

WHITEHILLS CHILDCARE ASSOCIATION Parent/ Guardian Schoolage Manual

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



***Wilfrid Jury Schoolage Program
950 Lawson Road
London, Ontario
N6G 3M2***

***Ilderton Schoolage Program
13168 Ilderton Road
Ilderton, Ontario
NOM 2A0***

***Parkview Schoolage Program
10008 Oxbow Drive
Komoka, Ontario
NOL 1R0***

***Centennial Central Schoolage
Program
14774 Medway Road
Arva, Ontario
NOM 1C0***

***Sherwood Forest Schoolage Program
7 Annadale Drive
London, Ontario
N6G 2B5***

***Orchard Park Schoolage
Program
50 Wychwood Park
London, Ontario
N6G 1R6***

Phone (519) 471-1640

www.whitehillscildcare.ca

Revised August 2011

INTRODUCTION

Whitehills Childcare Association provides non-profit, licensed, government subsidized programs staffed by trained and experienced early childhood professionals. A parent 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 all children can reach their full potential.

Our 7 locations are as follows:

Wilfrid Jury Childcare Centre is located in the 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 also provides a full day camp program for school age children on PA days, summer and other holidays and a weekly drop-in program where parents/ caregivers and their children can participate together.

St. Thomas Aquinas Childcare Centre is located in St. Thomas Aquinas Secondary 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 Road, Komoka and provides a before and after school program for 40 children ages 3.8 to 12 years of age.

Ilderton Schoolage and Nursery School is located above the Ilderton Arena at 13168 Ilderton Road, Ilderton and provides a nursery school program for 16 children 2 to 5 years of age and a before and after school program for 30 children 3.8 to 12 years of age.

Centennial Schoolage Program is located in Centennial Central Public School at 14774 Medway Road, Arva and provides a before and after school program for 30 children ages 3.8 to 12 years of age.

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 of age before and after school.

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 of age before and after school.

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 or program staff**
- **receive a parent manual**
- **receive and complete a parent registration package**
- **discuss fees, payment policies, 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 meet the staff and feel more comfortable with the surroundings. This visit will help to familiarize your child with classmates and favourite activities and it gives you and your child an opportunity to ask any questions you might 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:



- **Participate on the Board of Directors.**
- **Attend our Annual General Meeting in June.**
- **Communicate your ideas and suggestions.**
- **Participate with fundraising.**
- **Visit your child's program. Parents are welcome to visit anytime.**
- **Be aware of information posted on bulletin boards and in the monthly newsletter**

HOURS OF OPERATION/CLOSURES

- **Normal hours of our programs are 7:30am- school start and school dismissal until 6:00 pm, Monday through Friday. Full day programs on PA days, summer and other holiday hours are 7:30am- 6pm (offered at our Wilfrid Jury location only).**
- **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.



- At our Ilderton site, located in the Community Centre, we experience bus delays and cancellations. If buses are delayed in the morning we will provide an extended program for the children until the buses arrive. If the buses are cancelled after the start of the before school

we will notify parents by phone to pick-up their child and drive them to school. On bus cancellation days our after school program will not operate as children cannot get to the program.

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 two weeks in advance. If paying by post-dated cheques, cheques are required for each 3 month billing period.
- 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 6:00 p.m. (centre's clock), the following late fees will apply:

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

6:16 - 6:30 pm- \$15.00 additional - \$25.00 in total

Later than 6:30 pm- \$15.00 additional for each 15 minute time frame

Example: If your child is picked up at 6:20 pm you will owe \$25 in late fees.

- **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 6:00 p.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. Our centres close at 6:00 pm and our staff have other personal commitments at this time.**

WITHDRAWAL

There is a mandatory two week written notice for withdrawing your child from our programs. 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 (e.g. the summer months or maternity leave), the centre 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. 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 program must be well enough to participate in all aspects of the program. i.e. both indoor and outdoor activities. Sick children will not be admitted.**
- **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 is needed.**
- **If your child becomes ill during his/her day and is unable to participate in our program, you will be required to pick up your child immediately. In the event that you are unable to be here within an hour or if you cannot be reached, the emergency person will be contacted to pick up your child.**
- **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 Units may be notified. Re-admittance will be in accordance with health regulations.
- Written instruction and parent's signature on a permission form are required before medication will 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.**

- All medications are to be handed to the 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.
- Summer Policy. Written permission must be given if you wish the staff to apply insect repellent and sun screen to your child.

ILLNESS POLICIES

- **COLDS:** Your child may attend the program, but if his/her temperature becomes elevated or he/ she is unable to participate you may be contacted.
- **CONJUNCTIVITIS/PINK EYE INFECTION:** Your child must be taken home if the eyes are discharging watery tears or mucous.



