

Portland Daycare Centre



Parent Handbook

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Welcome to Portland Daycare Centre

This handbook is designed to provide you with valuable information about our policies, procedures, programs, and nutritional menus. Detailed descriptions of our policies and schedules will allow you to feel comfortable and confident enrolling your child in our safe and stimulating environment. If you have any questions, comments, ideas or concerns, please speak to our director or assistant director at your convenience.

Provincial License

The centre is a licensed facility, inspected annually by the Nova Scotia Department of Community Services. We follow the regulations set out in the Nova Scotia Day Care Act and Regulations, which are monitored by the Department of Community Services. You will find the following documents posted on our parent bulletin board – Nova Scotia Day Care Act and Regulations, a copy of this handbook, our most recent licensing inspection report, our behaviour guidance policy, our current menu, our daily routine and program plan, notification of funding provided by the Department of Community Services, minutes from the most recent minutes of our parent committee, and our license.

We are also regularly inspected by the Halifax Regional Fire Service and the Nova Scotia Department of Agriculture (Food Safety Section).

Philosophy statement on early childhood development

We believe that what and how a child learns in his/her first five years can greatly affect how the child learns later in life. With this premise in mind we will endeavour to create an environment of warmth and security where your child will feel confident in making choices and decisions.

We consider each child a unique individual and shall endeavour to meet his/her developmental needs by keeping our program as flexible as possible by offering an emergent curriculum based on the interests of the children.

We will encourage your child to explore his/her own creativity and imagination through art, language, music, movement & active learning.

We will encourage a positive self-image and awareness of others, building social skills in each child to give him/her the tools needed to function confidently as an individual as well as in a group.

Our goal is to create an environment where the child, parents, and teachers will feel comfortable, at all times. We strive for a respectful workplace, respect for self, respect for others, and respect for the environment. Respect is modelled and expected.

Mission Statement

Portland Daycare Centre is committed to providing quality child care services in safe, healthy, developmentally appropriate, and nurturing surroundings. Our focus is to provide a stimulating early care and educational experience which promotes each child's social/emotional, physical and cognitive development. All children will be valued equally and will feel a sense of security, warmth and love. Portland Daycare Centre is committed to ensuring that each day allows for both planned and spontaneous experiences that result in a positive learning adventure for our children. In the event that the actions of a child compromise the safety or development of others, failing all measures to try to encourage safe behaviours, we would have to ask that child to leave.

Inclusion Statement

At Portland Daycare Centre, we strive to offer high quality care to all children and families regardless of socio-economic status, racial or cultural background, or abilities of the child. Our employees are qualified individuals with knowledge in both typical and atypical development and plan programs based on the needs and abilities of all children enrolled. Our teachers are encouraged to continue to learn and introduce new methods through available resources and professional development opportunities. We believe that all children benefit from participating in an inclusive program. Children learn acceptance of others through their experiences and having the opportunity to meet and socialize with many different people. This helps to expand their knowledge and understanding of different needs and cultures.

We at Portland Daycare believe in the six principles of inclusion put in place by Sharon Hope Irwin. The principles of inclusion are:

- **Zero reject: no child will ever be excluded for the reasons of level or type of disability.**
- **Naturally occurring proportions: program includes children with disabilities roughly in proportion to their occurrence in the general population.**
- **Same range of options: children with special needs must not be limited to shorter child care days, or excluded from home-based or school-aged care.**
- **Full participation: necessary supports must be provided, so that all children can participate, in some way, in all activities.**

- **Parent participation:** parents participate to the maximum extent of their comfort level.
- **Advocacy:** staff and parents promote “inclusive, accessible, affordable, quality childcare” for all at the centre, in the community, and as public policy.

