

OUR MISSION

Les Fanfans Daycare's staff strives to provide the Highest Quality Childcare and Educational Service that promotes and enhances each child's development; while assuring parents' peace of mind in the care and service we render.



Welcome

Welcome to Les Fanfans Daycare. We are pleased that you have entrusted us with the care of your child. Please read through this parent handbook and keep it for future reference. If you have any questions or concerns, please let us know right away. We are looking forward to partnering with you to maximize your child's early learning.

OUR CORE VALUES

Our Objectives: building a strong foundation for their future

Les Fanfans Daycare provides a safe, nurturing and developmentally appropriate program which fosters active learning, support for the whole child in a child friendly environment. Les Fanfans Daycare's founders LFD spent more than 13 years developing successful educational programs and from that vast experience, Les Fanfans Daycare LFD developed these primary educational objectives for its children's:

PROGRAM STATEMENT

LFD finds great inspirations from the following Ministry documents:

- How Does Learning Happen? Ontario's Pedagogy for the Early Years
- Ontario Early Years Framework
- Think Feel Act: Lessons from Research about Young Children
- Early Learning for Every Child Today

From that vast experience, Les Fanfans Daycare has developed these primary educational objectives for its children.

A. Home Feel Environment

Les Fanfans Daycare provide an environment complementary to the one at home; our children are presented taught sharing, manners, etiquette and responsibility. In order to lay a foundation for them to become respectful and mannered young adults, the child learns through games and activities, where he can discover, explore, & experiment to enhance his creative potential and his relationships through life in a community.

B. Academic

Children will graduate from Les Fanfans Daycare with exceptional academic skills that will provide them with a solid foundation for all future life endeavors. The goals we have set for children at Les Fanfans Daycare are developed with respect for the individual child and are tailored for each age group. The objectives are set with both the knowledge of the typical development cycle of a child and through an awareness of differences in patterns of growth & personality.

We know that each child develops at its own pace, so our curriculum is designed to provide experiences for children that promote general academic competency no matter what learning stage they're in.

C. Aptitude

At Les Fanfans Daycare, children engage in a variety of controlled and safe activities that encourage them to be active. Healthy fresh food option is provided daily.

D. Comfort

Les Fanfans Daycare staff understands the importance of creating a warm, safe and nurturing environment for your child's comfort. Through dedicated encouragement and support, Les Fanfans Daycare helps build confidence in your child at an early age that will set them on a path of successful future achievements achievement.

OUR PROGRAM STATEMENT FRAMEWORK



Our Philosophy (goals)

- Inclusive enriched childcare environment
- Honors and respects all children's beliefs, culture, language, and experiences acquired from their family and community
- Promote health and well-being
- Foster the children's exploration, play and inquiry as a key goal
- Capture and document our practice as reinforcement of the learning
- Support all children's ability to self-regulate, so children feel comfortable and confident
- Foster the children's health and well-being indoors and outdoors
- Form trusting relationships with children and their families
- Provide everyone with a sense of belonging
- Children learn to: care about other people; understand other's feelings; cooperate and share; to express their opinions; resolve conflicts; and develop self-competence, self-worth and self-regulation



Our Strategies (approaches)

1. Promote an environment which is healthy, safe, and supports general well being
2. Promote an environment which ensures good nutrition and safe food preparation
3. Support positive and responsive interactions
4. Encourage the children to interact and communicate
5. Foster exploration, play and inquiry
6. Provide child-initiated and adult-supported experiences
7. Plan for and create positive learning environments and experiences
8. Incorporate indoor and outdoor play, active play and quiet time
9. Foster the engagement of and communications with parents
10. Involve local community partners
11. Support others in relation to continuous professional learning



Our Plans of Action

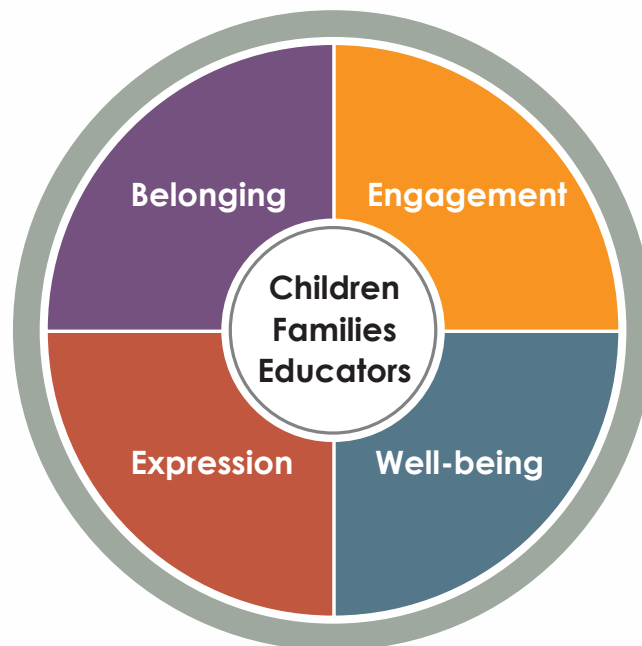
The Plans of Action in each of these topic areas are the means to execute our strategies:

