



Parent Manual

Owner & Operator: Sonia Patel
1426 Hunt Club Road*Ottawa, ON K1T 1M6
Phone: 613-321-0633*
Email: littlemunchkinhideoutdaycare@gmail.com

Website: www.lmhd.ca

PARENT MANUAL

Program information

ORGANIZATION

Our Founder and Owner, Sonia Patel, has been dedicated to the care of young children in her home for the past 27 years. She has built a wonderful foundation in our community so that parents can feel safe and secure with leaving their children when returning to work.

Little Munchkins Creative Development Centre, offers quality, individual professionally designed routine care for children between 18 months to 5 years of age. With nutritious home-cooked well balanced meals. Little Munchkins, located in Ottawa South, (off Hunt Club Rd.), offers weekly themes for play created especially for young growing minds.

Our professional staff is dedicated to your children and providing them with quality, safe and fun daycare.

Entering out Little Munchkins Creative Development Centre is to step into a world of wonder, exploration, learning and discovery!

The program has been designed to explore the world around us:

- Social Interaction and Integration
- Language and Cognitive Activities
- Science and Nature

Extra curricular activities include; music, art and physical education and much more.

With an environment that encourages independence, the small size and ratio ensures individual attention and care to each child. Every child is a unique and special child!

OBJECTIVES OF THE ORGANIZATION AND PROGRAM

- to provide a program of healthy child development and good life skills
- to promote healthy eating by providing daily home-cooked well balanced meals
- to promote involvement of parents in the operation of the daycare centre
- to provide a safe and secure environment for daily learning and playing
- to provide professional and understanding staff to work and play with your child everyday

CRITERIA FOR ADMISSION

The child will be accepted in the program when:

- the child accompanies parent(s) on preliminary visit & interview
- the child is at an appropriate age
- the program meets the child's needs
- the parent complies with the daycare's orientation procedures and general policies

HOLIDAYS

The Centre will be closed as follows:

New Year's Day	Civic Holiday (August)
Good Friday	Labour Day
Easter Monday	Thanksgiving Day
Christmas Day (closed for a week)	Victoria Day
Family Day	Boxing Day
Canada Day	

EMERGENCY CLOSURES

It may be necessary to close the Centre for emergencies, such as snowstorms, power failures, etc. If of an concern, feel free to call the daycare. Please tune in to radio stations for announcements regarding early morning closings.

FEES:

Fees are based on the cost of operating the Creative Development Centre. **No refunds can be given for absent days and vacations.** Extended absences due to illness should be brought to the attention of the supervisor and discussed with the Owner, Sonia Patel.

Fees with receipts are generally set for the fiscal year January to December. Post-dates cheques are acceptable. Cash payments are discouraged. Bi-weekly payments by post-dated cheques made payable to "Little Munchkins Hideout Inc". Upon signing a contract, a two week deposit cheque is required to ensure the spot which is to be given on the child's first day. The two week deposit will be applied to the child's last 2 weeks before departure. In the case of a cheque bouncing, the client is required to pay any NSF – non-sufficient funds fee that has been charged to Little Munchkins Daycare account.

Upon registration, your fee will be discussed and agreed upon before the child enters our program. The parents must also sign the Little Munchkins Creative Development Centre Agreement. This states that you understand our policies and procedures and agree with them. This also states that you and the Owner have agreed upon a fee for your child's care.

In the case of a cheque bouncing, the client is required to pay a \$50.00 NSF(non-sufficient funds fee), that has been charged to Little Munchkins Daycare account.

HEALTH REGULATIONS

It is recommended that all children attending a daycare centre receive a medical examination prior to entry, and to alert the daycare staff of any allergies or medical conditions prior to entering the program.

The Day Nurseries Health Record must be completed and returned to the daycare centre prior to the child entering the program.

SCHEDULE EXAMPLE

Schedules vary from time to time according to the needs of the children and program variations (see parent bulletin board).