Hours of Operation

The Portland Daycare is open Monday to Friday from 6:45am to 5:30pm effective September 1 2015. **All children must be in attendance by 9:30am, due to the fact that at this time , counts are given to the cook for lunch, daily planning and groups may leave for outings. All staffing and room decisions are made by this time and we cannot accept children brought late. Please be respectful of this policy!** If your child has an appointment and cannot be at the Centre by 9:30am, please make arrangements with his or her teacher in advance. You must have it okayed the day before you cannot call same day and say you are going to be late. If an outing is planned, you may make arrangements to meet with the group at their planned destination. We may not be able to accommodate children arriving too late without proper prior notification. Please accompany your child to their classroom to ensure the staff is aware that your child has arrived in order to provide proper supervision. When picking up your child, please make sure staff are aware and acknowledge you are taking your child.

Pick up time at the Centre is before 5:30pm.

Under no circumstances will Portland Daycare Centre staff release a child to anyone under the age of 16 years.

As our staff are professionals who have provided care for the children all day we ask that you respect our business hours so that they can finish their shift as scheduled. For parents who must arrive late due to unforeseen circumstances there will be a late fee of **\$10.00**/child for every 10 minutes or part thereof past the scheduled **5:30** pm closing time. For example, if you arrive at 5:31 the fee is \$10. Please let the Centre know if you are late so they can convey to children, who sometimes become anxious when pick up is later than usual or they are the last child. Late fee payments must be honoured! If you are consistently late we will ask you to make other arrangements for child care that better suits your schedule.

Holidays

If any day designated a holiday falls on a Saturday or Sunday the holiday will be observed on the Monday immediately following. Portland Daycare Centre is closed on the following holidays:

***Statutory Holidays:**

New Year’s Day
Good Friday
Canada Day

***Additional Holidays:**

Easter Monday
Natal Day
Thanksgiving Day

Victoria Day
Christmas Day
Remembrance Day

Boxing Day
Labour Day
Heritage Day (February)

*While the centre is closed on the above holidays, fees still apply. You pay monthly for the space, not the day. See appendix A for daily fees and policies regarding payment of fees. If a holiday falls on your child's regularly scheduled day, you may not substitute that day for another. If you wish another day and we have space, we will book it and you will be charged the daily rate.

Please note that the centre will close at noon on Christmas Eve and New Year's Eve day. Full day fees apply as staffs are paid for a full day.

Storm Days

Portland Daycare Centre does not close in the case of winter storms, except where it would present a dangerous situation for staff and families to travel to the centre. Our policy is to notify you of a closure or delay by 6:00 AM on the day of a storm via an announcement on CBC Storm Centre, Posted on Facebook and a voice message left on the centre's phone. Should you decide to keep your child home on a storm day, and we remain open, please call to notify staff. Fees still apply for storm days as we only close under very harsh conditions when there is real concern in regards to safety. We apologize for any inconvenience to our families and appreciate your understanding of our desire to keep our staff and families safe.

Family Participation

At Portland Daycare Centre we recognize the importance of developing a relationship with the families that we serve. We welcome your input on our programs and policies, and welcome you to share any feedback you may have.

You will also have the opportunity to be involved with the centre through volunteering for our parent committee, assisting with outings or special projects and attending parent teacher meetings. If you wish to assist with outings, we require a criminal records/vulnerable sector and child abuse registry check. If you wish to spend time in the classrooms, you must have all the required checks mentioned above. If you have a specific concern we would ask that you make an appointment to speak with your child's teacher or our director, as during the day, our staff's primary concern is supervision of the children and we would prefer to be available to fully address any concerns in a confidential manner. Discussion about children or concerns should not occur in front of children.

As part of parent involvement we are always looking for good junk for activities. Paper, string, buttons, and various forms of loose parts are wonderful donations.

Toys and clothing in good condition are also welcome. If you have items you are unsure of please feel free to speak to staff or the Director.

Parent Committee

As a requirement of our license we shall establish a parent committee, consisting of parents, a teaching staff and one of our administrators. A parent of a child with special needs must

be invited to be on the committee at all times. The committee will hold bi-annual meetings where information on our programs will be available to all families. We encourage parents to consider joining the committee and take an active role in our programs.

Educators

All of our child care staff have current first aid and CPR training; and are subject to a criminal record/vulnerable sector check and child abuse registry check prior to employment. They also have specific training in child development that assists in providing appropriate environments and activities for your child. In the event that we cannot hire enough staff with levels, we may offer employment to suitable candidates based on the agreement they immediately enrol in courses related to early childhood education. In addition, staff are required to accumulate professional development hours every year.