- | | | |
|---------------------------------------|---|--|
| 1. Daily written and Visual Schedule | 14. Care Practices | 26. Communication And Extending Children's Learning |
| 2. Program Plan | 15. Meals and Snack time | 27. Menu and/or Snack Adaptations |
| 3. Learning experiences | 16. Cribs and bedding | 28. Food Substitutions |
| 4. Indoor physical environment | 17. Health & Safety | 29. Preparation, Handling and Transportation of Food |
| 5. Displays | 18. Toys & Play Equipment Hygiene | 30. Health and Safety Kitchen and/or Food Preparation Area |
| 6. Art and Sensory | 19. Staff & Children's hand Hygiene | 31. Connecting and collaborating with local community and institutions |
| 7. Books, language & literacy | 20. Transitions and attendance verification | 32. Outdoor Playground environment |
| 8. Music and accessories | 21. Positive Atmosphere | |
| 9. Physical play learning Experiences | 22. Supervision of children | |
| 10. Cognitive & manipulative | 23. Fostering Children's independence | |
| 11. Science & nature | 24. Development of Self-esteem | |
| 12. Block & Construction | 25. Behaviour Guidance | |
| 13. Pretend play | | |



Our Practices

1. All new staff on hiring, and all existing staff (annually) will acknowledge and review the following:
 - o This program statement document
 - o All relevant and attached guidelines
2. Parent survey will be conducted annually to assess performance against the 11 key requirements
3. Internal Rating (AQI) for each Plan of Action will be conducted annually for each program
4. Undertake monthly staff meeting. Always include agenda item to discuss performance against the program statement and plan for improvement for next month.
5. Each monthly staff meeting will, on a rotation basis, include on the agenda, one of the 11 key strategies to create the conditions promoted by the HDLH document. Staff will discuss and reflect on current practices against this strategy, and any opportunities for improvement will be captured.
6. Undertake quarterly management/board meetings. Always include agenda item to discuss performance against the program statement and plan for improvement for next period.
7. Gather together with staff annually to review and reflect on our performance and capture outcomes and set goals for the next period
8. Share "performance outcomes and goals review" with Board/Management and document and incorporate their feedback
9. Budget a professional development investment for each staff and align the professional development with the program statement needs
10. The annual employee performance review will include a self-assessment of the 11 key strategies to create the conditions promoted by the HDLH document. Staff will annotate the assessment with an example of each and identify goals for improvement for the next year.



Non-Discrimination Policy

Les Fanfans Daycare accepts children regardless of religion, color, race, national/ethnic origin, or disability. When a child with special needs applies for enrollment in the program or a child in the program is identified with special needs, a professional assessment of the child's needs may be necessary to determine the scope of services necessary. There will be a consultation between program management, classroom teachers, the child's parents and any other appropriate individuals to determine how the program can best meet those needs.

Adjusting To Group Care (Transition Period)

Before enrolling at the daycare, a period of adaptation is necessary for the child to be able to let go of his parents in the best conditions, to reassure him and to get him to know the space, the team and the other children. For the parents, it is the time to get to know the team and their techniques.

To help your child adjust to group care, we suggest you:

1. Visit the center with your child before his/her first day of care.
2. Speak of the Center in positive ways, as a place your child will enjoy, have children to play with and adults to help him/her.
3. Tell your child you will come back to pick him/her up (give specific time) and hear about his/her day.
4. Do not "sneak out" when the child is not looking. This fosters mistrust in the child's mind.

We find that following these recommended procedures usually alleviates a child's fears and impacts positively on his/her experience.

This adjustment period is an essential step for the registration of each child.

- ✦ 1st time, the parent and the child are together with the team for 1 hour.
- ✦ 2nd time, the parent and the child are together for 1 hour, and then the child stays alone for 1 hour.
- ✦ 3rd time, the parent stays for 15-30 min then leaves the child for 2 hours.
- ✦ 4th time, the parent drops the child and leaves...

Some children have difficulty making the adjustment. Our staff will work with you and keep you informed of your child's progress. The adaptation period can be shorter or longer depending on every child and parent but will not exceed 4 times.

Role of the Ministry of Education

Les Fanfans Daycare is licensed and regulated by the Ministry of Education.

MOE has the authority to inspect and audit facility records relating to the operation of the facility.

Admission Criteria

- ✦ Parents who wish to register their child at the daycare are requested to take an appointment with the team to choose the best program for their child.
- ✦ In case spaces are no longer available, the child will be waitlisted. Please refer to our Waitlist Policy as per ministry rule
- ✦ Children are registered for the year. Kindly check below financial agreement section
- ✦ Registration fees of CAN\$ 150/- are collected at the time of registration. These fees are non-refundable.
- ✦ A deposit of a half month of fees chosen will be paid at the time of registration. The deposit will be returned after a written request with 1 month notice.
- ✦ Parents are requested to fill all forms provided below: Registration Form, Medical Card, Authorization Form & child's habits, PAD along with Void Cheque
- ✦ A Family that will not be present on the set date needs to inform the administration at least a month in advance, otherwise regular enrolment fees and payments will apply.

All Les Fanfans Daycare required forms must be completely filled out prior to your child attending the Center.

Waiting List

Under the authority of Ontario Regulation 137/15, licensed child care centers will no longer be authorized to charge prospective parents a fee or deposit to be placed on the wait list for future enrolment.

No deposit or fee is required to be placed on a waiting list.

Les Fanfans Daycare will charge a non-refundable registration fee of \$150 once a spot is available and parents are enrolling their child. Regular Registration Policy applies.

All of our programs have enrolment limits based on our licensing capacity.

