another adult arranged by the child's parent/guardian. Should another adult be completing drop off/pick ups, please ensure to inform Little Hands Management of who will be completing these. Photo ID may be required before releasing the child to them.
4. If behaviours continue after a 1 week suspension, Management will give a 30 day notice of termination of transportation by Little Hands Daycare Centre.

Should a child cause a major safety risk while on the bus, Little Hands Daycare Centre reserves the right to terminate a child at any time to ensure the safety of all passengers.

Little Hands Daycare Centre
2023 Base Fee Schedule (effective Jan. 1, 2023)

Registration Fee & FOB Deposit

\$100 for per child (CWELCC Reduction - \$52.75) **Base Fee - \$47.25**

\$20 deposit per FOB requested (non-base fee)

Infant Room (6-18 Months)

Full time – \$76 per day (CWELCC Reduction - \$40.09) **Daily Base Fee - \$35.91**

Toddler Room (18-30 Months)

Full Time – \$65 per day (CWELCC Reduction - \$34.29) **Daily Base Fee - \$30.71**

Preschool Room (30 Months-4 Years)

Full Time – \$60 per day (CWELCC Reduction - \$31.65) **Daily Base Fee - \$28.35**

Kindergarten Room (4-6 Years)

Before & After School – \$29 per day (CWELCC Reduction - \$15.30) **Daily Base Fee - \$13.70**

PA Day/School Break – \$53 per day (CWELCC Reduction - \$27.96) **Daily Base Fee - \$25.04**

School Age Room (6-12 years)

Before & After School – **\$29 per day**

PA Day Days/School Break – **\$53 per day.**

*Note that all children eligible for the CWELCC fee reduction program has a reduced base fee of 52.75%

**Note that all Base Fee's noted above are bolded. Non-Base fee's (such as FOB deposits, late fees, NSF charges, field trip/event costs, etc.) are not bolded or is noted in our Parent Handbook.