

**WHITEHILLS CHILDCARE
ASSOCIATION
*PARENT/ GUARDIAN
MANUAL
PRE-KINDERGARTEN EARLY
LEARNING PROGRAM (PELP)***

(The word parent used throughout the manual is intended to be inclusive of all parent/guardian relationships)



**Wilfrid Jury Childcare Centre
950 Lawson Road
London, Ontario
N6G 3M2
(519) 471-1640**

www.whitehillchildcare.ca

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INTRODUCTION

Whitehills Childcare Association provides non-profit, licensed and government subsidized programs staffed by trained and experienced early childhood professionals. A Board of Directors which includes at least 3 current parents acts as the governing body of the Association. Whitehills provides inclusive programs that welcome all children and their families. Our goal is to provide an environment where your child can reach their full potential

We have seven locations:

- **Wilfrid Jury Childcare Centre is located in Wilfrid Jury Public School at 950 Lawson Road and accommodates 128 children; 98 children 18 months to 5 years and 30 children before and after school who are 3.8 to 12 years of age. This location provides a full day camp program for schoolage children on PA days, summer and other holidays and a weekly drop-in program where parents/caregivers and their children participate together.**
- **St. Thomas Aquinas Childcare Centre is attached to the St. Thomas Aquinas High School at 1360 Oxford Street West, and accommodates 49 children from 3 months to 5 years of age.**
- **Parkview Schoolage Program is located in Parkview Public School at 10008 Oxbow Drive, Komoka and accommodates 40 children from 3.8 to 12 years.**
- **Ilderton Schoolage and Pre-Kindergarten Early Learning Program is located at 13168 Ilderton Rd. and accommodates 46 children; 16 children 2 to 5 years in the Pre-Kindergarten Early Learning Program (PELP) and 30 children 3.8 to 12 years of age in the before and after school program.**
- **Centennial Schoolage Program is located in Centennial Central Public School at 14774 Medway Road, Arva and accommodates 30 children from 3.8 to 12 years.**
- **Sherwood Forest Schoolage Program is located in Sherwood Forest Public School at 7 Annadale Drive in London and accommodates 30 children from 3.8 to 12 years.**
- **Orchard Park Schoolage Program is located in Orchard Park Public School at 50 Wychwood Park in London and accommodates 15 children from 3.8 to 12 years.**

Our Mission

“We help children develop to their full potential through the provision of quality child care and early learning environments, and through partnership with families and communities.”

Our Vision

“To become a leader in the provision and coordination of services and programs that support children and families in our communities, and to share our skills and expertise in partnership with other.”



OUR CORE VALUES

WE BELIEVE THAT:

- *Working together enables us to make a positive difference in the lives of children and families.*
- *Empathy is essential in creating a community where everyone feels welcomed, accepted, included and supported.*
- *Relationships are fostered when we interact in a caring, encouraging, honest and open manner.*
- *Open communication is respectful and values all ideas and perspectives.*
- *Continuous improvement in programming, life-long learning and fiscal responsibility gives us the courage to be leaders, willing to adapt and be creative.*
- *Knowledgeable, responsive early childhood professionals contribute to the fundamental well-being of children and families.*

Welcome to Whitehills Childcare Association. This parent manual has been designed as a resource for you to read, keep and refer to when necessary. The policies and procedures established by Whitehills Childcare Association relate to you and your child's participation in our program. During registration you will be required to sign your agreement to abide by the policies and procedures outlined.

REGISTRATION/ENROLMENT

When it is determined that a space is available for your child, a registration process will be completed prior to enrolment. During registration you will

- meet with a supervisor
- receive a parent manual
- receive and complete a parent registration package
- discuss fees, payment options, policies and subsidies (if applicable)
- provide registration fees
- tour the program/ centre
- have a chance to ask questions
- arrange a visit for your child (see Orientation below)

ORIENTATION

We encourage you and your child to visit the program prior to his/her first day. This time provides an opportunity for you and your child to participate together and feel more comfortable with the surroundings and staff. This visit helps to familiarize your child with his/her classmates, routines and favourite activities and it gives you a chance to ask the teachers any questions you may have. This visit will help to ensure that your child's first day is as smooth as possible.

