



Little Lambs
DAYCARE

Parent Handbook

February 2020

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INTRODUCTION

Welcome to Little Lambs Daycare [Little Lambs]! This handbook was designed to assist parents/guardians in understanding the requirements of Little Lambs as well as the requirements of you the parents/guardians. This handbook covers our philosophies, policies and expectations. Please read this handbook carefully, and feel free to discuss any questions you may have with the Executive Director.

Little Lambs Daycare is committed to the concept of inclusive care, and equal opportunity employment. Equal opportunity for employment will be offered to all qualified persons.

The daycare's objective is to serve, to the best of our ability, the parents of our community who are in need of child care.

From time to time, policies will require revisions or updates and new inserts may be added to this handbook. The Executive Director will make all families aware of any changes.

MISSION STATEMENT

Strathroy and District Day Care Centre operating as Little Lambs Daycare is a non-profit child care Centre licensed under The Ministry of Education for the care and guidance of children. Our mission is to develop a caring community where all children can grow in a healthy safe environment supported by qualified staff members.

PROGRAM STATEMENT

Little Lambs Daycare is a non denominational child care centre. We do not adhere to one particular doctrine. All children are welcome; no one will be discriminated against in regards to their personal beliefs, physical attributes or abilities. Through play based curriculum children will develop problem solving, social, and communication skills, in addition to literacy and numeracy skills. Our environment is safe, friendly, interesting, and organized. It is also flexible so that it can accommodate children's interests, experiences and needs. Our centre encourages the young child's active involvement in the process of learning through diverse learning experiences appropriate to each child's developmental stage, style and preferences. We feel that it is important for children to learn problem solving skills rather than "correct answers". We believe in the development of the whole child: social, emotional, creative and cognitive selves. We encourage independence and tolerance, responsibility and respect for others. We maintain that each child is unique, competent, capable, curious, and rich in potential to grow and thrive in our environment.

At Little Lambs, we strive to provide the best programming possible that is consistent with the Minister's statement on programming and pedagogy. Our educators use the "How Does Learning Happen?" pedagogy as their guidance in programming along with the OELF (Ontario Early Learning Framework) to develop our curriculum.

At Little Lambs Daycare, we understand that children learn and develop to their fullest potential when provided with a safe, nurturing, and enticing environment where they feel love and compassion. This helps develop children's sense of self and wellbeing. We are able to accomplish this by striving to be

nutrition champions and following the Canada Food Guide when menu planning. We utilize the support of a dietary aid to challenge us to constantly improve our menus. We offer home like (family style) meal times, family style where staff role model healthy eating habits and manners while interacting with the children. Children also have access to water throughout the day as they know their bodies best. Children are competent inquisitive problem solvers who thrive on a challenge. They learn through testing the limits to see what they are capable of to further develop their skills. Educators provide the proper supervision throughout the course of the day and follow the children's lead. They provide risk management strategies to allow for a healthy amount of risk. Children use play to make sense of the world. What may look like "child's play" to an adult is actually learning in progress. During play, children are curious and motivated and engage in their chosen activities. They learn when they are actively involved and interested. Educators are constantly aware of their space and conduct daily and monthly safety checks of equipment to maintain the healthy standards of the environment.

It is our goal to provide a positive atmosphere for all individuals who may enter our facility; where they feel valued and heard. We are able to accomplish this by providing a platform for positive reciprocal communication that develops a relationship and trust. This includes active listening skills and scaffolding positive interactions. Parents are invited to communicate in a variety of ways – through phone, email, in person or through the Seesaw App. If the educators are unsure of an answer, they are honest and follow up in a timely manner once they have the proper information. We invite families to come for visits prior to starting to get to know staff and to develop relationships to help ease the transition from home to childcare. We are conscious of the fact that different families have different needs, and plan for this in order to ensure smooth transitions. Families and community partners are also invited to take part in the Board of Directors so they have another outlet to provide input for the childcare.

We provide each child a portfolio for their documentations. These are kept in the play environments for families to read and enjoy. We also conduct LOOKSEE checks and follow up with families regarding areas of concern and if the case may be, we create and implement individual support plans. All these require continuous conversations between staff, families and 3rd party supporting agencies in order to provide the children in our care with the best informed course of action.

Our goal is to get to know each individual child as best as we can so that we can provide them with opportunities and skill sets to acknowledge and develop their self-regulation. We do this by helping children assess how they are feeling and providing them with the language to articulate for themselves and develop techniques to manage their feelings appropriately. Educators mediate conversations and support children in problem solving by providing developmentally appropriate methods specific to each child. Educators also communicate with families the importance of self-regulation and work together with them to find techniques that work both at home and the childcare, keeping with consistent methods.

Our goal for our curriculum is that it supports the child's natural curiosity, interests, and development through child led experiences, where educators are active play partners and support ongoing learning. We accomplish this by providing open-ended provocations/invitations to play based on observed interests or providing materials in the moment of a child's spontaneous inquiry. We allow children to decide how to use the provided materials and how long they remain engaged. This helps reduce the amount of transitions and allows us to follow the child's lead. We understand that each child is unique, develop at their own pace and plan for this; as such each day may look different from the last.

Educators are also mindful that each child may express their wants and needs through many different forms, both verbal and non-verbal communication. Through the relationships the children and educators form, they are able to assess wants/needs/stressors that happen in a child's day and act in an appropriate manner that makes the child feel valued and heard.

Our goal is to provide a creative environment and experiences that acknowledge children's individual learning through developmentally appropriate practice and reflective practice. This is guided by the HDLH pedagogy and the OELF document. Educators accomplish this by allowing children to help create their environment through artwork and creations displayed at their level throughout their space. They use ITERS and ECERS and ROSIE (for inspiration) to guide with the room set up and choosing developmentally appropriate materials. Materials take all levels of development into consideration as well as adapting activities when needed so that all children may participate. Educators provide stimulating activities that challenge the development of skill sets needed to support or challenge their current developmental stage.