Les Fanfans Daycare's capacity is as follows:

Toddlers 15 / Preschool 1: 22 / Preschool 2: 19 / Jr: 24 / Sr: 26

Parents who wish to enroll their child in the Daycare must register their child using the waiting list form available at the Daycare, or request it online

Les Fanfans Daycare typically enroll our programs to their capacity and maintain a wait list through the year. When a spot becomes available the Supervisor will refer to the wait list. The supervisor will then contact the first in the list for the appropriate age group. The parents have 48 hours to accept or decline the spot. Should a parent decline a spot, they have the possibility of staying on the list but at the bottom, as if they have just applied for a spot.

Siblings of currently enrolled children will have priority. Once every 3 months, the supervisor will review the waiting lists and move children to their appropriate list based on age. Open spots for the following school year are filled first with our currently enrolled students. Incoming siblings are prioritized next and any additional spots are filled from the wait list.

Enrollment for the following academic year (September) starts in February and once our currently enrolled students have secured their places, we then review our wait lists for possible enrollment; this typically begins in March. Parents may inquire with respect to their waitlist status at any time by contacting the Daycare. Les Fanfans Daycare will disclose the child's position on the waitlist to parents who have requested information about their status.

(Ref:Waiting list application form)

OPERATIONS

PROGRAMS

Programs are available for children between 18 months up to 5 1/2 years of age.

OPERATING HOURS

Les Fanfans Daycare is open from 7:30 a.m. to 6:00 p.m.

HOLIDAY CLOSURES

Les Fanfans Daycare will be closed during these Holidays:

✿ Labour Day ✿ Thanksgiving ✿ Christmas Day ✿ Boxing Day ✿ New Year's Day
✿ Family Day ✿ Good Friday ✿ Easter Monday ✿ Victoria Day ✿ Canada Day ✿ Civic Holiday

Les Fanfans Daycare may selectively close for maintenance and staff Trainings. Parents will be notified in advance of any additional closures.

Parents are given a calendar in the beginning of the year with all the holidays to ensure they have enough time to prepare for other means of care for their children on those days.

Staff

Staff Minimum Qualifications

All staff members meet the required qualifications as set forth by the Ministry of Education.

Staff / Child Ratios

The ratio in Les Fanfans Daycare is 1 to 5 (1:5) "ratio of employees to children" in the Toddlers, 1:8 in the Preschool classes, 1:13 in the Jr Kindergarten and Sr Kindergarten programs.

Ratios are increased by 2/3 during the first 90 mins of the program and last hour of operation and during naptime.

Responsibilities

Teachers are competent, trained, caring and appropriately screened.

Responsibilities include:

1. Implementing indoor and outdoor program activities that support a child's physical, social, emotional and intellectual development.
2. Encouraging a child's curiosity, problem-solving, and task attainment.
3. Role modeling communication and interaction skills for children.
4. Extending a child's knowledge of concepts appropriate to their age group.
5. Recognizing individual differences in children and responding to individual needs.
6. Providing for a child's daily routines such as meals, snacks, and toileting and rest periods.
7. Providing for physical safety and well being of children.
8. Administering minor first aid and carrying out emergency measures in case of illness, accidents or fire.
9. Communicating with parents regarding the child's daily experience within the program.

The staff of Les Fanfans Daycare is dedicated to providing a safe, happy, and healthy environment for all children.

Prohibited Practices

In accordance with the Child Care and Early Years Act, LFD staff will not engage in any of the following:

- Corporal punishment of the child.
- Physical restraint of the child, such as confining the child to a high chair, car seat, stroller or other device for the purposes of discipline or in lieu of supervision, unless the physical restraint is for the purpose of preventing a child from hurting himself, herself or someone else, and is used only as a last resort and only until the risk of injury is no longer imminent.
- Locking the exits of the child care centre premises for the purpose of confining the child, or confining the child in an area or room without adult supervision, unless such confinement occurs during an emergency and is required as part of the licensee's emergency management policies and procedures.
- Use of harsh or degrading measures or threats or use of derogatory language directed at or used in the presence of a child that would humiliate, shame or frighten the child or undermine his or her self-respect, dignity or self-worth.
- Depriving the child of basic needs including food, drink, shelter, sleep, toilet use, clothing or bedding.
- Inflicting any bodily harm on children including making children eat or drink against their will.

Volunteers & Student in the Program

LFD accepts volunteers and placement students. All volunteers & students must adhere to a number of policies and procedures defined by the ministry of Education.

Volunteers and students are supervised by an LFD employee at all times and are not permitted to be alone with any child.

DAILY Admission and Release PROCEDURES

Check In / Out Procedures

The daycare is opened from Monday to Friday 7:30am to 6pm. We recommend having your child arrive before 9am, to ensure they are taking advantage of the full program at les Fanfans Daycare.

Parents are requested to inform the team for any possible delay for organizational purposes.

Pick up for full day program is possible between 2pm & 6pm. Parents should be consistent in their pickup time. Late parents should call to inform the Center. For parents arriving after 6pm, a late pickup charge of \$2 per minute will be paid to the staff waiting with your child. In the event a parent or an emergency contact is unreachable by 7pm, we are required by law to call CAS and the police.

Parents are kindly requested to respect the hours for check-in / out timings, thus helping us offer an optimal quality for taking care of your children in the morning sessions as well as in the afternoon sessions.

When checking your child in to the program, please be sure that your child's teacher sees you and greets your child before you leave the classroom. When picking up your child, again please make sure that your child's teacher sees you leaving with him or her.