PARENT INVOLVEMENT

Whitehills welcomes your involvement. Get involved in the following ways:

- Visit your child's classroom. Parents are welcome to visit at any time during the day. Check out the documentation and displays on the walls.
- Participate on the Board of Directors and attend our Annual General Meeting.
 - Share your skills, ideas and suggestions.
 - Help with Fundraising.
 - Take time to read information on bulletin boards and in other correspondence. In our quest to be green, newsletters, statements etc. will be distributed by e-mail to all families with access. Please ensure we always have your most up to date e-mail address. Paper copies are provided to those without access.



HOURS OF OPERATION/CLOSURES

- Normal hours of our program are 9:15 am- 11:30 am and the number of days/week offered depends on enrolment. The PELP follows the same schedule as the elementary schools, September through June.
- When schools are closed, our programs in schools cannot operate. When the Boards of Education decide to close schools it is because they do not feel the schools are safe for children and staff. When schools are shut down there is no custodial service in the building. For the safety of our children and staff we must follow suit.
- School closures can be for a variety of reasons including inclement weather, power failure, flood, influenza outbreak etc.
- Information about school closures is announced on the Board's websites as follows. The Thames Valley District School Board is www.tvdsb.ca and The London District Catholic School Board for STA information is www.ldcsb.on.ca.
- In addition, tune to Q 97.5 FM radio station as they will announce information regarding specific program closures. It is possible that from time to time not all programs will be closed at the same time. Different school boards may make different decisions and problems may be isolated to particular locations.



From time to time programs/ schools may need to close early due to weather, power outages etc. In this case you will be notified by phone and/or e-mail as well as closures will be announced on the radio and on school board websites. Please make sure we have your updated emergency information at all times.

- Other early closures or closures and additional holidays may be established from time-to-time at the discretion of the Board of Directors and/or the Executive Director.
- Programs are also closed on the following statutory holidays: Christmas Day, Boxing Day, New Years, Family Day, Good Friday, Victoria Day, Canada Day, Civic Holiday, Labour Day, Thanksgiving. Information about statutory holidays will be communicated in the newsletter and at the programs. In addition all programs will be closed on Christmas Eve (no fees charged for this day).
- No refunds will be given for time absent from the programs due to statutory holidays, vacations, sickness or school closure. All expenses of the organization continue including salaries, rent and utilities. The only exception is Christmas Eve where no fees are charged.

FEES AND METHOD OF PAYMENT

- Our fees are established by the Board of Directors. A non-refundable registration fee is required upon enrolment. Government subsidy is available through the City of London and Middlesex County. For more information

regarding subsidy, please see your Program Supervisor. You will receive a fee schedule at registration time and whenever fees change.

- **Payments can be made by cheque, money order, Visa, Mastercard or Pre-Authorized Debit. A receipt will be issued annually.**
- **Fees are due monthly in advance for September to June. You will be asked to sign a contract acknowledging this. If paying by cheque, post-dated cheques are required.**
- **A charge of \$20 will apply for any cheque, Visa, Mastercard or Pre-Authorized Debit returned N.S.F. (non-sufficient funds).**
- **Please contact the accounting office at 519-471-1640 if your billing does not reflect your child's attendance. In the case of an accounting/billing error, fees for services rendered will still apply. For e.g. if your child changes from part-time to full-time, ensure that your billing reflects this increase and report any discrepancies immediately.**
- **No refunds will be given for time absent from the childcare centre due to statutory holidays, vacations, sickness or school closure. The exception is Christmas Eve.**
- **Subsidized parents are responsible for paying any costs not covered by subsidy. It is your responsibility to report any income, employment, school, or contact information changes to your case worker. Failure to report any changes could affect your eligibility as of the date the change actually occurred. Upon the date of expiry or non-renewal of subsidy, regular fees will apply.**
- **Overdue Accounts: The following will occur with regard to overdue accounts:**
 - 1) **When your account is overdue you will receive an outstanding fee notice;**
 - 2) **If payment has not been received by two weeks following the date on the outstanding fee notice, a Payment Demand Notice will be issued;**
 - 3) **If payment has not been received by 2 weeks following the date on the Payment Demand Notice, you will be required to sign an Agreement to pay;**
 - 4) **Failure to adhere to the Agreement will result in the loss of your space and further legal action i.e. collection agency, small claims court will be taken.**