Toddler's Schedule:

7:30 – 8:30 am	Arrival and free play
8:30 – 8:45 am	Diapering
8:45 – 9:00 am	Circle
9:00 – 9:15 am	Art
9:15 – 9:30 am	Snack
9:30 – 9:45 am	Diapering
9:45 – 10:00 am	Clean up / Get ready for outside
10:00 – 11:00 am	Outside
11:00 – 11:15 am	Clean up / Get ready for lunch
11:15 – 11:45 am	Lunch
11:45 – 12:00 pm	Diapering
12:00 – 12:15 pm	Quiet time (Books)
12:15 – 12:30 pm	Bottles
12:30 – 2:30 pm	Nap time
2:30 - 2:45 pm	Diapering
2:45 – 3:00 pm	Snack
3:00 – 3:15 pm	Circle
3:15 - 3:45 pm	Free play
3:45 – 4:00 pm	Clean up / Get ready for outside
4:00 – 5:00 pm	Outside
5:00 – 5:30 pm	Quiet Activities / Departure

Preschoolers Schedule:

7:30 – 8:30 am	Arrival and free play
8:30 – 8:45 am	Bathroom routine
8:45 – 9:15 am	Circle
9:15 – 9:30 am	Snack
9:30 – 10:15 am	Art / Work books
10:15 – 10:30 am	Clean up / Getting ready for outside
10:30 – 11:30 am	Outside
11:30 – 12:00 pm	Lunch
12:00 – 12:30 pm	Clean up / Bathroom routine
12:30 – 2:30 pm	Nap time
2:30 – 2:45 pm	Bathroom routine
2:45 – 3:00 pm	Circle
3:00 – 3:30 pm	Snack
3:30 – 3:45 pm	Bathroom routine
3:45 – 4:00 pm	Clean up / Getting ready for outside
4:00 – 5:00 pm	Outside
5:00 – 5:30 pm	Quiet Activities / Departure

Little Munchkins does not accommodate to field trips. The program provides for a minimum of 2 hours of outdoor play activities each day, weather permitting. Parents must provide suitable and extra clothing for active play and changing weather conditions. Additional changes of clothing are also needed in case of soiling or wetting. All items must be labeled as it will be very helpful in identifying what items belong to each child. Indoor shoes are to be left in cubbies.

MEALS

Nutritious, well balanced fresh home-cooked meals are provided for lunch and morning and afternoon snacks are provided.

All food is prepared and cooked on the premises. The menu is posted on the Parent Bulletin Board.

All food is chosen on the basis of its nutritional value and with the food preferences of preschool children in mind.

It is important that we are informed if your child has any allergies or dietary restrictions.

REST PERIOD

All children require a time for rest and relaxation in the course of a day filled with activities and socializing. A favorite blanket or a soft toy will serve as comfort and reassurance to a child during rest period.

Due to the nature of a group program, there are limitations to the extent rest periods can be individualized. Children who do not require a two-hour period will be given the opportunity to engage in quiet play. Children will not be prevented from falling asleep during the two-hour period.

ATTENDANCE

Children that arrive prior to 9:15 am can take full advantage of the educational program. Regular attendance of your child is expected as it generally promotes better adjustments to a program. However, if your child is unable to attend the Centre due to illness or vacation, please notify the Centre in the morning between 9:00 and 9:30 am. Notifications of summer/winter vacation plans are appreciated.

ILLNESS

Your child should remain at home whenever he/she has been diagnosed by a physician as having a contagious disease.

Parents will be notified and requested to pick-up their child when he/she appears to be ill and/or show symptoms, such as, vomiting, diarrhea, unidentified rashes or a fever of 101 degrees and higher. In the case of diarrhea, the child must be taken home after two consecutive occurrences during the day.

After an unidentified rash has been diagnosed by a doctor, a note from a doctor is required stating that the child is not contagious. The child may return to the program with a medical certificate stating that the child is not contagious.

In considering whether a child is well enough to return to the program, he/she must be well enough to participate in indoor and outdoor activities.

A staff member can only administer medication with a written authorization from the parent. The medicine must be in the original container, clearly labeled with instruction for storage and administration.

IT IS ADVISABLE TO PLAN FOR ALTERNATE CARE FOR ILL CHILDREN AT THE TIME OF ENROLMENT

INJURIES

Parents will be notified immediately when a child receives an injury, such as head and facial injuries, severe sprains, laceration, etc. Minor injuries, such as bumps, bruises and scratches will be reported at pick-up time. All staff members have training in First Aid and CPR.

BEHAVIOUR MANAGEMENT POLICY

Children are disciplined in a positive manner at a level that is appropriate to their actions and their ages. By promoting self-discipline, we ensure health and safety, and respect for others and center's property.

PREFERRED PRACTICES

Our discipline procedure is three steps;

First, if a child exhibits an inappropriate action (such as hitting, pushing, biting, spitting, kicking, etc.) the teacher will explain to the child that this type of behavior is inappropriate.