Remember, prior to check-in and after the child is checked out, the parent/guardian assumes full responsibility for their child.

If you are going to be late picking up your child, please notify the Center immediately. We will reassure your child.

No child will be released to anyone without notification from the parent. Children may not be released to siblings of less than 13 of years of age. In the case of pick-up by a person not known to staff members, photo identification will be required. This identification will be checked against the emergency information card. If proper identification is not presented, we reserve the right to retain any child at the center.

No parent may be denied access to his/her child, unless a current copy of the custody order that relinquishes and/or limits such parental rights is on file at the Center.

Child Health Screening

Center Nurse or Supervisor will observe each child for apparent signs of illness upon arrival and before the parent leaves. Children may be denied service according to the Daily Health Screening section of this handbook.

Child Abuse Reporting

All child care providers are required to report any suspected child abuse to Child Protective Services. This abuse can be in any form: physical, emotional, sexual, verbal or neglect. If your child has an unusual-appearing injury, please notify the teacher when he/she arrives at the Center.

All Center personnel will be trained on Child Abuse/Neglect Identification, Reporting and Prevention trainings.

Field trips and off premise trips

All children will remain at the centre during operating hours unless the parents have been previously informed. The only exceptions to this are that at various times throughout the year:

- The children and their respective educators/volunteers may go for a walk using a walking rope to explore the community around them
- Any parent, guardian or adult who accompanies their own child or other children from LFD on a field trip must have a current VSC.

DEVELOPMENTAL PROGRAMMING

Program Curriculum

Our curriculum is based on guidelines of best practices. Lesson planning for each classroom is based upon developmentally appropriate practices and enhances all areas of children's development; cognitive, physical, social and emotional.

Lesson planning is primarily focused on arranging the classroom environment with materials and activities that allow the child to explore and interact with the materials, other children and teachers.

Daily Activity Schedule

Scheduled daily indoor and outdoor activity periods are planned for all children. The daily plan is balanced between periods of active and quiet play; child-initiated and adult-initiated experiences; and individual, small group and large group activities.

Children should always come to the Center dressed in clothing suitable for playing so that they feel free to participate in our many activities. All children need extra complete sets of clothing, including socks, for messy experiences and accidents. The center is not responsible for lost or misplaced items. However, if the items are labeled, it does make it easier for parents and staff to recognize ownership. In warm weather, socks should be worn with closed shoes, not sandals.

Children need fresh air and sunshine every day. Outdoor experiences provide children with the opportunity for being noisy, exploring, exercising large muscles, and experiencing science, nature and weather. This means our children go out every day unless there is extreme bad weather.

Children often want to bring items from home to play with or to show their friends. If the item supports the current classroom theme, this is appropriate, if approved by the teacher beforehand. Otherwise, personal items should remain at home. Violent toys like guns, swords, etc. are never allowed at the Center.

Routines

Food Service

LFD is a Nut Free Environment.

Children will be encouraged, but not forced, to eat. Food will never be used as punishment or a reward.

Children should come in having had their breakfast.

Les Fanfans Daycare provides well-balanced meals daily. The monthly menu is posted for parents' information. Les Fanfans Daycare's meals are provided by a professional health food catering company.

Meals are monitored to assure that they do not contain foods that are known to cause allergic reactions. If your child requires a special diet, you must provide the daycare all relative information. A form will be presented to parents to be filled out.

Snack and lunch routine:

- ✦ Children are scheduled to have a snack between 7:30am & 8:30am depending on their age groups.
- ✦ **Chips, popcorn, sodas, sweets are not allowed even during birthdays.**
- ✦ Lunch is scheduled to be served starting 11:30am.
- ✦ Afternoon snack is scheduled between 3pm and 3.30pm depending on the age groups.
- ✦ Children are encouraged to be independent and self sufficient.
- ✦ Meal times are a fundamental time in their learning process. LFD recognises that time as an essential time in the children's schedule.
- ✦ The bib is a must
- ✦ Don't forget the water bottle.

Nap and Rest Periods

A nap/rest period will be scheduled for all children. Provisions are made for each child to rest or nap on an individual cot or crib. For the comfort and health of your child, a small blanket and sheet are required for naptime. These items are to be brought to the Center every Monday and taken home every Friday or more frequently if soiled, to be laundered.

Personal Items

Please be sure that your child has the following items at the Center at all times in a bag labeled with your child's name:

1. For every child, we require 3 complete changes of clothes, socks, underwear (more if potty training), diapers, wet wipes, as well as any other product necessary for their comfort (cream, small towels...)
2. A pair of indoor shoes
3. "Weather appropriate" clothing
4. Sippy cup
5. Caregivers require a bib to be used for eating.

All undergarments and products have to be replenished by the parents.

Please remember to replace clothing when used or soiled.

Important notes:

- ✦ Children should be wearing adequate and practical clothes. The daycare declines any responsibility in case of loss or exchange of any piece of clothing, jewel or any other valuable object.
- ✦ Taking into consideration the number of children enrolled, as well as the management of the community, it is not possible for the caregivers to constantly check each child's personal objects, such as sun glasses, jewels and toys brought by them. **Therefore the daycare declines any responsibility on loss or damage of goods. We request that toys and personal objects stay home to avoid unnecessary fighting amongst children.**
- ✦ It is not advisable for children to wear any piece of jewelry such as necklace, bracelets and earrings.
- ✦ To avoid unnecessary loss, it is advisable to write the child's name on every piece of clothing and personal effects. (Indoor shoes, bag, vest, doudou...)
- ✦ Doudous or blankies (transitional objects) are most welcome. They are useful to the child at the moment of the separation. Parents are requested to write their child's name on it. **But parents are to be limited to only ONE per child.**

Diapering and Toileting

Only disposable diapers are permitted in Les Fanfans Daycare. Exceptions to this policy are allowed only upon receipt of a physician's statement. Please provide baby wipes and diapers.