Emergent Curriculum

We offer **Emergent Curriculum** here at Portland Daycare Centre, which is child centred, hands on, and play based. It is exploratory, centered around the interests of children, fostered, developed and nurtured by teachers. It is a team approach where staff and children engage in discovery together and learning occurs naturally. Children learn best when they are actively engaged and pursuing their interests. We provide lots of opportunities for hands on discovery, interaction with materials and people, and provide scaffolding, or building upon knowledge gained. Play is the medium through which learning occurs naturally! This is applied in conjunction with the new provincial curriculum, Curious, Confident, Capable which focuses on play based learning as we have always done!

Nutritional Information

Our menu at Portland Daycare Centre follows the Food and Beverage Criteria in Regulated Child Care Settings. Our menu plans run on a four week rotation, and include a wide variety of foods. Menus are posted weekly for your convenience. A full time experienced cook who has obtained a Nova Scotia Food Handling Training Certificate is part of our staff for all food preparation.

A morning and afternoon snack each including foods from at least two food groups, and always including a serving from the fruit and vegetable group, and a full lunch including all recommended food groups are provided.

Staff will provide a relaxing and enjoyable environment during meal times. Staff members eat with children to help model appropriate eating behaviours and positive food choices. Teachers do not force children to eat, or withhold favourite foods for inappropriate behaviours, but encourage children through positive modeling and reinforcement to try new foods.

Staff are responsive to children's cues around hunger and thirst, and will provide snacks and meals outside of the regularly scheduled times if required.

Please keep us informed about any food allergies, and food substitutes can be discussed at the time of registration between parents, the director and the cook. Dietary requirements and exceptions must be given in writing so accuracy can be maintained.

If your child requires supplements or special foods due to a medical condition and/or religious/cultural beliefs, you will be responsible for providing them. Please do not send candy, chocolate, or other foods outside of our nutrition policy with your child. It causes staff unnecessary difficulty when they have to take it from the child. There is to be no food eaten in the hallways coming or going.

For infants and toddlers requiring formula or breast milk, families must provide this daily in labelled containers with clearly written instructions for staff. An infant feeding plan will be developed once children begin eating solid food.

We welcome mothers to breastfeed in our centre and will provide a comfortable space for breastfeeding if requested.

With respect to Standards for Food and Nutrition in Regulated Child Care Settings, we are required to serve only foods prepared in a kitchen that is regularly inspected by the Department of Agriculture and complies with the Food and Beverage Nutrient Criteria; therefore children cannot bring homemade treats to share. Certain foods may be acceptable, please speak with the Director if you would like to donate food for a special occasion. Any food served or eaten in the center must be labelled with a list of ingredients and any special preparation, storage or serving instructions.

Food Purchases/ Donated

Any purchases or received donations of food or beverages from an outside source must be from an establishment permitted by the Department of Agriculture and comply with the Food and Beverage Nutrient Criteria. Products must include a list of ingredients and any special preparation, storage or serving instructions are clearly labeled.

All food purchased and donated to the daycare will uphold the special dietary considerations of our children, this means that no food will be served to a child with food allergies or food intolerances and/or religious or cultural beliefs.

Food that is donated or purchased will only be suitable as long as it complies with Section 25(1) of the Day Care Regulations.

Which states “25 (1) A licensee must adhere to the food and nutrition standards established by the Minister.