We are very aware that each child is their very own individual, who learns at their own pace, and adjusts the daily routines and activities to meet each child's needs. We are able to accomplish this by allowing a natural flow of the day; where children dictate the pace and what they are needing while meeting the requirements of providing 2 hours of active outdoor play and rest/quiet activities. Staff provide quiet areas throughout the rooms and outdoor spaces should children need a quiet, comfortable space at any point during the day. We strive to incorporate the indoors outside by setting up similar centres and bringing the outdoors inside through different materials. These materials are available to the children throughout the course of the day, to use as they choose.

Throughout our daily routines we also expose children to many forms of community life. We do this by bringing the children to the First Response parades that are held annually in town. We have a volunteer from Middlesex Community Living that visits us weekly and support co-ops from local high schools and colleges. Through these experiences children meet new individuals that differ from their normal daily interactions, fostering empathy and developing community spirit and pride. We also support the local food banks and women's shelter and coat drives in the winter.

Educators are also often the connecting piece in directing families to local agencies/supports to help their children's/families' specific needs. We have individualized support plans in place for children that involve such agencies as All Kids Belong, Physical Therapy, Thames Valley Children's Centre. We invite parents to take part in these team meetings so that all factors are considered and the best decisions are made with the child in mind.

Little Lambs is dedicated to the continuation of their educators' professional growth in order to provide the most current knowledge and care. We continue our learning to strengthen our interactions with children, families and each other. This is accomplished by mentoring every week, offering workshops in house or by community partners and monthly meetings with group discussions that are intended to enrich our centre.

Our educators are held accountable to upholding our standards of practice and our program statement. They are evaluated yearly (or more frequently if needed) both through self evaluation, as well as a director evaluation. Goals are set to encourage and challenge further improvement. Program Statement Implementation Monitoring is also done 3 times a year at the minimum on each employee. Team meetings are offered on an as needed basis to help deal with daily stressors that may inhibit the

program. The Executive Director and Assistant Director will take part in daily observations of interactions with each other, children, families and supports as an informal form of monitoring for compliance. Contraventions will be dealt with on a case by case basis and kept on file.

Through daily interactions, observations, and documenting educators are able to affirm that they are meeting the needs of children and providing meaningful, rich experiences; promoting the healthy development of all children, their families and themselves. Through using reflective practice, educators focus on the foundations of belonging, well-being, engagement, and expression, while maintaining that children, the environment, families, and educators are the building blocks of learning and development.

PROHIBITED PRACTICES

At Little Lambs we strive to provide the children in our care with a safe nurturing environment, where they feel safe and comfortable to be themselves. In order to maintain this standard we will in no way allow any form of corporal punishment.

The following are considered Prohibited Practices and will not be tolerated under any circumstances by staff, volunteers or students:

- Corporal punishment of the child**
- Physical restraint of a child such as confining a child to a highchair or stroller or other device as a means of discipline or in lieu of supervision, unless the restraint is for the purpose of preventing the child from hurting themselves, others or as a last resort until risk of injury is no longer present.**
- Verbal abuse – using harsh or degrading measures or threats, derogatory language directed or used in the presence of a child that would humiliate, shame, frighten, and undermine their self respect, dignity or self worth.**
- Locking exits or rooms as a means of confining the child or confining the child without supervision, UNLESS this occurs during an emergency and is part of the child care’s emergency management policy.**
- Deprivation of basic needs of food, drink, shelter, sleep, toilet use, clothing or bedding.**
- Inflict any bodily harm on children including making children eat or drink against their will.**

METHOD OF OPERATION

Little Lambs is a registered Non-profit, Charitable Organization administered by a Board of Directors. As a non profit Centre, Little Lambs is required to host a minimum of two fundraisers per year to maintain charitable status.

Our Executive Director handles the administrative details of the Centre and our Curriculum Mentor oversees the curriculum planning for the programs. These programs are adequately staffed according to the Provincial regulations.

We also employ a cook who is responsible for the preparation of all snacks and lunches. The menus are created using the Canadian Food Guide and reviewed by a registered dietitian.

HOURS OF OPERATION

Little Lambs is open Monday - Friday from 6:30am-6:00pm. Please make every effort to pick up your child by 6:00 PM or call in case of a genuine emergency. A late fee of one dollar per minute per child past 6:00pm must be paid in cash directly to the closing employee; the amount will be determined by the time you leave the building. Little Lambs employees are not paid after 6:00 PM. Any unpaid late fees will be billed to parents/guardians. Receipts will not be issued.

POLICIES

We thank you in advance for respecting our centre's policies and procedures. We are a licensed facility that follows strict regulations. We accommodate a regulated number of children as well as meet specific staff to child ratios. These policies are designed to help us run a quality centre. The regulated numbers affect employee schedules, programming plans, our ability to accommodate other children and the purchase of materials and groceries (which is all done in advance). Last minute modifications, discharges, late payments, and late schedules disrupt our ability to meet you and your child's needs.

REGISTRATION & ENROLLMENT FEES

All parents/guardians must complete a Child Registration Package prior to their child's first day of care. This package includes a Registration Form, Medical Information Form, copy of immunization record, Consent Form and Parent Contract as well as Parent Code of Conduct. This package must be completed in *full* and submitted to the office, along with key card deposit before your child will be able to attend.

Little Lambs requires an enrollment fee from each family upon acceptance of care, \$100 for Toddler (18mths-29mths) and Preschool (30mths-5yrs) and \$250 for Infants (newborn-18mths). This deposit must be made by cash, cheque or email money transfer prior to enrollment. This enrollment fee guarantees that a spot will be available for your child. All enrollment fees will be applied to your first invoice. **These enrollment fees are non refundable if care is no longer needed before beginning.**

Fees for the 2020 calendar year are as follows:

Infant	\$50.00 per day for full time care
	\$51.00 per day for part time care (1 to 4 days per week)
Toddler	\$47.00 per day for full time care
	\$48.00 per day for part time care (1 to 4 days per week)
Preschool	\$45.00 per day for full time care
	\$46.00 per day for part time care (1 to 4 days per week)

Little Lambs strives to provide quality childcare services to all families of the community who may be in need. Little Lambs Daycare will make every attempt to accommodate all children. Scheduling is at the discretion of the Executive Director.