All children in diapers will be cleansed at each diaper change with a disposable wipe that is used only once. Children must be in a dry diaper when they are checked into the Center. If a child soils his/her diaper on the way to the Center, you are welcome to use our diaper changing table as long as the table is properly sanitized upon completion of the diaper change.

Toilet training will be cooperatively planned by the teacher and the parents so that there is a consistent toilet routine available. Young children are usually ready to begin toilet training when they demonstrate the following signs:

1. The child is able to walk by himself.
2. There is regularity in bowel movements.
3. The child is able to verbalize the need for bowel movement.

The Center has more information on toilet training when you feel your child is ready to begin. We want this to be a happy, successful step in your child's development.

Special Experiences

Birthday Celebration

LFD is a Nut Free Environment.

Cakes, cupcakes, cookies.. have to be store bought, labelled with a Nut Free Sticker. Nothing Homemade will be accepted. Children's birthdays are celebrated in the classroom on Wednesday. A birthday celebration is the responsibility of the parents and will be kept simple and child-centered. Parents may bring cakes, cookies, cupcakes & juice. The parents of the birthday child are welcome to join the celebration.

Enrichment Programs

In order to better meet the varied needs of the children in our care, our Center may contract other providers (dance teachers, music teachers, etc.) to offer programs at our facilities during our normal business hours. All our Fanfans will be enrolled in these programs.

Some optional services received by your child will be charged as an extra service. Parents will be notified in advance by the Center Director and seek interest in the service provided.

Child Guidance

Educators will positively guide children in a consistent manner based on an understanding of individual needs and behaviors of children at varying developmental levels. Simple, understandable rules will be established so that expectations are clearly defined.

Consequences for inappropriate behaviors are as follows:

1. Redefine the rules to the child, and redirect the behavior. (Suggesting alternate activities, asking the child to be a helper).
2. Issue a verbal warning to the child. The educator will discuss the appropriate behavior desired, and will inform the child of consequences that will follow if the behavior does not improve.
3. Usage of visual aids to show image of child pass from happy to sad face.
4. Give the child some personal time: Quiet activity
5. In the event that the behavior does not improve, the Director is notified as a support system. The Director will observe the child to determine any possible underlying problems that exist. For example: conflicts between two children that need to be rectified, or a child that has difficulty with transition times, etc.
6. For children with continuing behavior problems, the parent(s) will be contacted and asked to cooperate with Les Fanfans Daycare guidance procedures at home to create consistency for the child. Parent(s) may be required to pick child up early from the Center in cases of extreme, dangerous behavior.

A child may not be disciplined by:

1. Spanking, pinching, shaking, or other corporal punishment.
2. Isolation
3. Binding to restrain movement of mouth or limb.
4. Humiliation or verbal abuse.
5. Deprivation of meal, snacks.

A child may not be disciplined for lapses in toilet training or refusing food.

Les Fanfans Daycare's employees understand and acknowledge that any inappropriate guidance technique directed toward a child will result in immediate adverse action, up to and including, termination.

Biting policies will focus on modifying child behavior within the existing environment.

The Center Director may decide a child must be removed from the program if a repeated destructive behavior is causing a safety/health hazard to other children, adults, or to the environment.

HEALTH PROCEDURES

We make every effort to prevent the spread of germs in the Center.

Immunization Records

For the health and safety of children at the center, all children enrolled must have current immunization records. Immunization records will be reviewed by Center Nurse. Children's records found to be incomplete will be flagged and parents notified. Parents must ensure that their children receive the required immunizations in a timely manner or sign a waiver indicating their acknowledgment of possibly contracting diseases while refusing vaccinations. If child is not immunized, the daycare requires an affidavit. The daycare will not be held responsible in the event the child does contract a contagious disease.

The Daycare can only accept the Ministry's approved form. Parents can find it on the ministry's website.

Daily Health Screening

Preventing illness is one of the most difficult challenges in a child care center. While we understand that our guidelines may be inconvenient for you at times, we hope that you realize that the guidelines exist to protect the health and well-being of all the children in the program, including yours.

Children who appear to be ill or show visible signs of fever will be closely screened and will be denied admission based upon the following criteria:

1. Temperature in excess of 38C or 100F degrees Centigrade.
2. Inability to participate in daily activities, including all indoor and outdoor play
3. Diarrhea. This means more than one abnormally loose stool. If a child has just one loose stool, he/she may not have diarrhea. The child will be observed for additional loose stools or other symptoms.
4. Severe or persistent coughing.
5. Difficult or rapid breathing.
6. Yellowish skin or eyes.
7. Redness of eyelid lining, tears, or discharge of pus from eye.
8. Head lice attached to the hair shafts.
9. Unusual spots or rashes.
10. Sore throat or trouble swallowing.
11. Infected skin patch(es). Such as, crusty, bright yellow, dry or gummy areas of skin.
12. Unusually dark, tea-colored urine.
13. Gray or white stool.
14. Headache and stiff neck
15. Vomiting.
16. Loss of appetite.
17. Severe itching of body or scalp or scratching of the scalp.
18. Unusual behavior such as:
 - a. Child is cranky or less active than usual.
 - b. Child cries more than usual.
 - c. Child feels general discomfort or just seems unwell.