(2) Each meal served to a child who is enrolled in a day care program must
(a) be nutritious; and

(b) Provide servings from each of the food groups identified by Health Canada”

Your Child’s Introduction Day

Prior to your child joining our program, an application package must be completed. This includes all required documents. In addition, **a \$100 registration fee which will not be refundable will go towards your application to secure your child’s spot at the center.**

Please be aware the fee, is non-refundable if your child does not attend. We do not offer refunds if you enrol and then change your mind. 30 days notice at the beginning of the month is required to leave or alter your registration. We do not make changes mid month *You are responsible for all fees if proper notice is not given, including subsidy fees that will not be paid if leaving without notice. Notice begins when you give a definite date not a possibility.*

Children need time to adjust to new environments, thus we recommend giving your child the opportunity to become familiar with their new surroundings (routine, staff & activities) before their first day. We recommend bringing your child in to meet the staff and see their new surroundings and become familiar with the space. When your child enrolls, we recommend a shorter day if possible on the first few days. Please keep in mind **this process may vary** depending on the age and developmental level of the child. ***You may not stay with your child as that sets up an unrealistic expectation of what the day looks like. Shorter days where possible are very helpful.***

This will also give you the opportunity to familiarize yourself with our staff and routines. Please feel free to ask any questions and voice any concerns during your visit. Please be aware that it takes time to build trust and staff are very skilled at helping children through the rough spots but they are to be expected .If you have any concerns please feel free to speak with the staff.

Tips and Necessities

Portland Daycare Centre's programs are designed to encourage and facilitate active learning and development through exploration and play. When packing your child's belongings, please keep the following in mind:

1. Children's clothing may get soiled during the day. Please dress your child in comfortable clothing that allows complete mobility to explore the multidimensional environment. Children should have 2 complete changes of clothes including socks and underwear in their backpack at all times. Failure to provide adequate clothing for each day may result in the Centre having to call and ask for provisions to be brought, or the child picked up. **Also hats are required** by our licensing regulations so summer hats when it is warm and winter hats when it is cold. Please ensure your **child has a hat every day and label it.**
2. All clothing should **be clearly labelled with your child's name or initials.** While every effort is made to protect your child's items from loss or damage, it cannot be guaranteed. **Labelling helps lots!**
3. Please arrive at the center with appropriate outdoor clothing for the day. We go outside twice a day, take field trips regularly, and explore nature, which requires appropriate clothing. In addition, one pair of indoor shoes (sneakers are best) are required and two complete changes of clothes including socks and underwear. Crocs, flipflops and slippers are not permitted as they are definite tripping hazards.
4. Parents of infants and toddlers, or Preschoolers who are not toilet trained are required to provide diapers and any related supplies (wipes, creams etc.). Please label diapers, creams etc.

5. Children's possessions will be stored in their designated cubby. You may also find artwork, notices, or other items to be taken home in their cubbies or folders. Please do not send in items that do not fit in their cubbies.
6. We ask that personal items like **toys and treats be left at home** unless we request them. This helps to prevent problems associated with sharing these items with classmates, and possible loss or damage. However, a small, soft toy for rest period like a stuffed toy, blanket, or pillow is always welcome. Should your child bring toys from home, we cannot be responsible if they are lost or broken. Please do not send candies and foods not on our food policy with your child, this causes lots of disruptions for everyone

Arrival and Departures

To maintain consistency within our programs, to ensure children experience few interruptions, and for the safety of all children, for arrival and departures we ask that the following practices and procedures be followed:

We are a scent aware Centre: strong scents may trigger reactions in both children and staff and we ask that you do not wear or bring any overpowering scents into the Centre. This can include but is not limited to perfumes, after shave, marijuana, alcohol or other drugs. Anyone violating this policy will be asked to leave immediately. If you appear under the influence of any substance when you arrive to pick up staff will ask questions. If they feel it is unsafe to release a child they will call for an alternative pick up person. If a parent disregards this request and takes a child it is our obligation to notify authorities.

Arrivals:

1. **Parents bring their children to their classrooms and assist in removing outdoor clothing and make sure items are placed in the appropriate cubby. Do not leave children in the hallways or expect them to enter classes on their own.** We ask that children not be eating on their way to or from daycare. If they require food we will give it to them once they come in, wash hands and sit down. When leaving please wait until you have exited the building to give any food or treats you may have brought. Please do not send children into adult areas like the staff room or adult washroom. Make sure a staff member acknowledges your arrival. When picking up your child please make sure a staff member acknowledges you have your child.
2. Parents **must escort their child into the playroom or onto the playground** where a staff member will mark their attendance, noting the time of their arrival. Our responsibility for your child does not begin until s/he is in the care of a staff member. Children are not to be left at the door. Please do not leave children unattended in the hallway or entryway while you retrieve items from your vehicle. If you find it necessary to make 2 trips, please bring your child into the classroom and then go back.
3. Please arrive at the centre by 9:30 am to enable your child's full participation in all activities. Departure for field trips may occur early to maintain consistent routine for optimal development (i.e. being back on time for lunch and rest time). As a result, Portland Daycare Centre cannot guarantee supervision at the centre for children arriving after 9:30 am. If a child does not arrive by 9:30 we may not accept them that