WAITLISTS

In the event that the childcare is at full enrollment waitlists will be put into place. The waitlist will be maintained in a manner that protects the privacy and confidentiality of the children and families on the

list. Waitlists are kept for each classroom and do not guarantee an enrollment spot. It holds your spot in the order of which you express interest in care by asking to be put on the waitlist, there is no fee to be put on the waitlist. We only accept waitlist applications through the London and Middlesex Region's Child Care and Waitlist Application Registry. Priority is given to employees and then current families already enrolled in the childcare with children already attending. Current families, who may be attending on a part time basis, will be offered the opportunity to go fulltime in order to maintain their enrollment, should they choose not to go fulltime the space, they will forfeit their enrollment and it will go to the next child on the waitlist requiring fulltime care. At any given time families will be able to inquire on spacing and the location of their child on the waitlist as this is readily available in the office.

IMMUNIZATIONS

Immunization records must also be provided and up to date. If there are grounds for not being fully immunized the proper forms must be filled out by the respective parties. If objection to immunizations are being made on the grounds of religious/conscience beliefs the **Statement of Conscience or Religious Belief** Ministry form must be fully completed and NOTARIZED by a "commissioner for taking affidavits". If objection is being made based on medical grounds the **Statement of Medical Exemption** Ministry form must be completed by a Doctor or Nurse Practitioner. It is the parents' responsibility to ensure both the Middlesex London Health Unit and the centre has a copy of their immunization record that is up to date.

CHANGE IN REGISTRATION INFORMATION

Please notify Little Lambs immediately if any of the information provided on your Registration Form changes. The accuracy of this information is vital to the safety and well-being of your child. Staff will review emergency information with parents/guardians on a yearly basis to ensure that it is up-to-date, but we request that if any of your contact information changes, you notify a staff member as soon as possible.

CONTROLLED ACCESS SYSTEM

At Little Lambs Daycare we strive to provide a safe and nurturing environment. To help maintain our level of safety, we implement a Controlled Access Security System. Upon registering each family is responsible for a \$30 deposit for two key FOBs. Each FOB is programmed specifically to each individual and helps us track who comes in and goes out of the building throughout the day. We ask that families scan themselves in each time so that we have a record on file. This also helps with preventing others who may not be welcome from coming in without warning.

Please let us know ASAP if you think you have lost your FOB. Once notified we can deactivate or disable its access. This helps everyone at the centre stay safe and ensure privacy from others finding the FOB and accessing the centre without permission. If your FOB is indeed lost you will be required to pay another \$15 for inconvenience of lost property. Once you withdraw from Little Lambs Daycare and return two key FOBs you will be given back your original \$30 deposit. However, if only FOB comes back you will forgo your deposit.

Please bring your FOB with you every day at pick up and drop off times as it is very difficult for our educators to leave the room to come open the door. It is a requirement to have your key FOB each and

every time you come to the facility.

ATTENDANCE

Little Lambs Daycare offers 2 types of Child Care: Full Time (5 days per week), and Part-Time (1-4 days per week). Parents/guardians are requested to submit their weekly schedule of attendance to the Director upon registration on the Parent Contract. Please note that while we strive to accommodate everyone, we cannot guarantee a spot for children who do not commit to a schedule upon registration. We currently provide care to a large number of part-time families. It is impossible to guarantee a spot for every part-time child, unless they can commit to a consistent schedule. This is due to the fact that we are governed by the Ministry of Education, and have Teacher: Child ratios that we must adhere to under all circumstances.

ABSENTEE POLICY

Please notify the Centre first thing in the morning if your child is going to be absent. We have an answering machine so you can leave a message anytime, at your convenience. Because our expenses remain the same, we regret that we cannot reduce fees in weeks that your child may be unexpectedly absent (Please refer to Sick Policy).

RERFERRAL PROGRAM

The Board of Directors would like to reward families who let friends and families know about Little Lambs Daycare and the programs that we offer. If you refer a new family and that family joins Little Lambs Daycare full-time, \$100.00 will be given to you. If a new family joins part-time, \$50.00 will be given to you. The \$100.00 and \$50.00 referral payments can either be used towards the Fundscrip fundraising program we offer or it can be deducted from your invoice.

FEE PAYMENT POLICY

Invoices will be sent through email to all families no later than the 10th day of each month. Payments are due in full by the **last day of the billing month**. Payments may be split for the 15th and the last day of the billing month. Payments must be kept up-to-date, and paid on time as late fees will apply and/or we will no longer be able to accept your child in our program. There is a \$30 administrative fee for all cheques returned NSF. Further payments will need to be received in cash or certified cheque. This is a standard licensed care policy. Unpaid fees after 30 days will result in the immediate cancellation of your child's spot and the account forwarded to a collection agency. Payments may be made by cash (handed to staff and receiving a receipt of payment), cheque or Email Money Transfer (EMT). Please speak with the Executive Director in regards to using EMT services.

FUNDRAISING

Fundraisers take place at the centre throughout the year. We ask that all families participate in 2 fundraisers per year. All fundraising money is put back into the program. No board member or staff member of Little Lambs shall profit from fundraising opportunities.

STATUTORY HOLIDAYS

Little Lambs is closed for all statutory holidays. Fees will still apply if these days are a regular scheduled

day as our expenses remain the same.

Little Lambs will be closed to observe the following holidays:

New Years Day	Family Day	Good Friday
Victoria Day	Canada Day	Civic Holiday (<i>families will not be billed for this date</i>)
Labour Day	Thanksgiving	Christmas
Boxing Day		

SNOW DAYS

Little Lambs Daycare will take into account the closing policies of the local area schools. Once the schools have closed it will then be up to the Director and President of the board to determine if the daycare will close. The Director will leave an outgoing message on the answering machine if the Centre is closed for the day.

Little Lambs may also be closed on occasion due to other emergency situations such as no hydro or water. Under these circumstances, Little Lambs is required to close immediately by The Ministry of Education. You will be notified immediately to arrange for the pickup of your child(ren) in the event that Little Lambs must close for emergency purposes.

Please note that if Little Lambs is closed due to weather conditions or other emergency situations, parents/guardians will still be required to pay their regular fees if their child was scheduled to attend that particular day.