Second, the teacher will re-direct the child to a different play area within the room.

Third, if aggressive or inappropriate behavior continues, the child will sit away from the group to calm down and think about his/her actions. The length will vary depending on the age of the child (e.g. : 2 year old child would be resting for 2 minutes, a 3 year old child for 3 minutes). After a short period of time, the teacher will have a discussion with the child to respect his/her inappropriate action, and then the child will return to play.

The teacher's user positive reinforcement to deter negative behavior. Fairness, firmness, consistency, and flexibility are characteristics of appropriate disciplinary techniques. Teachers are encouraged to seek assistance whenever necessary.

Staff, students and volunteers are expected to use the following behavior management practices when necessary:

1. Rules for a child need to be consistent and reasonable. Once stated, they must be followed through.
2. Expectations for a child are clearly and positively stated
3. A child should be offered choices when he/she needs to make a decision.
4. Behavior management strategies should be appropriate to the developmental level of the child
5. All staff will use the same method. A team approach is used. The child's needs

are discussed and a procedure is put into place.

6. Different approaches will depend on different situations and different children.

Staff are expected to implement a variety of strategies, for example:

- to act as a mediator to help children resolve their problems
- to explain why a certain behavior is unacceptable
- to make a choice for the child or offer alternative actions
- to ignore inappropriate behaviors (when applicable)
- to redirect the child to another activity in the room/yard
- to remove a child from a situation until he/she can interact appropriately, and to follow up by discussing the problem with the child before they return
- to hold a child's hand
- to use positive reinforcements and both verbal and non-verbal reminders in regards to inappropriate behavior.

A discussion and explanation will follow all discipline methods where appropriate. Fairness, firmness, friendliness and flexibility are characteristics of good disciplinary approaches.

PROHIBITED BEHAVIOR MANAGEMENT PRACTICES

Immediate suspension or discharge will result where a staff, student or volunteer:

- a) Willfully places a child in serious danger
- b) Exercises inappropriate disciplinary measures including, but not limited to physical contact, physical deprivation or harsh/degrading verbal treatment.
- c) Misleads management with respect to his/her qualifications or experienced.

Prohibited Practices:

We shall not permit at any time at Little Munchkins Hideout Daycare the following prohibited practices:

1. Corporal punishment of a child. (I.e. hitting, spanking, slapping, pinching.)
2. 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.
3. Locking the exits of the child care centre for the purposes 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.

4. 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 self-respect, dignity or self-worth.
5. Depriving the child of basic needs including food, drink, shelter, sleep, toilet use, clothing or bedding.
6. Inflicting any bodily harm on children including making children eat or drink against their will.

ARRIVAL AND DEPARTURE

Parents must notify the staff at Little Munchkins directly of the child's arrival and departure times. Children must never be left unattended in classrooms, playgrounds, hallways, staircases, cars, parking lots or "drop off" areas. Parents are given a 15 minute leeway after the center is closed at 5:30pm.

The Centre must be informed whenever a person other than the parents will be picking up their child. The staff will not release the child without this notification and identification.

CRITERIA FOR WITHDRAWAL

The child is no longer able to continue in the program when:

- The child is beyond program age
- The program does not meet the needs of the child
- The parent does not accept the policies of the program

In the event a child does not meet the criteria for the continued enrollment in the program, the Centre may assist the family in pursuing other childcare options in the community.

Parents must be given a minimum of two weeks written notice.

TEMPORARY WITHDRAWAL

If a child is withdrawn temporarily, he/she will be put on the waiting list on the date of withdrawal. Every effort will be made to re-enroll the child on the requested date. No guarantee can be given.

TIPS/PARENTAL INVOLVEMENT

Parents are more than welcome to donate toys to the center, during birthdays if parents wish, we are more than happy to throw a mini birthday party IF parents provide the necessary items in order to do so. For certain holidays little munchkins are known to throw pot-lucks usually each parent brings in something small for all the children to eat. We will definitely give parents at least a two week notice. At the end of the year we throw a graduation party which all parents are invited to, we celebrate the graduation of some toddlers moving into the junior preschool section and some preschoolers who are starting school next year.