If your child develops one or more of these symptoms during the hours they are under our care, we will notify you of your child's condition. You will need to make arrangements to pick up your child within thirty (30) minutes of notification.

Exposure Notices

We need to notify other parents immediately if there is a chance that their child was exposed to a communicable disease. If your child contracts any communicable disease or infection, please notify us immediately. The intent is not to name the infected child but rather notify the possibility of exposure.

Readmission Following Illness

In order to help prevent the spread of illness in our Center, we follow a 24-hour Symptom-Free Rule before he/she can be readmitted.

A child may only return to a program when the child feels well enough to participate in usual daily activities and the following conditions exist:

1. Fever has been absent for 24 hours without the aid of fever reducing medication.
2. Nausea, vomiting, or diarrhea has subsided for 24 hours.
3. An antibiotic has been given over a 24 hour period for known strep or other bacterial infection.
4. Chicken pox lesions are crusted, usually 15 days after onset.
5. Lice are under treatment.
6. Lesions from impetigo are no longer weeping.
7. Conjunctivitis has diminished to the point that eyes are no longer discharging.
8. The child has completed the contagious stage of the illness.

The 24-Hour Rule means that, if we send your child home with an illness, he/she will not be able to return on the following day because he/she would not be symptom free for 24 hours by that time. If there is reason to question a child's readmittance, the Center reserves the right to require a report from a physician stating that the child may return to care before the child will be readmitted. Please help us to protect the health of all of the children in the Center by following these guidelines.

Administering Medication

1. The daycare will not administer any medication to a child. If a child is still ill enough to need medicine, his place is at home
2. In the case of completion of an antibiotic course or treatment, we request that parents discuss changing dosage with their doctor, so that the daycare does not have to administer any medicine.
3. In the event where none of the above can be worked out, parents will have to sign a "Medication release waiver & Chart" form
 - a. The parent will note the times and methods for administering on the "Medication release waiver & Chart" . If there is any doubt about the administering of the medication, Center Nurse will contact the parent prior to administering the medication.
 - b. Neither the parent nor a staff member can alter the dosage from the prescription label.
4. All medications will be stored in a locked box out of the reach of children. No medication may be stored at the Center unless there is a current "Medication Release and Chart" on file.

Anaphylaxis

Parents with children that are prone to extreme allergic reaction have to read and approve our Anaphylaxis Policy and Procedure. The Anaphylaxis Emergency Plan has to be filled out by the child's physician and presented to the daycare before the child's first day at the Daycare.

Accidents / Emergencies

Although we have policies and procedures in place to keep our Center as safe as possible, bumps and bruises are a part of everyday life. Our Center is equipped with simple first aid supplies and if a child has a minor accident, the staff will administer appropriate first aid. If your child is injured at the Center, we will complete an Accident Report to provide you with information about what happened and what our staff did to help your child.

Parents will provide written consent for Center personnel to take appropriate action to admit their child for care in a situation where the child's condition represents a serious or imminent threat to life, health, or well-being. If you do not want us to provide such care, you must submit a written plan of action in lieu of the consent.

If a serious injury does occur, we will provide immediate first aid and attempt to contact a parent or emergency designee, either to pick the child up for immediate medical care or to notify them that we have reached the 911 system, depending upon the situation. If a child needs to be transported by ambulance and the parent or emergency designee is not available, a staff member will accompany your child in the ambulance. It is to your child's benefit that you keep the Center up-to-date on your phone numbers, emergency designees, and other pertinent information.

EMERGENCY PREPAREDNESS MANAGEMENT POLICY

LFD has put in place policies and procedures to manage responses and responsibilities during an emergency, resulting in the safest outcomes possible.

Staff will follow the emergency response procedures outlined in the policy by following these three phases; immediate emergency response, next steps during and the emergency and after the emergency or recovery.

For situations that require evacuation of the child care centre, the meeting place will be the Goodlife fitness next door.

If it is deemed 'unsafe to return' to the child care centre, the evacuation site is the A&W restaurant.

LFD will utilize messages sent through their smart phone applications, LFD Facebook page and Twitter to communicate any information to the parent concerning an emergency situation.

The complete Emergency Procedures is available for viewing with the daycare Supervisor.

Please see the Supervisor for specific questions or concerns.

PARENT RELATIONS

Collaboration

- ✦ Any worry or distress felt by the parents has to be communicated to the team immediately to assure the welfare of the child.
- ✦ Parents have to be accessible during the day; consequently they will inform the administration of any changes in address, telephone numbers, work numbers....
- ✦ Parents are requested to specify in writing the person(s) who are allowed to pick up the children in emergency cases. The care givers will not deliver the child to that specific person if they were not previously informed.
- ✦ The care givers use videos and pictures as bases for their learning techniques. Parents accept these tools otherwise they must inform the administration in written. The team regularly takes pictures of the children and posts them on their website. Do inform us if you refuse that tool.
- ✦ **Telephone calls can be made only for emergency** and this to avoid disturbing the caregivers while working with your children.
- ✦ The nursery often posts information on their board, check them out.
- ✦ The nursery organizes informative gatherings once or twice per year.
- ✦ The nursery organizes parties, outings and gatherings and encourages parents to participate.
- ✦ The administration and the personnel are at your disposal to talk about any problem concerning the child, particularly their health, development and behaviour.
- ✦ **If your child is home sick, please call the center to let his caregiver know not to expect him/her.**

Parent Programs

Parents are encouraged to better their understanding of Center program philosophy and objectives in order to reinforce the partnership between themselves and Center personnel in the care of their children.