LATE FEES/PROCEDURES

If your child is not picked up by 11:30 a.m. (centre's clock), the following late fees will apply:

11:30-11:45 \$10.00

11:46- 12:00 pm- \$15.00 additional - \$25.00 in total

Later than 12:00 pm- \$15.00 additional for each 15 minute time frame

- After 1/2 hour, the Supervisor/Director will be notified. After 1 hour, Family and Children's Services may be contacted. If you are consistently unable to pick up your child by 11:30 a.m., the situation will be reviewed by the Program Supervisor and/ or the Executive Director.
- The late fee will be added directly to your account. You will be asked to sign a Late Log acknowledging your arrival time and this time will be used to assess your late fee owing. This late policy and fee is only in place for emergency situations. It cannot be used for extended care purposes.

WITHDRAWAL

There is a mandatory two week written notice for withdrawing your child from our programs or when changing your child's schedule. If no notice is given, you will be required to pay the two weeks' fees. If you withdraw your child for an extended period of time we cannot guarantee the space upon return.

ARRIVAL AND DEPARTURE

Parents are responsible for bringing their child to the childcare centre and signing them in on the attendance sheet provided. The centre assumes the responsibility for your child at this point. The reverse applies when going home. Please make sure that a staff member is aware of your child's arrival and departure.

- Upon arrival and departure, allow enough time to undress/dress your child and attend to their needs.
- Please let the centre know if your child will be absent.
- Your child will not be released to anyone other than the parents or those authorized by the parents. It is the parent's responsibility to notify the centre in advance of any special arrangements for release. We reserve the right to verify the information. Children must be brought to and picked up at the centre by a responsible person 12 years or older.
- If there is an emergency which prevents you from picking up your child on time, please let us know.



ILLNESS, MEDICATION AND EMERGENCY CARE

- Parents are advised to expect a usual amount of scrapes, bruises and minor accidents.
- Not all minor accidents reach staff attention, however, all accidents that reach staff attention will be recorded for parent notification.

- All children who attend the childcare centre should be well enough to participate in all aspects of the program i.e. both indoor and outdoor play.
- If your child is ill please phone the centre and inform the staff as soon as possible in the morning. A description of your child's illness would be helpful.
- If your child becomes ill during the day and is unable to participate in the program, you will be asked to pick up your child as soon as possible. In the event that you are unable to pick up your child, the emergency person will be contacted.
- Parents are required to sign a permission form for emergency medical treatment.
- In case of emergency ambulance use, parents will be responsible for any costs incurred.
- A doctor's certificate will be required before re-admission, if there is any question as to your child's state of health.
- You are expected to notify the centre if your child contracts a communicable disease, so that other parents and the Health Unit may be notified. Re-admittance will be in accordance with health regulations.
- Written instruction and parent's signature are required before prescribed medication can be administered on a short/ long-term basis.



Only medications with a current date, that are prescribed by a doctor and in the original bottle will be administered to your child. Children on antibiotics can return after a full cycle of medication has been administered e.g. 2 or 3 full doses (depending on the prescription). Exception: See Illness Policies Pink Eye and Strep Throat.

- Medications **MUST NOT** be left in a child's locker. All medications are to be handed to a staff member and stored in a locked container.