Parents should:

- Ensure that we always have the current emergency contact names and telephone numbers
- Advise staff of any allergies or medical conditions
- Arrange for alternative care when your child is not well enough to participate fully in the program
- Advise the Centre each day if your child is absent due to illness or vacation
- Ensure that your child has an extra set of clothing in his or her cubby/school bag
- Label your child's clothing to avoid mix-ups
- Provide your child with appropriate outdoor clothing at all times
- Discourage your child from bringing toys from home to his or her program to prevent loss or damage to toys
- Ensure that all policies and procedures as outlined in the Parent Manual are adhered to at all times
- Feel free to ask any questions!

ANAPHYLAXIS POLICY

Anaphylaxis: A Life-Threatening Crisis

'Anaphylaxis, the medical term for "allergic shock" or "generalized reaction", can be rapid and deadly. It can develop within second of exposure, beginning with itching, hives or swelling of the lips and face. Within minutes, the throat may begin to close, choking off breathing and leading to death.

COMMUNICATION PLAN:

Day Care Responsibilities:

An effective plan of action to meet this challenge of protecting children and staff should include the following:

- Supervisor is to review Anaphylaxis Guidelines with staff semi annually or when a new staff is assigned.
- Supervisor to meet with parents of child diagnosed with Anaphylaxis upon registration at the day care or upon diagnosis of Anaphylaxis. Individual file and plan created.
- Supervisor and parents exchange consent and information forms included in this policy that will identify Anaphylaxis through a diagnosis from an attending physician.
- Day care to provide a safe and allergen aware environment.
- Minimize risk of exposure in the classrooms, school yard. Having a peanut free environment. Food will all be prepared on site. There is to be no food outside. No cooking with common allergens.
- Ensure that thorough hand washing is promoted and supported.
- Store back medication in a readily accessible, organized manner.

Parent Responsibilities:

Parent of children who have been diagnosed with Anaphylaxis are expected to:

- Exchange information with the supervisor about the child's medical condition including medical forms that are attached to this policy. This will enable the supervisor to communicate and plan effectively with the daycare staff in providing for the safety and welfare of the child.
- Provide proprietary medication as prescribed by a physician. This means that the medication can only be used for the child named in the prescription.
- Provide back-up medication as outlined in this policy.

Purpose of this document:

A significant number of children are being diagnosed with anaphylaxis. When exposed to an allergen to which they have sensitivity, these children will have severe and life threatening allergic reaction. This document provides information to day care personnel so that they can develop an action to:

- Lessen the risk of contact with an allergen.
- Recognize the symptoms of a severe anaphylactic reaction.
- Know the treatment policy and be empowered to provide emergency life-saving treatment to the child immediately.
-

BODY SYSTEM	SYMPTOMS
SKIN	Hives (red itchy welts or swelling on skin)
EYES	Swollen, itchy, running, or bloodshot, or with mucous
NOSE	Running, itchy, stuffy, sneezing
THROAT	Sore, swollen
STOMACH/DIGESTIVE SYSTEM	Vomiting, cramps, bloating, nausea, diarrhea
URINARY SYSTEM	Incontinence
RESPIRATORY SYSTEM	Difficulty breathing, severe asthmatic reaction
CIRCULATORY SYSTEM	Drop in blood pressure, unconsciousness
OTHER	Disorientation, sense of foreboding, fear or apprehension, sense of doom

Ways to Reduce Risk

Anaphylactic shock reactions can be prevented by reducing exposure to those substances that trigger a severe allergic reaction. This has implication for the entire day care:

- Owner
- Supervisor
- Teachers
- Supply staff

- Volunteers
- The child with a severe allergy
- The child's parents/guardians
- The child's physician
- Anaphylaxis Canada
- Education and awareness (including classmates)

Guidelines for Children Who May Experience Anaphylactic Shock

For prevention and immediate emergency treatment, all staff shall be:

- Aware of the identity of the child
- Aware of the allergens that trigger an anaphylactic reaction
- Aware of the necessary treatment protocol
- Aware of the location of medications
- Trained to recognize symptoms
- Trained and empowered to administer medication (epinephrine), by injection in an emergency

Children who may require an EpiPen injection shall be clearly identified to all staff. An Emergency Allergy Alert Form similar to the sample attached shall be posted in a prominent place in the staff room, day care office and in other suitable locations.

Background Information on Emergency Medication

Each administration of epinephrine from an EpiPen is intended to provide relief of symptoms for 15 to 20 minutes. EpiPen come in two doses: junior and adult. Each EpiPen contains medication for only one administration. If symptoms persist or worsen and help has not arrived after 15-20 minutes repeated applications from an additional EpiPen should be given, not exceeding three applications.