As parents, you are responsible for the early teaching of your child. Although they are involved in a Center program, you are still the most important teachers in your child's life.

Conflict Resolution

While every effort will be made to provide a caring, respectful and professional environment within the Center, conflicts may still arise. When a concern arises, the first step is to discuss the concern with the other person involved. If the concern is not resolved, or the concern is so great as to warrant skipping the first step, parents should put their complaint in detail and in writing to the Daycare Director. Relevant names, dates, evidence, and any other important information on the nature of the complaint should be included. The Director will acknowledge receipt of the complaint as soon as possible – within three working days at least – and fully investigate the matter within 15 working days. Parents will be notified of the Director's decision and follow-on actions while maintaining appropriate confidentiality as it relates to personnel matters. If at the conclusion of this process parents remain dissatisfied with the response they have received, the original complaint along with the Daycare's response will be passed to the Ministry of Education who will adjudicate the case.

CUSTOMER COMPLAINT & CONCERNS POLICY

Parents/guardians are encouraged to take an active role in our child care centre and regularly discuss what their child(ren) are experiencing with our program. As supported by our program statement, we support positive and responsive interactions among the children, parents/guardians, child care providers and staff, and foster the engagement of and ongoing communication with parents/guardians about the program and their children. Our staff are available to engage parents/guardians in conversations and support a positive experience during every interaction.

All issues and concerns raised by parents/guardians are taken seriously by the Supervisor and will be addressed. Every effort will be made to address and resolve issues and concerns to the satisfaction of all parties and as quickly as possible.

Issues/concerns may be brought forward verbally or in writing. Responses and outcomes will be provided verbally, or in writing upon request. The level of detail provided to the parent/guardian will respect and maintain the confidentiality of all parties involved.

An initial response to an issue or concern will be provided to parents/guardians within 3 business days. The person who raised the issue/concern will be kept informed throughout the resolution process. Investigations of issues and concerns will be fair, impartial and respectful to parties involved. Please refer to the Parent Concerns Policy for more information.

i. Confidentiality:

Every issue and concern will be treated confidentially and every effort will be made to protect the privacy of parents/guardians, children, staff, students and volunteers, except when information must be disclosed for legal reasons (e.g. to the Ministry of Education, College of Early Childhood Educators, law enforcement authorities or a Children's Aid Society).

ii. Conduct:

Our centre maintains high standards for positive interaction, communication and role-modeling for children. Harassment and discrimination will therefore not be tolerated from any party. If at any point a parent/guardian, provider or staff feels uncomfortable, threatened, abused or belittled, they may immediately end the conversation and report the situation to the supervisor and/or licensee.

iii. Concerns about the Suspected Abuse or Neglect of a child:

Everyone, including members of the public and professionals who work closely with children, is required by law to report suspected cases of child abuse or neglect. If a parent/guardian expresses concerns that a child is being abused or neglected, the parent will be advised to contact the local Children's Aid Society (CAS) directly.

Persons who become aware of such concerns are also responsible for reporting this information to CAS as per the "Duty to Report" requirement under the Child and Family Services Act. For more information, visit: <http://www.children.gov.on.ca/htdocs/English/childremsaid/reportingabuse/index.aspx>

iv. Escalation of Issues or Concerns

Where parents/guardians are not satisfied with the response or outcome of an issue or concern, they may escalate the issue or concern verbally or in writing to the Director.

Contact:

Mrs. Tanya CAMARATA

LFD Supervisor

by tel: (905) 597-5010/5013/5015 or by email info@lesfanfans.ca

Financial Arrangements

Payment of Fees: All fees will be paid by the parent in advance as per below table;

Children are enrolled for the YEAR, except if discussed with the administration.

PROGRAM 5 Days per Week 7:30am to 6:00pm	PER MONTH	PROGRAM	PER MONTH
Toddlers	\$1,555.00	School Age Before School	\$226.00
Preschool	\$1,435.00	School Age After School	\$289.00
JK / SR	\$1,230.00	School Age Before & After	\$475.00
		PROGRAM	PER WEEK
		School Age full day	\$275.00

Fees are per month. To calculate fees per week divided by 4.3

Registration fees: \$150/- are collected at the time of registration, these fees are non-refundable

Deposit: A deposit of equal to a half-month will be paid at the time of registration. The deposit will be returned after a written request is filled 1 month prior to the child's date of departure.

Example: The child's last day is May 30th. The request must be filled in written at the latest on April 30th.

Fees are calculated on a monthly basis and will be the same for the entire calendar year unless a fee increase has been approved by the Board and communicated to parents 30 days before it takes effect or there is a change to your child's schedule.

For example: your child's category of care changes, your child's schedule changes from part-time to full-time. One month's written notice, at the 1st of the month prior to any schedule change is required (for example: if your schedule change will take effect in June, your request for change must be given to the centre in writing on or before the 1st day of May).

All schedule changes will take effect the 1st of each month. Please see your Centre Director or visit our website for the most up-to-date fee schedule.