- **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 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 able to participate fully.
- **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 continue to attend as long as 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 schoolage staff provide opportunities for fun and relaxing activities before and after a busy school day. Activities include outdoor games, sports, arts and crafts, sensory, indoor games and special events. Our staff 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. Children should be dressed suitably for outdoor play.



PA. DAYS

A full day of fun and exciting activities is held on P.A. days. A program is always held at our Wilfrid Jury site. Field trips/ special visitors are often offered on these days and a small fee may be charged to cover the cost of admittance. Parents are required to complete and return a P.A. day registration form along with a post-dated cheque in advance of the day. Payment for P.A. days is for the full day only. You must notify the Program Supervisor at least 2 weeks in advance if you need to cancel and in order to receive a refund.

HOLIDAY PROGRAMS

A full day program is always offered during the summer months, March Break and Christmas at our Wilfrid Jury location. Emphasis is placed on special days, the outdoors and recreational activities including field trips. A calendar of events is provided prior to the holiday.

remaining spaces will be given to outside families. Parents must notify the Program Supervisor 2 weeks in advance if they need to cancel arrangements and in order to receive a full refund.

FIELD TRIPS

Field trips are an important part of our program and are meaningful activities in which your child can participate.



- Notice of all field trips will be posted in advance.
- You must sign a permission form to allow their child to participate.
- Methods of transportation used include walking, public transport, rented bus.
- If you do not wish your child to attend a field trip please notify staff as soon as possible. You will be required to find alternate care.
- You may be asked to contribute towards the cost of admittance and/or transportation.

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. If PG movies are planned in school age programs/camps, parents/guardians must provide written consent.

SNACKS AND LUNCHES

WHITEHILLS IS AN ALLERGY FRIENDLY ENVIRONMENT

- Whitehills Childcare Association provides children with two nutritious snacks that adhere to the Canada Food Guide. Lunch items intended for the school day should not be consumed during program time.
- A menu is posted on the bulletin board. It is rotated on a 6 week basis.
- On P.A. Days and holidays, parents should provide a nutritious, nut and peanut free lunch according to the Canada Food Guide. Some examples of lunch items might include sandwiches, soup, veggies, fruit, cheese, crackers and pudding. Lunches should be packaged and clearly labelled and should include a beverage. Whitehills will provide a morning and afternoon snack.
- Please inform the staff of any food allergies/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.

GUIDING BEHAVIOUR

- We believe guidance of behaviour should be handled without causing humiliation to a child. The staff will NOT use any form of physical 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, 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.
- In the event your child is unable to cope and exhibits unacceptable behaviour (e.g. hitting), removal from the situation will be used in order to reflect on his/her actions and to gain control over his/her emotions. A staff member and your child will discuss an acceptable way of dealing with the situation should it occur again.
- Because we are an inclusive centre that accepts children with special needs, different behaviour techniques may be used with some children. Any questions you may have should be directed to the Program Supervisor.

- ****NOTE: If your child is experiencing any difficulties the staff along with outside agency support will work with you as a team to help your child. In the event that a program is not able to meet the needs of your child it may become necessary to withdraw child care services (see page 11-12 for more information).**
- **The following are defined as major incidents of inappropriate behaviours:**
 - **persistent opposition to authority therefore jeopardizing the health and safety of the rest of the children**
 - **physical and verbal harming of other children or staff e.g. hitting, kicking, pushing, use of an object as a weapon, racial slurs**
 - **intentionally leaving the group, therefore jeopardizing the safety of self and others**
 - **wilful destruction of school, program or community property**

These incidents may be rectified in the following ways depending on the severity of the incident:

- **The parent/guardian will be requested to pick up the child.**
- **A meeting will be held involving the parent/guardian, staff member and Program Supervisor and an action plan will be developed.**
- **Temporary withdrawal of the child from the program.**
- **A meeting will be held with the parent/guardian, staff member, Program Supervisor and Executive Director to discuss whether or not the program is meeting the needs of the child.**

Although persons under age 12 cannot be charged criminally, police will be contacted to investigate serious criminal offenses e.g. possession of illicit drugs, alcohol or weapons.

FIRE DRILL/EVACUATION

Staff are trained in evacuation procedures and carry out monthly fire drills and annual tornado drills with the children.

STUDENTS

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

FAMILY STATUS

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



If you have any legal documentation regarding custody, guardianship, etc., we would appreciate 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 have any reason to believe a child is being abused or neglected, we will contact Family and Childrens' Services. If the staff have 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 contact 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.**



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