Parents Provide Emergency Medication

Parents/guardians shall provide a minimum of two EpiPen's as recommended by Anaphylaxis Canada. EpiPen have a shelf life and shall be replaced when stale-dated. An appropriate number of EpiPen's shall be available during excursions.

Emergency Medication

The Epipen shall always be kept in the same location. The child's name and directions for administering the Epipen shall be with the medication.

Serious Occurrence Policy:

A serious occurrence is when a child has any serious injury while in attendance, a fire or other disaster occurring on the premises, death of a child while in attendance, a complaint concerning operational, physical or safety standards on premises, abuse or mistreatment of any child within the meaning of the child welfare act, any situation where a child is missing, and hospitalization of child longer than 24 hours.

When a report is sent off to the Child Care Licensing System we are required by the rules and regulations to post the report on our parent board for 10 days for parents to see. It is our duty to report any serious occurrences, if the Child Care Licensing System (CCLS) is unavailable we will contact our Program Advisor to report the serious occurrence.

Program Statement:

Little Munchkins Hideout Daycare is dedicated to supporting children's learning development, health and well-being through ,caring, creating the best environment for the children to learn and grow and responsive Register Early Childhood Educator, who focus on active learning , exploration ,play and inquiry and who consider children and their families as active participants in all aspects of the program.

Little Munchkins Hideout Daycare Services offers a learning program that is consistent with Ministry of Education policies, pedagogy and curriculum. Some of the Ministry documents we reference in our program include the following:

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

Our beliefs are that children learn best by pursuing their personal interests and goals; children make their own choices about materials and activities during the program time. As they pursue their choices and plans, children explore, ask and answer questions, solve problems, and interact with peers, program staff, and volunteers, students on placement and other students on placement and other adults.

Children are competent, capable of complex thinking ,curious and rich in potential.

We believe that each child is a unique individual who brings his or her own abilities to the program and deserves the encouragement and space to try new things, explore new ideas and develop their own unique creativity.

We provide an environment that fosters curiosity, one that allows children to explore.

We believe that every child deserves a safe and caring environment (a place where children want to be and where they feel "at home"), in which to grow and develop to their maximum potential.

How Does Learning Happen is organized around four foundational conditions That is important for children to grow and flourish:

-  **Belonging** refers to a sense of connectedness to others, an individual's experiences of being valued, of forming relationships with others and making contributions as part of a group, a community, the natural world.



Well being addresses the importance of physical and mental health and wellness. It incorporates capacities such as self care, sense of self ,and self regulation skills.

3. **Engagement** suggests a state of balance of being involved and focused. When children are able to explore the world around them with their natural curiosity and exuberance they are fully engaged. Through this type of play and inquiry, they develop skills such as problem solving, creative thinking, and innovating, which are essential for learning and success in the school and beyond.

4. **Expression** or communication (to be heard, as well as to listen) may take many different forms through their bodies, words, and use of materials; children develop capacity for increasingly complex communication. Opportunities to explore materials support growing communication skills, which are foundational for literacy.

Little Munchkins Hideout Daycare offers a variety of daily activities such as language and physical , literacy, numeracy, music outdoor play ,science ,rest time blocks(fine motor and gross motor) and creative arts.

Our programs are intended to:

- Encourage children to interact and communicate in a positive way and support their ability to self-regulate.
- Foster the children’s exploration, play and inquiry .
- Provide child initiated and adult supported experiences.
- Offer opportunities to create relationships with others in the program.

Health and safety: As a licensed child care operator, little Munchkins Hideout Daycare meets and exceeds all health and safety requirements of the Ministry of Education and local government by laws. Information is posted outside our program rooms on our “Parent Communication” boards and others (for example the Anaphylaxis Policy) are provided in the Parent Handbook. You can also speak to our program staff at any time to view our complete health and safety policies and protocols.

Nutrition: Our Daycare follows Canada’s Food Guide to develop menus. You can view the menu on the Parent Communication board and on our website. We accommodate dietary or religious food requirements for children in our program.