day unless prior arrangements have been made. We cannot accept children during lunch and nap time as it causes too much disruption for other children.

4. Parents must notify the centre as early as possible (preferably before 9:30am) to inform a staff member if your child will be absent. We must know the reason for the absence and it makes planning smoother the earlier we know. **Please ensure you call to inform us of the reason for absences. If a child is ill we are required to document the type of illness and symptoms. Please ensure you notify us as soon as possible.**

Departures:

1. Parents or authorized individuals pick up your child. Please ensure you speak to staff at pick up and that they acknowledge your presence.
2. Parents keep authorization forms up to date, as staff will only release children to those on the list. We operate under the assumption that parents have equal rights and access to children regardless of living arrangements. We will not deny either parent access unless there is a court document that stipulates differently! One parent cannot remove the other from pick up unless they have authority in writing from a court! We will ask for proof of identity of persons unknown to us.
3. Parents inform staff in writing or in person if someone not on the authorization form will be picking up your child.
4. Please check in with staff at the end of the day, just long enough to say “hi I am here” there may be messages for you

Rest Period

The Nova Scotia Day Care Act (<http://www.gov.ns.ca/just/regulations/regs/dayregs.htm>) stipulates that children under the age of five must have a rest period in their educational programs. Children are not required to sleep, but are given the opportunity for quiet time (i.e. lie down and look at books). The rest period is necessary to prevent fatigue and illness.

Health Policies

We, at Portland Daycare Centre, are concerned about the health and safety of all children and staff at the center. We strictly enforce health regulations as infections can spread rapidly within a childcare centre.

We are required to maintain updated immunization records for all children. Please inform us as your child receives immunizations.

Absences: Please notify us of all absences and the reason for them as soon as possible. It is required information.

Illness:

1. If your child will be absent due to illness, call the center and notify the staff of the condition of your child. We are required to keep a log of symptoms of illness that children exhibit. This allows us to quickly determine if a particular illness is spreading throughout our facility.
2. Please keep your child home if there is any question of illness, as we cannot accommodate sick children. Children exhibiting the following will not be permitted to attend: We are unable to accommodate keeping children inside, if they are unwell to participate in outdoor activities, they need to stay home, we don't have staffing for such requests.

According to public health guidelines:

(http://www.gov.ns.ca.coms/families/provider/documents/Guidelines_for_Communicable_Disease_prevention.pdf) children are not permitted to attend Portland Daycare Centre if displaying the following symptoms:

-Vomiting/Diarrhea- If a child has 2 bouts of diarrhea within a 1 hour period, the child must go home and not return until child has been symptom free for 24 hours. If a child vomits twice at daycare they must go home and not return until the child has been symptom free for 24 hours.

-Fever- If a child develops a fever of 38 degrees Celsius (or 100 degrees Fahrenheit) they must go home and not return until they have been fever free for 24 hours without fever reducing medication. **Please note that we recommend any immunizations be done on a Friday to eliminate any possibility of the child being sent home as a result of a fever.**

-Pink Eye (Conjunctivitis)- The child must go home and may return once medication has been administered for 24 hours.

-Hand Foot and Mouth Disease- The child must go home and must not return until symptom free (blisters healed and no new ones appearing).

-Unknown Rash- Staff will call for child to be picked up and checked by a doctor and may return with a doctor's note stating what the rash is or isn't.

-Lice- Child must be treated once with medicated Lice and Nit treatment before returning. Child's Hair must also be combed with lice comb and all nits (lice eggs) removed before returning to daycare. When treating for lice it is important to clean objects such as pillows, bedding, hats, car seats etc. which may provide a sustainable habitat. Careful checks will be done when lice are found to ensure they are eliminated and not spreading.