FINANCIAL ASSISTANCE

Financial assistance in the form of child care subsidy may be available for those families who qualify. For more information, please contact the County of Middlesex Social Services Department at (519) 434-7321 x334.

WITHDRAWAL/DOCUMENTATION

A MINIMUM TWO WEEKS WRITTEN NOTICE is required for termination of childcare services. Even if your child does not attend during that two week period, payment is still required.

If notice is not received, full program fees will be charged. The Centre may terminate services if policies are not followed, fees are not paid or it is felt that the child does not fit into the Centre's program.

The foregoing is subject to change as is found necessary. You will be given two weeks' notice of any change of fees.

DEPARTURES

Employees cannot allow any child to leave with anyone other than the parent unless given authorization. Written authorization is preferred, however we will need to be made aware at drop off if anyone other than the parents are picking up. This includes any authorized contacts already on their emergency form. If you must make emergency arrangements, please call us or we will have to contact you. If you can not be reached your child will not be allowed to leave. If you have made alternate

arrangements for your child to be picked up by someone not familiar to the educators, they will request photo ID.

SOCIAL MEDIA POLICY

We are aware that parents/guardians may be familiar with our educators outside the centre; however we ask that you refrain from using personal messaging and social media to contact employees with regards to your child and the centre so as to respect the professionalism and privacy of our employees.

We also ask that you refrain from posting centre pictures on social media unless it is a picture of only your child. Doing so otherwise may breach the privacy of our other families and we always strive to maintain the highest level of confidentiality and privacy.

OUR EDUCATORS

Little Lambs is committed to selecting the best possible candidate when hiring new employees. Our team is comprised of Registered Early Childhood Educators (minimum of 1 per classroom), Educator's Assistants, Cook, Curriculum Mentor and the Executive Director. All of our employees (including students and volunteers) are required to submit current Vulnerable Sector Criminal Reference Checks upon hiring. All of our employees are required to attend monthly meetings, ongoing Professional Learning and Development Workshops and First aid and CPR training and recertification.

SUPERVISION OF VOLUNTEERS AND STUDENTS

The Executive Director will conduct a formal interview with the students/volunteers to see if it will be a good match for the centre. Once this is completed, students/volunteers will go through the orientation package as well as discuss the program. Students/volunteers are shown around the centre and introduced to all staff. Students/Volunteers are then expected to read the Policies and Procedures Manual to familiarize themselves with all that takes place in the childcare centre. They will be assigned to a supervising educator who will help with guiding the students/volunteers as they partake in program. This will be their main contact for questions, concerns and direction in seeing what is expected of them, what they can improve on and what they are doing correctly.

All educators are to monitor and encourage students/volunteers and welcome them into program. Educators must ensure that students/volunteers are never left alone with children, they are not to be in the washrooms alone with children either, even if a permanent employee are in the play room adjacent to the washrooms. If an employee notices anything abnormal or inappropriate with the students/volunteers, they must address their concerns immediately to the Executive Director so that the matter may be dealt with quickly and appropriately.

Students/volunteers are never allowed to administer any medications to the children. If a student/volunteer brings medication from home that they must take during the day it must also be kept in locked storage cabinet, in the kitchen. Please check with your supervising educator.

Students/volunteers must make themselves aware of all the children's food allergies. Lists containing this information are posted in the kitchen, eating areas, and play room areas. If a student has any allergies it is essential that his/her supervising teacher is made aware and explained what procedure to follow should an allergic attack occur. Little Lambs is a Peanut Aware Centre. Peanut and peanut butter are prohibited from being brought into the centre as well as used in all crafts and other activities.

- Volunteers/Students who are not employees of Little Lambs are not permitted to be alone with a child, they are to be supervised at all times.
- Program Statement Implementation Policies are reviewed with volunteers/students before commencement.
- Placement students/volunteers will not be counted in the staffing ratios under any circumstance.
- Little Lambs educators will have a meeting with the volunteers/students midway through their placement to discuss their progress. (does not apply to infrequent volunteers/students)

CLOTHING/FOOTWEAR & OTHER BELONGINGS

Children should be dressed in casual, comfortable clothing that allows them to explore and play without fear of getting dirty. We have lots of messy fun here with painting, water play, play dough, sand play etc. We want your child to have fun while here, so please send them in "play-friendly" clothes. The cubby area is a very busy place, and it's very easy for a child to accidentally place his or her clothing in another cubby by mistake. Labeling your clothes is an easy way for staff and other parents/guardians to identify and return any lost items. Please take special care and caution to ensure that any inappropriate items are removed from your child's diaper bag or backpack for the safety of all of our children. All of our cubbies are at the children's level and it is easy for little fingers to find their way into a bag and potentially uncover unsafe items. We recognize that the first few days in the centre can be confusing for both parents/guardians and children. To help ease your transition to Little Lambs, we have compiled the following list to assist you in preparing for your child's day:

Infant

- Closed-toe shoes
- 2-3 changes of indoor clothes
- Appropriate seasonal outerwear (see chart below)
- A full bag of disposable diapers
- Baby wipes
- Any special creams or lotions
- Enough pre-made formula or baby food for the day
- A blanket and/or cuddly toy

Toddler

- Closed toe shoes
- 1-2 changes of indoor clothes
- Appropriate seasonal outerwear (see chart below)
- A full bag of disposable diapers

- Baby wipes
- Any special creams or lotions
- A blanket and/or cuddly toy

Preschool

- Closed toe shoes
- A change of indoor clothes
- A blanket and/or cuddly toy

Appropriate Seasonal Outerwear:

Fall	Winter	Spring	Summer
Lined Jacket with hood (or a hat without strings) Splash Pants Rubber Boots Closed-toe shoes	Snow Suit Winter Boots 2 pairs of mittens Hat (without strings)	Lined Jacket with hood (or a hat without strings) Splash Pants Rubber Boots Closed-toe shoes	Sun Hat Closed-toe running shoe/closed-toe sandal with heel strap

SELF REGULATION

Self regulation is the child's ability to handle daily stressors and situations on their own and have strategies to calm themselves down. Self regulation is an important part of a child's learning experience. We believe that children should be given the tools and opportunities to self regulate in a manner that is appropriate to their actions and age. It is important for all children to have a safe and enjoyable time at Little Lambs. All employees are expected to role model appropriate behaviour, to offer alternatives or redirection and to assist children in making good choices. Ultimately our goal is to promote the development of self-regulation through a positive approach.