- After a diagnosis has been obtained, prescribed Tylenol may be given for pain/fever for a five day period including weekends. If other symptoms occur during this period, you will be required to obtain a second diagnosis. If a child has been seen by a doctor and a diagnosis has been made, Tylenol may be administered to the child with a doctor's verbal consent.
- It is important that you notify us if your child has any allergies. If your child has a severe allergy that could result in an anaphylactic reaction you will be asked to provide training to the Program Supervisor on the procedures to be followed in the event that your child has an anaphylactic reaction, how to recognize the signs and symptoms of anaphylaxis and how to administer the medication. The Program Supervisor will then provide this training and information to the staff.
- Staff will use non-prescription cream for diaper rash provided by the parents, however, if the rash persists, it must be diagnosed by a doctor.

ILLNESS POLICIES

- **COLDS**: Your child may attend the centre, but if his/her temperature becomes elevated or if your child is not well enough to participate, you will be contacted.
- **CONJUNCTIVITIS/PINK EYE**: Your child must be taken home if the eyes are discharging watery tears or mucous. Your child may return 24 hours after starting prescription eye drops.
- **DIARRHEA**: your child must be taken home after the second incident in one day. Children may return when diarrhea has ceased, or on the advice of a doctor i.e. due to teething, medications. If other symptoms i.e. abdominal pain, occur with the first incident, you may be required to pick up your child immediately.
- **EAR INFECTIONS**: Your child may return after a doctor's diagnosis has been obtained and a full cycle of medication has been completed.
- **ELEVATED TEMPERATURE**: If your child's temperature is 101 degrees Fahrenheit or below, you may be informed and staff will monitor your child for additional symptoms. If the temperature is 102 degrees Fahrenheit or higher, you will be called to pick up your child.



SKIN RASH: Rashes may need to be diagnosed and proper treatment started.

STREP THROAT: If strep throat is diagnosed, your child should not return until he/she has been on medication for 24 hours and is feeling well enough to participate.

- **VOMITING**: Your child must be taken home after the second incident in one day. If other symptoms i.e. abdominal pain, occur with the first incident, you may be required to pick up your child immediately.
 - **THRUSH**: Your child may continue to attend if well enough to participate.
 - **HAND, FOOT AND MOUTH**: Once diagnosed, your child can attend if he/she is well enough to participate.
- HEAD LICE**: Your child cannot return until treatment is completed and **all nits** are removed.

****In the case of communicable disease, Ministry of Health guidelines will apply****

OUR PROGRAM

Our program combines Ontario's Early Learning Framework and an emergent curriculum approach. Our program is based on the following 6 principles:

- We believe that early child development sets the foundation for lifelong learning, behaviour and health. Our early childhood professionals have knowledge and observations of the children's interests and development that they use to plan their programs. They exchange information with you about your child's developing skills.
- We believe that partnerships with families and communities strengthen our ability to meet the needs of young children. We recognize you are the constant in a child's life and we welcome your involvement and encourage your input. We build partnerships with both families and the community so that resources and skills can be better shared to meet the needs of everyone.
- We believe that respect for diversity, equity and inclusion are prerequisites for honouring children's rights, optimal development and learning. Whitehills provides inclusive programs that welcome all children and families.
- We believe that a planned curriculum supports early learning. Children are excited about learning when they are interested and engaged in play based activities. Our early childhood professionals observe the children's interests and plan and implement fun and meaningful opportunities that support those interests. The fun and learning that takes place is posted in the classrooms for you and your child to enjoy. The documentation includes photographs, artwork, dialogue and developing skills.



- We believe that play is a means to early learning that capitalizes on children’s natural curiosity and exuberance. It is absolutely vital to early learning. Play is how children make sense of the world especially when learning opportunities are a part of their environment and play activities. We support opportunities for play by giving the children time, space and materials along with early childhood professionals who are knowledgeable in early development.