-Chicken Pox- Child must not return to daycare for 5 days once symptoms of chicken pox have appeared or until pox have scabbed over completely.

3. Should your child become ill while attending the center, you will be notified immediately and expected to have an authorized person pick up your child as soon as possible.
4. Please inform the staff of any contagious conditions your child may have upon a diagnosis by a medical doctor. This will allow us to inform other families that their children may have been exposed to the condition.

5. You will be informed of any contagious conditions your child may have been exposed to while at the center.
6. Once diagnosed with a contagious condition, your child can return to the centre only when s/he is past the contagious period of the condition and able to participate in the center activities.

While we sympathize with all children and families experiencing illness, it is our responsibility to provide all children with a safe and healthy environment. We ask for your cooperation with regards to this matter.

According to public health guidelines:

(http://www.gov.ns.ca/coms/families/provider/documents/Guidelines_for_Communicable_Disease_Prevention.pdf) children are not permitted to attend Portland Daycare Centre if displaying the following symptoms:

- *Fever (99.1 °F or higher taken in the armpit), diarrhoea, vomiting-child must be symptom free for 24 hours without the aid of medication before returning to care.*
- *Runny nose with coloured discharge, rash, discharge from eyes or ears-check with a physician.*
- *Lice-child needs to be treated and nits removed before returning to care.*
- *Communicable diseases-chicken pox, measles, mumps, conjunctivitis (pink eye), influenza etc. The child may return when the incubation and contagious period is passed and the child is well enough to resume normal childcare activities.*

Medication

The staff at Portland Daycare Centre are only permitted to give medication authorized by a parent and prescribed by a doctor.

All medication must be in the original container, with a readable label.

You will be asked to complete an authorization form for each new medication(or provide a written letter of consent), stating your child's name, date, nature of and reason for the drug, complete instructions on administration and dosage, and any special instructions.

Please send measuring utensils along with your child's medication.

For safety reasons, all medications are to be given directly to staff, and not left in the child's cubby.

It is recommended that a child who has been prescribed an antibiotic take it for 24 hours before returning to the centre.

Please keep us informed of all medication your child is taking even if it won't be administered at the centre. This is important information in case of a medical emergency.

Over the counter medication will not be administered by Portland Daycare. If your child requires over the counter medication and is not actively participating in the program, the child must be kept home until he or she can participate. The only exception would be a prescription from the doctor for a medical condition in which case we would treat the same as prescriptions. We will not administer as fever reducers.

Universal Precautions

Portland Daycare Centre helps control the spread of infections by practicing proper hygiene and universal precautions. Children and staff wash their hands thoroughly with warm water and soap before meals, after toileting, before and after administering first aid, and throughout the day, as required. Dishes and eating surfaces are sanitized daily. Toys are sanitized weekly (twice a week in infant and toddler rooms). Floors, kitchen and bathrooms are cleaned daily and throughout the day as required. The following precautions are adopted by the centre:

- * Hands are washed immediately after exposure to blood and all other bodily secretions.
- * All cuts are covered with a sterile bandage until healed
- * Disposable latex gloves are worn by staff treating open cuts
- * Blood-soiled surfaces are disinfected with bleach
- * Laundry stained with blood and other bodily secretions is washed separately in hot, soapy water
- * Materials stained with blood and other bodily secretions are placed in sealed garbage bags and discarded in a lined, covered plastic container

Emergency Information

Portland Daycare Centre is inspected annually by the Fire Department, the Provincial Department of Health and by the Department of Community Services. We conduct monthly fire drills, and all permanent staffs are trained in First Aid and CPR.

Please inform the center of any changes to your address, place of work, telephone numbers, and authorization list and of any injuries that your child receives outside the centre.

Emergency Evacuation

If we are required to close during the day due to weather or emergency evacuation, we will send an email to all parents and also attempt to contact every family by phone with instructions on when and where you may pick up your child.