INCLUSION

Little Lambs believes that all children and their families should have an opportunity to participate in quality early learning and child care. We believe children develop to the best of their ability if they have a positive, nurturing and secure developmental environment that promotes physical, social, emotional and intellectual growth. For these reasons, we work in partnership with the families and community agencies to ensure that children with special needs are integrated successfully into our Centre.

SUPPORTING YOUR CHILD

Little Lambs strives to serve all children, but sometimes the regular program cannot meet a child's needs. Little Lambs reserves the right to withdraw children who are not suited to a regular child care environment, in the best interest of the child and for the safety of the other children and the educators.

If a child is demonstrating behaviour that causes concern, the following steps will be taken:

- Educators will inform parents/guardians right away of any concerns. They will talk to you about any actions we have taken to manage the behaviour that is causing concern. We will talk to you about any reasons that may be causing your child's behaviour and ask for your input on how to help manage the behaviour.
- The educators will start a written Record of Behaviour, recording documentation outlining the details of the concerning behaviour.
- Educators will request your permission to speak to our Resource Consultant from All Kids Belong regarding your child's behaviour.
- Educators will implement any suggestions received from the Resource Consultant.
- If further action is deemed necessary (in consultation with the Director), or upon the parent's request, a meeting will be called to be held between the one (or more) of the teachers, the Director, the parents/guardians and the Resource Consultant.
- An Independent Support Plan will be formulated to help your child succeed. It will have clear, measurable goals and timelines. It will also describe the role that the parent and the centre staff will play in helping your child.
- The Centre, in co-operation with your family, will make every effort to provide care for your child.
- If you do not wish to co-operate with the plan, you may risk having your child withdrawn from the Centre.

Sometimes, even when everyone does their best, a child's behaviour continues to be a concern. When that happens, your child's needs may be best met in an alternative child care arrangement. In extreme circumstances, when a support plan has been put into action and a child continues to pose a clear and present danger to the safety of anyone at the Centre, the child may be immediately withdrawn from the program.

TRANSITIONS TO THE NEXT AGE GROUP

When it is time for a child to move up to the next age group, the following procedure will be taken:

The educators will casually discuss with the parents/guardians that the child will soon be moving up to the next age group. The child will begin short casual visits from time to time.

Each child shows signs of readiness at different points in time. We will do our best to meet each individual child's needs as they transition into the next group. Often it is the parent who is not ready for their child to transition to the next room. It is not uncommon for parents/guardians to feel a sense of trepidation at the thought of their child growing up and moving on. Try to focus on the joy and the excitement that he/she will face in the next phase of their life, in their new environment. Many of their friends will already have moved or will be moving up shortly. Unfortunately, Little Lambs has very limited flexibility in terms of transition dates. This is because we are licensed by The Ministry of Education and must adhere to the terms and conditions of our license (i.e. Age groupings).

TOILET TRAINING

We are willing to co-operate with your toilet training program but we must insist on full parental co-operation before beginning such a program with your child. We request that you provide sufficient changes of clothes for your child's daily needs if using standard underwear while training.

FIELD TRIPS

Field trips are an extension of the learning activities that take place in each program, and provide opportunity for further social development. Field trip notice forms are to be signed and submitted with the application form. A minimum charge may be required to partially cover transportation and entrance fees. We often need Moms and Dads to help us with supervision on field trips. Please notify the staff if you can help. All volunteers will be required to submit a Vulnerable Sector Criminal Reference Check and a signed copy of the volunteer code of conduct before they are permitted to accompany us on a field trip.

If for some reason you prefer that your child not participate in a field trip we do not provide alternate care for your child during the field trip time and there will not be any adjustments in fees for that day. If you have any reservations regarding a field trip, we suggest you join us for the outing. Please be assured that we are very comfortable taking children on field trips and assure the children's comfort and safety at all times.

Infants will not participate in field trips.

Individual program teachers may also elect to take the children in their group on community walks when the weather is appropriate. Notification to parents/guardians may or may not be given in advance, as they are often "spur-of-the-moment" walks.

SEPARATION ANXIETY

Separation anxiety is a perfectly normal stage of development and every child may experience it to a different degree or in a different way. Some children may cry for a day or two, some for a whole month, and some do not cry at all for the first week or so, and then start to experience some problems when it is time to say goodbye. Some children are fine during the program, but then cry when their parents/guardians pick them up. Remember that we have a wonderful team of teachers who are trained and prepared to help. Staff will reassure and comfort your child, help your child to identify his/her emotions and feelings and support him/her during the separation process. As difficult as it may be, we request that parents/guardians fight the urge to run back in to comfort their child, as this is very confusing to the child and only prolongs the anxiety. Always feel free to call or email the centre throughout the day to receive a verbal progress report on how your child is doing during the day.

Tears, however distressing to you, are perfectly normal and will not last forever. Often after you leave, your child will stop crying within a short while and join in with activities. Prepare your child before he/she attends the centre. Tell him/her where they are going and what will happen once they get there. Feel free to take pictures of the class and teachers so you can talk about them at home. Leave something of yours behind for your child to hold—try leaving behind a picture of your family.

MENUS

Four-week rotational menus are posted on the Parent Information Boards outside each classroom. Little Lambs offers a Spring/Summer and a Fall/Winter menu. If you would like a copy of the menus, just ask your child's teacher. All meals and snacks are provided in accordance with Canada's food guide. We strive to provide a menu that is healthy and child-friendly in nature, while encouraging children to explore a variety of different flavours.

BREAST FEEDING/FOOD/CLOTHING/TOYS FROM HOME

BREAST FEEDING: Little Lambs understands the benefits of breastfeeding and our mothers are welcome to nurse on site, private spaces are also available at the mother's request. Breast milk will be served as per the parents instructions and must come in labeled and dated.