- Knowledgeable, responsive early childhood professionals are essential. Our staff is given opportunities to grow professionally. They bring a wealth of education and expertise which they share within our programs and in the community.



SPECIAL DAYS AND HOLIDAYS

Special Days are planned throughout the year. Some examples of special days might include wacky hair day, beach days and pyjama days. Special days will be marked on the calendar. Holidays such as Christmas, Halloween and Easter are always celebrated in the traditional way e.g. Santa at Christmas however we welcome the sharing of other traditions and family celebrations in our classroom.

OUTDOOR PLAY

- The children may have the opportunity to play outside if time and weather permits.
- Outdoor play may be restricted if wind-chill, humidex or air quality are at unsuitable levels. Weather conditions are monitored daily.
- Outdoor play includes gross motor activities such as climbing, running and riding toys.



FIELD TRIPS

Field trips are meaningful activities in which your child can participate.

- Notice of all field trips will be posted in advance.
- You will sign a permission form to allow your child to participate.
- Methods of transportation used; walking, public transit, rented buses.
- If you do not wish your child to attend a field trip notify staff as soon as possible. In these situations you will be responsible for finding alternate care.
- You may be asked to contribute towards admittance/transportation costs.



MEDIA VIEWING

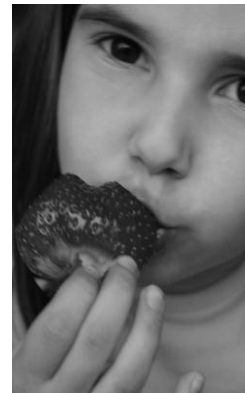
Whitehills Childcare Association maintains a valid license under the Canadian Copyright Act to show educational and age appropriate movies to the children. All movies shown during programming hours are age appropriate and educational in nature. Movies can be shown during extended periods of inclement weather that prevents outside play, on special Movie Days or to support learning and projects. All other play opportunities are offered to the children who prefer to be involved in another activity.

SNACKS

WHITEHILLS IS AN ALLERGY FRIENDLY ENVIRONMENT

Whitehills Childcare Association provides children with nutritious snacks which adhere to the Canada Food Guide.

- A menu is posted on the bulletin board. It is rotated on a 6 week basis.
- Children are encouraged to try all foods. Please do not bring snacks from home.
- Please inform staff of any food allergies or restrictions your child may have.



INCLUSION

Whitehills Childcare Association is committed to the philosophy of inclusion as follows. "Inclusion is the process by which an environment adapts to the individual needs of its members." All children within a classroom are expected to be placed in an age appropriate grouping and to be challenged to reach their full potential. We will work in partnership with you to support your child. Ongoing and continuous communication between you and the staff is crucial. We recognize the importance of providing adequate supports and resources and we work closely with our community partners to enhance our ability to support children with special needs through training and consultation.

Whitehills Childcare Association is an inclusive organization which strives to meet the needs of all children. In the event that a program is having difficulty meeting the needs of children and families it may become necessary to withdraw child care services.

In each situation where it becomes necessary to terminate care, Whitehills Childcare Association makes the following consideration:

- **Reasonable care has been taken in assessing the child's needs and the program's ability to support those needs.**
- **Special needs resources and other outside agency support is unavailable or has been exhausted.**

The program Supervisor and Executive Director will meet with the family to discuss the withdrawal of services. Two weeks written notification of withdrawal is given however in extreme circumstances termination of care may be immediate.

The following situations may be considered cause for terminating care:

- **Situations that require specialized services that Whitehills Childcare Association is not able to provide.**
- **Parents or children who exhibit abusive behaviour towards staff, other children and families.**
- **Children who are unable to manage in a group care setting.**
- **Refusal by parent/guardian to meet with program staff and/or consent to the use of support services for their child.**

STUDENTS

Whitehills Childcare Association frequently has students from various educational facilities on practical work experience. These students plan and implement activities with the children. They are supervised at all times by our staff.