Accident Reports

Staff members are required to complete an accident report form for any accident which requires first-aid treatment by the staff. The staff member who administered the treatment will sign it. It is then shown to the parents and signed by the parents before being placed in the child's file. Parents will be informed of the injury at an appropriate time (depending on the extent of the injury), and confidentiality of any concerned parties will be maintained.

Emergency Medical Treatments

It is the responsibility of staff members to handle emergency medical treatments for which they are trained. Staff members will continue to keep their training in First Aid and CPR up to date. If a child requires medical treatment, the parent will be called at an appropriate time (depending on the extent of the injury) and required to take the child for professional medical attention. If the parent cannot be reached, an authorized person will be called to fulfill this responsibility, and attempts to contact the parent will continue to be made.

If contact with the parent or authorized person cannot be made and your child requires immediate medical attention, a staff person will accompany your child to the IWK Children's Hospital in a taxi. Center staff will continue to attempt to reach a contact person, who will be expected to meet the child at the hospital. If your child requires emergency attention due to a life-threatening incident, an ambulance will be called and a staff member will accompany your child to the hospital.

Behaviour Guidance Policy

Portland Daycare Centre behaviour guidance policy is based on regulations outlined by the Department of Education and Early Years available at:

<http://www.gov.ns.ca/just/regulations/regs/dayregs.htm>

In addition we use the following proactive methods to foster positive pro-social and conflict resolution skills:

1. Provide children with sufficient stimulating and challenging activities.
2. Provide ample opportunity for children to independently make their own choices and learn to do their own problem solving.
3. Set consistent, clear boundaries and classroom rules.
4. Listen to children disclosing their feelings to determine the cause of their behaviour and help in determining a better solution.
5. Set appropriate expectations for each child's developmental level.

6. Promote effective communication between children.
7. Forewarn children about transition times.
8. Provide children with positive reinforcement.
9. Provide children with positive direction.
10. Model appropriate behaviours at all times.

In the event of inappropriate behaviour, a teacher will use child-centred discussion to understand and reinforce behaviour expectations. If the undesired behaviour persists, a teacher will redirect the child to a different stimulating activity where appropriate behaviour can be achieved.

According to provincial legislation (www.gov.ns.ca/just/regulations/regs/dayregs.htm) no operator shall (under any circumstances):

- A) Permit corporal punishment, including but not limited to
 - a. striking a child directly or with any physical object
 - b. shaking, shoving, spanking, or other forms of aggressive physical conduct
- B) Require or force a child to repeat physical movements
- C) Use harsh, humiliating, belittling or degrading responses of any form, including verbal, emotional or physical
- D) Confine or isolate a child
- E) Deprive a child of basic needs including food, shelter, clothing or bedding

This legislation applies to everyone making contact with the children while attending Portland Daycare Centre.

When a child's inappropriate behaviour becomes a concern, staff will notify parents of the situation. If necessary, a meeting will be scheduled to discuss the behaviour, and to determine behaviour strategies that meet the needs of the child.

A follow-up meeting will be scheduled to discuss progress, at which point behaviour strategies can be revised if necessary. Our goal is to create an environment where the child, parents, and teachers will feel comfortable, at all times. We strive for a respectful workplace, respect for self, respect for others, and respect for the environment. Respect is modeled and expected. If the situation ever arises where meeting the needs of one child interferes with meeting the needs of others, after implementing strategies to replace negative behaviour with positive ones we would ask that child to leave the centre. We would consult with parents and try to help facilitate an exit strategy.

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This behaviour guidance policy will be reviewed with staff and volunteers at the time of hire, and families when registering with the center, and followed at all times. It will be annually reviewed with staff, during performance evaluation, by the employee and director, and kept in the personnel file.

Child Abuse Policy

As per the protocols outlined by the Department of Community Services for the prevention and reporting of child abuse, the centre staffs are legally required to report suspected cases of child abuse.

Photographs/Media

Portland Daycare Centre captures memories that occur at the center through photo or video. We may also receive requests from media for photographic, audio or video material of our programs and activities. Included in your registration package is a request for permission to photograph your child. Please discuss any concerns you may have about your child being photographed or included in any of the above with the director upon entering the program.