FOOD: We welcome families to share their ethnic recipes to encourage our menu to be culturally diverse. Little Lambs is an Allergy Conscious Centre. Due to the variety of food allergies that can be life threatening, we must limit any outside foods entering the Centre. Parents/guardians who would like to contribute to their child's birthday are encouraged to bring in party hats/favours.

All Children are provided with a nutritious lunch and morning and afternoon snack. All snacks are considered open snack and meals are eaten with the class group and served family style. We strive to promote diversity and inclusion throughout our menu choices and welcome family favourites! Morning snack is not a breakfast, children are expected to be fed breakfast prior to attending.

INDOOR/OUTDOOR SHOES: All children need to have a pair of indoor AND outdoor shoes in order to keep our centre clean. Please remember to label all footwear as it becomes difficult to remember every child's individual footwear. Parents/guardians entering the classroom are asked to remove outdoor footwear.

SLEEP TOYS: Parents/guardians are required to provide a blanket for their child's cot. These blankets will be sent home for washing at the end of the each week. Please let educators know if the blanket is to stay at the centre for the week or go home daily. If possible please label the blanket.

OTHER TOYS/CLOTHING: All of our toys are shared and the safety of toys brought from home cannot be guaranteed. Therefore, lost or damaged toys are not the responsibility of the daycare. Aggressive toys are not permitted at Little Lambs (i.e. guns, knives, swords etc). Music tapes and Video will only be shown at the centre's discretion. Little Lambs is not responsible for lost or damaged clothing.

SLEEP ROOM AND SUPERVISION

All age groups will be offered the chance to rest or sleep while in care. Each child attending full-time will be assigned their own cot/crib; children attending on a part time basis will share a cot/crib. Cots/cribs will be sanitized as well as sheets laundered in between different children using the cots/cribs prior to use. All sheets will be laundered weekly or as needed. This will be communicated with parents during the initial tour as well as when children transition from room to room. Infants are provided with cribs for sleep and toddlers and preschoolers are provided with cots. Any special instructions provided by the

parents/guardians will be followed as provided by the parents/guardians upon registration (ie. soothers only for sleep time, limiting naps etc). Regular communication between parents/guardians and staff will ensure that all the child's sleep/rest needs are being met and kept current as children transition and mature.

All children who sleep at the child care centre will be monitored every 15 minutes during sleep time for indicators of distress or unusual behaviour. Toddler and Preschool age groups will be checked at 12:45pm, 1pm, 1:15pm, 1:30pm, 1:45pm, 2pm, 2:15pm. Direct physical and visual sleep checks will be logged in each room's log book, as well as any indicators of distress. Each sleep room or area will have sufficient lighting to conduct visual checks. The checks will consist of direct visual checks (the rise and fall of chest or back) as well as physical checks (checking of forehead for temp.) Any indicators of distress or unusual behaviours will be logged communicated to parents/guardians at pick up time or if urgent through a phone call. Adjustments for the child's sleep will be changed based on the parents' feedback. This policy will also be located and communicated to parents through the parent handbook.

INFANT SLEEP ROOM SUPERVISION POLICY

When children are placed in the sleep room, children's names must be documented on the whiteboard outside the sleep room.

- When there are 3 or more children in the sleep room one employee is required to be physically present in the sleep room at all times. Physical checks for body temperature (touching of the forehead) and breathing (breathing is observed by the rise and fall of chest or back) are to take place every 15 minutes and be documented on the Sleep room supervision chart located on by the white board outside the sleep room, unless more than 3 children as sleeping then the chart will be brought in with the staff member present in the sleep room.
- When there are less than 3 children in the sleep room, employees must monitor and conduct sleep room supervision checks every 15 minutes and document accordingly.
- All sleep room supervision checks and notations must also be logged in each individual child's daily record.

It is our obligation to ensure that children less than 12 months will be PLACED for sleep on their backs as per the *Joint Statement on Safe Sleep: Preventing Sudden Infant Deaths in Canada*, unless the child's physician recommends it otherwise in writing. A copy of this note will be kept in the child's file.

SICK POLICY

The health and wellbeing of all our children and employees is Little Lambs primary concern. Therefore reducing the possibility of spreading illness is vital for everyone's safety. Our first objective is to minimize the possibility that an illness will be brought into the Centre. We ask that you do not bring a sick child to the centre. Furthermore, we respectfully request that parents/guardians not "mask" their child's symptoms by administering Tylenol, Tempera, etc in an attempt to reduce their child's fever before sending them into Little Lambs for the day.

We understand that it is not always possible to recognize if your child is just having an "off" day or

coming down with an illness. If you have any concerns about your child's health, please speak to one of their educators at drop-off. By keeping us informed, we will be better able to monitor your child's activities throughout the day, and to react appropriately to his or her needs.

Generally speaking, Little Lambs follows the exclusion policies and recommendations of the Middlesex-London Health Unit, as outlined in the Safe Healthy Children Manual for Childcare Providers.

It is the policy of Little Lambs that all children shall be excluded from care if any of the following symptoms are displayed. Please keep your child at home if he/she is displaying any of the following symptoms. Please also note that if your child displays any of the below symptoms while at Little Lambs, parents/guardians will be called immediately to make arrangement to have their child picked up.

Diarrhea

If a child has one episode of diarrhea but otherwise feels well (i.e. No fever, nausea or vomiting), the child will be monitored for signs of illness for the remainder of the day. If no more diarrhea occurs and the child does not appear to be ill, parents/guardians will be informed at the end of the day. The child can return the following day, provided that there have been no further episodes. If more than one episode of diarrhea occurs during the same day, or the child displays other symptoms of illness (i.e. Elevated temperature, vomiting), parents/guardians will be contacted as soon as possible to make arrangements to have their child picked up. The child must remain at home until there have been no further episodes of diarrhea for a 24 hour period.