FIRE DRILLS/EVACUATION

Staff are trained in evacuation procedures and carry out monthly fire drills and annual tornado drills with the children. In school based programs, children and staff also practice lock down and evacuation procedures with the school.

GUIDING CHILDREN'S BEHAVIOUR



We believe guidance of behaviour should be handled without causing humiliation to a child. Staff will not use any form of corporal punishment, verbal or emotional abuse, or denial of physical necessities.

- Positive reinforcement (verbal praise and encouragement) is emphasized and the staff will consistently use positive language, stress desirable behaviour (“I like it when you...), be good role models, establish well defined limits for the children and use logical and natural consequences.
- Children are encouraged to discuss their anger and frustration with staff and children involved.
- Because we are an inclusive centre that accepts children with special needs, different behaviour techniques may be used with some children. Any questions you have may be directed to the Program Supervisor.

****NOTE:** If your child is experiencing any difficulties the early childhood professionals will work with you as a team to help your child. In the event that a program is unsuitable for a child, the Program Supervisor and Director will meet with you to discuss alternative arrangements.

FAMILY STATUS

Please make staff aware of any changes in family status (separation, divorce, death, change in household resident, serious illness, etc.)



If you have any legal documents regarding custody, guardianship, etc., we will need a copy of these papers for our files.

**** NOTE**** It is our policy to not become involved in custody disputes.

CHILD ABUSE AND NEGLECT

If the staff of Whitehills Childcare Association has any reason to believe a child is being abused or neglected it is our responsibility to contact Family and Children's Services. If staff has any reasonable grounds for believing that a parent or anyone authorized to pick up a child is under the influence of alcohol or drugs, it is our responsibility to call the appropriate authorities.

HARASSMENT AND DISCRIMINATION POLICY

Whitehills is committed to provide and maintain an association free of personal harassment, exploitation and discrimination. All employees and member families must treat the individuals associated with this organization with dignity, respect and consideration. If a complaint of harassment or discrimination is substantiated, appropriate action will be taken up to and including dismissal from Whitehills.

CONFIDENTIALITY POLICY

Confidentiality of families is to be respected at all times

- No information regarding a child or his/her family shall be released, either orally or in writing, to anyone other than the legal guardians of the child or who is otherwise authorized at law to receive it.
- In the case of an emergency or injury to a child, information may be released to the licensing ministry, police authorities, medical staff attending the child, insurance company or, in the case of abuse, the appropriate child welfare authorities.
- Access to a child's information record is given only to the legal guardians of the child and to the regular staff of the centre, or if applicable to the school staff in a school based centre(with parental consent).

EXPRESSING CONCERNS

- If you have any concerns please bring them initially to your child's teacher.
- If the issue or concern is not within the scope of the teacher's authority, or is not resolved to your satisfaction, then the matter should be directed to the Program Supervisor.
- If the issue or concern is still not resolved satisfactorily, then the matter should be directed verbally or in writing to the Executive Director.
- If the issue or concern is still not resolved satisfactorily, a written concern can be forwarded to the Board of Directors, at least one week prior to a Board meeting for discussion at the meeting.
- Parents will receive a written reply from the Board of Directors.

CHILDREN'S BELONGINGS

- Please send your child in appropriate clothing, suitable for the season and outdoor play so that their enjoyment of play will not be hampered.
- A complete change of clothing should be provided for your child.
- All clothing should be labelled. The centre is not responsible for lost articles.
- For infants and toddlers please provide; formula, infant cereal, labelled bottles and soothers, diapering cream.
- Infants and toddlers will have a daily chart filled in by the staff. Please read and provide information daily. Your input is essential.
- Summer Policy: Written permission must be given if you wish the staff to apply sunscreen and insect repellent to your child. Children must wear a brimmed hat at all times when playing outside.

Whitehills Childcare Association welcomes your family. We are sure your time with us will be positive and rewarding.