Please note:

- LFD does not issue credits for sick days, vacation days, or any unexpected centre closures. Some examples could include but are not limited to snow days, black out days, all natural disasters, acts of terrorism, etc.
- All account adjustments must be discussed with the Director within one month of the statement date.

Families Registered in the Before School and After School Programs:

- Parents are responsible for full monthly fees for all months except July and August. When calculating the monthly fees for the Before School and After School programs consideration has been given to parents for all statutory & public holidays that LFD will be closed. These holidays are New Year's Day, Family Day, Good Friday, Victoria Day, Canada Day, Civic Holiday, Labour Day, Thanksgiving Day, Christmas Day, and Boxing Day. -

- Monthly fees do not include any care for Training Days, Professional Activity Days, the month of July, the month of August, and other days decided upon, with prior notice to parents.

Methods of Payment & Due Dates

LFD accepts the following method of payment:

Pre-authorized debit (A safe and convenient way to pay your fees; this is our preferred method of payment)

We require one week to set up new pre-authorized debit (also referred to as "PAD") method of payment. Your monthly child care fees will be processed on the 1st of each month.

If the 1st falls on a weekend or banking holiday, the pre-authorized debit will be made on the next business day following the due date.

A Note About Cash Payments

In order to ensure the safety of the staff that are required to handle cash payments and to minimize the risk of theft, payments by cash, certified cheque or money order will only be accepted if required by LFD due to previous payment issues. If paying by this method, parents are required to hand payments directly to the Director.

Summer Camp Payments

A Registration of \$150. per child is due upon registration. This registration is non-refundable.

On April 30th, the full fees for the summer camp will be processed.

No refunds for summer camps are issued after June 1.

Adjustments for Extra Days Billing

Any adjustment required to your account (such as for extra PA days) will be billed separately and requires pre-payment via preauthorized payment.

Dishonoured Payments.

Dishonoured pre-authorized debit withdrawals will be re-presented to the bank for payment, three business days following the original withdrawal, with the additional service charge of \$50. If the re-presented payment is also dishonoured, another \$50 service charge will be invoiced and further collection efforts will commence.

These service charges will be adjusted, from time to time, as bank charges change. Families will be given 30 days notice of this change.

Late Pick-up of Child

Closing time for the Center is 6:00 p.m. A late pick up fee will be imposed passed this time.

A late pickup charge of \$2 per minute will be paid to the staff waiting with your child.

If no response can be obtained from the child's parent(s), and a minimum of 10 minutes has elapsed since the closing of the Center, the Center Director or designee will contact the emergency designee, or any other contact person listed on the child's registration paperwork.

In the event a parent or an emergency contact is unreachable by 7pm, we are required by law to call CAS and the police.

After the third late pick up within a 6 month period, termination of services may result. Late pick up fees are due the following day, before care will be provided.

Departures, Vacations, and Absences

Our fees are based on annual attendance, taking into account sick time, vacation time, etc. Therefore, your child's normal fee will be charged, regardless of whether your child is in attendance. If your child will be absent, please call the Director to let them know not to expect your child.

Important notes:

- ✦ Please take note that: any missed day due to traveling, sickness or holidays are not deductible nor replaced.
- ✦
- ✦ Please take note that in the event families decide to take a vacation during daycare days, the families are not entitled to ask for any kind of refund for that period of time. Parents have to pay their dues before leaving on vacation if a payment should be made during their vacation.
- ✦
- ✦ In case parents decide to withdraw their child from the daycare for any reason (sickness, travel...) and have paid for the month, no amount will be returned to the parents. PAD will be cancelled. Deposit will be returned if 1 month notice was given.

TERMINATION OF SERVICES - REASONS AND PROCEDURES

Services may be terminated or refused by Les Fanfans Daycare for reasons that include but shall not be limited to the following:

1. Failure to complete, or update, and return to the Center in a timely manner, required registration forms. After the second request for necessary forms, services will be discontinued on the last day of that week.
2. Termination for late pick up. Les Fanfans Daycare closes promptly at 6:00 p.m. After two incidents of late pick-up, a warning will be issued. After three late incidents in a 6-month period, termination of services may result.
3. When a child is causing harm to himself or others, due to extreme behavior. Center staff will generally work with the parent or guardian to modify any dangerous behaviors the child is exhibiting prior to terminating services. However, since the intent is to provide a safe and non threatening environment for all children, we reserve the right to terminate a child's enrollment immediately if Les Fanfans Daycare is not able to meet the child's needs.
4. Behavior of the parent/guardian that may include harassment, verbal abuse, or physical abuse toward Les Fanfans Daycare staff, clients or visitors may result in immediate termination of enrollment. Legal steps may also be taken against the offending person if warranted.
5. Les Fanfans Daycare reserves the right to terminate services or refuse services for any reason it deems valid.

OPEN DOOR POLICY

Parents who have children enrolled in Les Fanfans Daycare are invited to visit the Center to sit down with the administration or the care givers at any time.

Come into effect and Modification

The Internal Rules and Regulations are hereby read and approved by every parent wishing to enroll their child at "Les Fanfans Daycare " There will be no exceptions to the rules presented herein. The non-conformance to any of these rules will result in the cancellation of the contract.

LFD reserves the right to make additions or changes to these policies at their discretion. A notice of 30 days will be given informing parents of any changes.

We thank you for entrusting us with the care of your child. We will do everything we possibly can to live up to that trust. If we can be of assistance in any way, please feel free to contact us.