Vomiting

If a child has one episode of vomiting, but otherwise feels well (i.e. No fever, diarrhea, pain), the child will be monitored for signs of illness for the remainder of the day. If there are no further episodes of vomiting and the child does not appear to be ill, parents/guardians will be informed at the end of the day. The child can return the following day, provided that there have been no further episodes. If additional episodes of vomiting occur during the same day, parents/guardians will be contacted as soon as possible to make arrangements to have their child picked up. The child must remain at home until there are no further episodes of vomiting for a 24 hour period.

Fever

If a child has a temperature of 101°F or higher, parents/guardians will be called to make arrangements to have their child picked up as soon as possible. Please note that Little Lambs is not permitted to administer Tylenol or any other fever-reducing medication. Please also note that at no time is it acceptable for a parent or other adult to come to the Centre to administer Tylenol or any other fever suppressant and then leave the child at the centre. When a child has a fever, it is the body's way of letting us know that something is wrong. The child must remain at home until there is no further fever without the administration of medication for 24 hours; the child must be fever free for 24 hours from the time the last dose has worn off before returning to program, provided that the child is able to participate in regular program.

Conjunctivitis (Pink Eye)

Any child with a suspected case of Pink Eye will be required to be examined by a Physician. Any child with a confirmed case of Pink Eye will be required to be on antibiotics for 24 hours before they are able

to return to care.

Skin Rash

Upon the discovery of an unexplained rash, we will attempt to contact the parents/guardians to discover the possible cause of the rash. It will be up to the discretion of the Director or designate to determine whether or not the child must be excluded from care until examination by a doctor.

Head Lice

Although head lice do not pose any health risk, it is something the staff will periodically be monitoring or doing complete classroom checks should a case be observed. If a child is identified as having head lice, the staff will contact the parents/guardians or emergency contact (in the event that a parent is not available) to pick up the child immediately. The child must be free from lice and nits before returning to the program. Staff will check your child's head upon their return to Little Lambs. If any nits or lice are found, the child will not be permitted to stay. Staff will continue to check for 2 weeks after the all clear of lice.

Outdoor Play

In compliance with The Child Care and Early Years Act, 2014, all children 18 months and older are required to play outside for 2 hours daily, weather permitting. Please ensure that your child is dressed appropriately to enjoy his or her time outside. Please note that due to licensing requirements pertaining to staff-child ratios; it is impossible for us to keep your child indoors while the remainder of the children go outside. Therefore, our general policy for all childhood illness is "if they're too sick to participate *fully* in the program (including outdoor play), they're too sick to be at Little Lambs."

MEDICATION

Medication will be administered by a designated staff member in each group. Please note that Little Lambs can only administer prescription medication that is in the ORIGINAL CONTAINER. Parents/guardians will be required to fill out a Medication Authorization Form upon arrival in the morning. Staff will administer medication in accordance to the instructions provided. Please make sure that at least two doses of medication have been given to children at home prior to sending to daycare, this is to avoid allergic reactions to new medication at the daycare. Please note that staff cannot administer fever-suppressants or other over-the-counter medications without a doctor's note. The doctor's note must be for a specific condition and cannot cover a blanket period of time. (For example, we cannot accept a doctor's note that states "Administer Children's Motrin whenever child's temperature is higher than 38°C".) If you have any questions about the Medication Policy, please do not hesitate to speak to the Director.

FIRST AID KITS

First aid kits are stored in each classroom and also stored in the sheds for outdoor play. We clean wounds with soap and water, unless otherwise directed by the parent. First aid kits are available to staff at all times including fieldtrips.

Accidents and injuries are an inevitable part of a busy child's life at daycare. An accident report will be filled out giving you the details of injuries/accidents that occur during the day. Should an injury/accident

require medical attention, we will make every attempt to notify you or the person on your emergency list. If we are unable to do so, we will act in the best interest of your child.

ACCIDENTS

Despite our best efforts to provide a safe, nurturing learning environment for all of our children, accidents do occur from time to time. If your child gets hurt while at Little Lambs, staff will complete an Accident Report Form which will be given to you upon your arrival at departure time. This form is signed off by the Director or designate, the staff involved and the parent. A copy will be placed in your child's file.

If there is a serious accident that results in the need for medical attention, Little Lambs will attempt to contact the parent(s) immediately and arrangements will be made for you to pick up your child or to meet the Director or designate at the emergency facility. If parents/guardians cannot be reached, we will contact your emergency contacts as provided.

SUN PROTECTION POLICY

Little Lambs Daycare recognizes the dangers of children being exposed to the sun. The following steps will be implemented to protect children from the sun:

Sunscreen of at least 30SPF will be applied to children 15-30 minutes before going outside. Parents/guardians will be required to pay a nominal fee at the beginning of each season for sunscreen. We request that parents/guardians refrain from sending in their own sunscreen unless their child has sensitivity to the sunscreen provided. With such a large number of children attending, it becomes difficult to track so many different bottles of sunscreen.

Permission forms will also be required to authorize staff to apply sunscreen.

Children are strongly encouraged to wear sunhats outside.

Programs will schedule outdoor time before 11am and after 3pm when the sunrays are lower in strength.

FIRE DRILLS/EMERGENCY MANAGEMENT/EVACUATIONS

The Safety of the children, families and staff are Little Lambs Daycare's number one priority. Little Lambs Daycare has set Emergency Management Policies and Procedures in place to provide all staff, Assistant Directors, and Directors with the clear direction to follow when dealing with Emergency situations. These steps have been formed to support staff in maintaining the safety and wellbeing of everyone involved in a wide range of possible emergency situations.

Fire drills are conducted on a monthly basis in accordance with regulations. It is imperative that children are appropriately dressed in hard-soled footwear, as we are required to perform fire drills, regardless of weather conditions. In the case of a serious fire or other emergency requiring evacuation, all children will be taken to the designated place of emergency shelter (Strathroy Lions Hall).

In the event of an emergency evacuation, the following steps will be taken:

1. All parents/guardians or emergency contacts will be notified as soon as is feasibly possible.
2. An evacuation notice will be hung on the main door, outlining our location, time of departure and a contact phone number.