Portland Daycare Centre Daily Fees

Effective January 1, 2020 payments will be due the first of each month. Anyone paying by cash must be paid on or prior to the 1st of the month. We will no longer accept children into care if payment has not been received and accounts in good standing. If you want to pay ½ and ½ or on the 20th of the month you must set up Pre Authorized payment with us. Payments may be postdated cheques or preauthorized payment plans. The full amount due on the 1st or half the 1st and the second half the 15th of the month. We cannot set PAP up for times other than as outlined. We can arrange for PAP on the 20th but it must be pre- arranged. Any fees not paid by the 20th are subject to a \$45 administrative fee.

***Please note:** Payments are required during vacation times, holidays and sick times. Fees are reviewed annually and are subject to change.

Please be aware that if the full amount is not received your child's spot could be suspended.

We do have a portable subsidy agreement with the Province of Nova Scotia. Please speak with the Director about criteria for qualification and application procedures. Once approved for subsidy you will be responsible for any fees that your subsidy does not cover.

Registration fee of **\$100**, which is non- refundable is due with your application prior to your child's start date.

Withdrawal/Termination

Thirty days written notice is required for withdrawal of your child from Portland Daycare Centre Notice must be given prior to the 1st for the following month we do not

make mid month changes. If withdrawal is immediate, parents are responsible for payment in lieu of notice. For parents with subsidy, the subsidy ceases the day your child leaves. If proper notice is not given, you are responsible for the subsidy amount as well. Notice on the 25th of the month prior to leaving is required to make the necessary changes to PAP etc.

Full time/Part time

We offer both full and part time spaces, but priority is always given to full time. If spaces become full, we may ask part time to switch their days or choose full time. If we cannot accommodate both, we would ask part time spaces to find alternative care as we must keep spaces full. 2 days a week Tuesday/Thursday or 3 days a week Monday/Wednesday/Friday

| | Full Time | | |
|-------------------|-----------|-------|-------------|
| Infant | \$ 971 | ----- | ----- |
| Toddler | \$909 | | \$572 \$382 |
| Pre-School | \$ 890 | | \$560 \$375 |

*Children attending part time must have regularly scheduled days. We cannot accommodate drop in attendance. **Days cannot be switched** you must keep your regularly scheduled days. More than 1 child we offer a discount for the second child. If spaces fill with full time, we may ask you to alter days or find alternative care as our priority is to keep spaces full. You cannot take vacation and ask not to pay for your space, anymore than you can take vacation and ask not to pay your rent or mortgage. Fees are still due.

- Effective August 6th, 2015 a \$10 deposit will be charged for swipe keys. When you are finished with keys and return them to the office, your deposit will be returned to you. Should you damage or lose your key, you will not be issued a free one. Please ensure you have a key to eliminate disruptions to the children and staff!

NSF payments and late payment fees:

There is a service charge of \$45 for payments returned NSF. To encourage timely payment of child care services, a late payment fee of \$45 will be charged on overdue accounts. If payment of fees is not made in a timely manner, we reserve the right to discontinue childcare services immediately. Unpaid accounts of more than 90 days will be subject to being sent to collections if satisfactory payment arrangements are not made and honoured.

Income Tax Receipts

Our fees are tax deductible. Receipts will be issued by February 28 of each year for the previous year. If you lose your receipt and request another, there will be a \$30 administrative fee applied.

Open Door Policy

At Portland Daycare Centre we are here to meet the needs of you and your children. Please feel free to drop by the office with any questions or concerns or contact me at 902-463-2323, or director@portlanddaycare.com. If you have a concern that can be addressed briefly, please speak with the staff in your child's room. If it is a larger concern, or one that may have rising emotions, we ask that you book a time to come in and discuss this as it is not appropriate to have these conversations in front of children. At no time is it okay to belittle, intimidate or harass staff in any way. At no time are conversations that are heated, or distracting from the care of children permitted by anyone in the classrooms. Anyone that chooses to ignore our policies may be asked to leave the Centre and if there are ongoing concerns, care may be terminated.