3. Staff will begin contacting families/guardians/emergency contacts by phone to notify them of the situation as well as location where children will need to be picked up from, if and when it is safe to do so.
4. If Evacuation was not required The Director or Assistant Director will inform families of the situation as soon as possible either by Email and or Posting a Notice at the Main Entrance within 24 hours of the incident.
5. The Director will debrief the staff, children, and families following the Emergency. This will take place as soon as possible following the Emergency. Staff, families/guardians will be contacted via phone about the location and time of the debrief. A follow-up email will also be sent out to all parties in the event they were not able to attend the physical debrief.

HARRASSMENT

At Little Lambs we strive to create a positive learning environment which starts with a careful selection of qualified and caring educators. In order to maintain a positive environment, harassment of any kind will not be tolerated and may constitute removal from the daycare program. This includes but is not limited to:

1. Verbal abuse, threats, belittling or humiliating
2. Physical gestures that intimidate or threaten
3. Inequitable and harsh treatment
4. Excessive monitoring
5. Denial of opportunities
6. Yelling, swearing, public reprimands
7. Other behavior designed to torment, pester or abuse someone.

PARENTS EXPRESSING ISSUES AND CONCERNS

Little Lambs Daycare is committed to providing families with the best possible environment to the children in our care. Even with the best efforts put forth, issues and concerns do arise from time to time. It is our hope that families feel comfortable and confident in our space to be able to voice their concerns without feeling that their level of care will be jeopardized. By putting forth this policy we hope to provide families, caregivers, and staff; a transparent process for all involved bringing forward any issues or concerns and how they will be addressed in an estimated time frame. All concerns will be taken seriously and addressed in a timely manner and every effort will be made to resolve the issue or concern to the satisfaction of all parties involved.

Above all, the confidentiality of all parties will remain top priority except when information must be disclosed for legal reasons (Ministry of Education, College of Early Childhood Educators, Law Enforcement or Children's Aid). Anyone with concerns about suspected abuse or neglect of a child is required by law to report to Children's Aid Society. If a parent/guardian expresses such concerns, they will be advised to contact the local Children's Aid Society directly. Any person who becomes aware of such concerns are also required to report as per the "Duty to Report" requirement under *The Child and Family Services Act*.

Families/Guardians are encouraged to address any issues or concerns to the Executive Director either by phone at 519-245-0459 or by email at littlelambs@bellnet.ca. Should the Director be away the issues

and concerns should be brought to the Assistant Director who will address it to the best of their ability until the Director returns, at which point the Director will address the concern if it hasn't been resolved.

If concerns are brought forth to staff, staff are to report them to the Executive Director (Assistant Director in the absence of the Director) as soon as possible. The Director will contact the concerned parties to address the situation in the timeliest manner possible. Issues/concerns will be dealt with based on the level of severity, both by phone and email and will be documented in the office communication log book. Typically issues and concerns will be addressed within the next business day. For example – emails or calls sent in the morning will be dealt with during the day, whereas calls or emails sent closer to the end of the day will be addressed the following day. Communication will continue until the situation is resolved to the satisfaction of all parties involved.

If however, issues or concerns are not addressed by the Executive Director to the families/guardians satisfaction they are encouraged to contact the Board of Directors at littlelambsBD@gmail.com to have the matter resolved to their satisfaction in a timely manner. Families/guardians can expect to receive a response from this initial email within 48 hours.

The following are some examples of areas of issues or concerns, who to address them to, as well as the course of action that can be expected from staff, Executive Director, and Assistant Director.

Nature of Issue or Concern	Steps for parent/guardian to report issue/concern	Steps for Staff and or Director, Assistant Director in responding to issue/concern
Program related: Schedule, sleep, toileting, program activities, feeding etc.	Raise issue concern with classroom staff directly, if not satisfied follow up with director.	Staff will address concern at the time they are aware of it, document it in communication log, as well as the outcome. If not addressed to the parent/guardian's satisfaction Director will follow up with staff to address the situation and find a solution, this will also be logged in the communication log, and office log
General Operations: fees, hours, staffing, waitlists etc.	Raise the concern with the Director, or Assistant Director	Address the concern upon becoming aware of the issue, document in office log book the issue of concern, steps taken to resolve the situation, as well as any follow up that was needed to solve the situation.
Staff, Assistant Director, Director	Raise the concern with the individual, if its regarding a staff then follow up with the director, if not satisfied, follow up with the Board of Directors	Address the issue/concern upon becoming aware of it. Provide the appropriate contact information for further issue resolution. I.e. Board of Directors email. Log all communication in office log book.
Student/Volunteer	Raise issue/concern with staff supervising the student or volunteer, notify the Director or Assistant	Log all issues/concerns in the office log bog, document and investigation if present as well as the outcomes. Notify the appropriate parties if necessary.

	Director in the absence of the Director.	
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This policy was last updated on: September 1, 2017

Contacts:

Ministry of Education, Licensed Childcare Help Desk: 1-877-510-5333 or childcare_ontario@ontario.ca

Children's Aid Society: 519-455-9000

College of Early Childhood Education: <https://www.college-ece.ca/en>

COMMUNICATION WITH STAFF OUTSIDE WORK HOURS

If you call outside of regular operating hours, please leave a detailed message. Someone will return your call at the earliest convenience. We are aware that parents/guardians may be familiar with staff outside the centre; however we ask that you refrain from using personal messaging and social media to contact staff regarding your child so as to respect the professionalism and privacy of the educators and staff.

YOUR CHILD'S THOUGHTS ON STARTING THE DAY

Please plan the beginning of the day so that I don't have to be rushed to get to daycare, or I will get worried, confused and irritable. Don't push me inside the door and run. Please don't slip away without saying "GOOD BYE" OR I WILL BE AFRAID THAT YOU MAY HAVE LEFT ME FOR GOOD. When you leave tell me when you'll be back, and try hard to be on time, or I will worry. Sometimes I spend a lot of time making something and I am proud of it. If you show that you value it too, it makes me feel happy and successful, and ready to tackle more difficult things. Please don't talk about me when I'm within earshot. I don't miss much and I do worry about what I hear. The teacher will always be happy to find somewhere else to talk with you about me. Send me to daycare in clothes that I am comfortable in and can be easily washed, so that I can play in them without worrying about getting dirty.