Relations among Family, Staff and Community Partners:

Little Munchkin Hideout Daycare works with families and children as a team. We foster collaborative and cooperative relationship between children and the adults. We believe that relationship of trust is the basis of a good foundation. Parents and educators need to work together in order for the children to meet their

maximum potential. We promote a sense of belonging for children and their families in our programs. We do this by modeling positive communication and joint partnership with families. We use daily communication log books and daily feedback. Staff model appropriate ways to resolve conflicts, encourage problem solving strategies and develop responsibility while expanding social skills. Daycare is committed to working collaboratively with all of our community partners to meet the best interest of the children and their families.

Growing in language and cognitive skills:

Our program focuses on play based learning where learning happens when children manipulate, explore and experiment. Purposeful play-based learning enables children to investigate, ask questions, solve problems, and engage in critical thinking. Play is responsive to each child’s unique learning style and capitalizes on his or her instinctive curiosity and vision. Our plans are developed over a period of two weeks and planned to coincide with the interests of the children. Puzzles used for spatial concepts, matching, sorting, serration, and counting games are provided. Science concepts are taught and a science table set up. Books are available. Stories, poems, songs, games and finger plays are used daily for language development.

Children articulate their ideas and use different languages to express them. Little Munchkins Hideout Daycare respects, fosters, responds, supports and includes different cultures and languages. We welcome children of all abilities. Inclusive learning environment in our programs is implemented by acknowledging diversity and valuing the culture and first language of all children.

OUTDOOR ACTIVITIES Each day, weather permitting, each child enjoys two hours of outdoor activity unless a physician advises otherwise in writing. Learning to run, jump, climb, and take turns is a healthy way to participate in group activities while developing coordination and strength. Planned activities are available as an extension of the indoor play space. Indoor materials are brought outside to enrich and extend learning.

PARENT ENGAGEMENT AND COMMUNICATION Little Munchkins hideout Daycare encourages and practices open communication with the families. We aim to foster outreach, engagement and communication with families about our program and their children’s learning experiences. Sharing knowledge is integral to the success of your child. Respect, empathy, trust and honesty are core values in all our interactions with families. In addition to the daily interaction with program staff, we offer many opportunities for parent feedback and involvement—such as ,Newsletter on our website , weekly Journal and children daily logs. We use parent input to improve our programs and services.

Little Munchkins Hideout Daycare Teachers strongly believe that pedagogical documentation is a way for our program to learn about how children think and learn and use this information to enlighten their future planning.

Little Munchkins Hideout Daycare will meet and maintain our Goals by:

- Ensuring that all staff, students and volunteers will read the program statement.
- Sign off in the policy and procedures prior to employment, interacting with Children, on an annual basis and when the statement has been modified.
- The coordinator will make sure that all the staff ,student and volunteer understand the program statement and its implementation.
- The coordinator will meet on a regular basis with the staff to give support and to ensure that our program statement is met.

In Conclusion, All Registered Early Childhood Educators hold themselves accountable and we will use the code of Ethics, the standards of practice and the CCEYA to guide their decisions and practice.

* References and information in this program statement are from:

- How Does Learning Happen? Ontario's Pedagogy for the Early Years.
 - Think ,Feel ,act Lesson from Research about young Children.

SUPERVISION OF VOLUNTEERS & STUDENTS:

Providing a child with a safe environment is very important to us at Little Munchkins Hideout Daycare. The children will be monitored by a staff (adult 18 years or older) at all times.

Students and Volunteers are never left unattended with the children at all times. Students and volunteers do not count in the staffing ratios. Students and Volunteers will have a vulnerable sector police check and have it verified by the supervisor or the owner before they start with us. Students and volunteers will have valid CPR C and Standard First Aid.

Volunteers and Students are supervised by Registered Early Childhood Education staff who count in the ratio's.

Parent Issues and Concerns Policy & Procedures

General:

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 staffs 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 all staff members 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 5 business day(s). 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.

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 Children's Aid Society).

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.

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/childrensaidthereportingabuse/index.aspx>

Procedures:

Nature of Issue Or Concern:	Steps for Parent and/or Guardian to Report Issue/Concern:	Steps for Staff and/or Licensee in Responding to the issues/Concerns:
Program Room Related (E.g. schedule, sleep arrangements, toilet training, indoor/outdoor program activities, feeding arrangements, etc.)	<p>Raise the issue or concern to</p> <ul style="list-style-type: none"> - The classroom staff directly. <p>If the issue or concern cannot be resolved by the classroom staff then please speak to the supervisor</p>	<ul style="list-style-type: none"> - Address the issue/concern at the time it is raised <p>or</p> <ul style="list-style-type: none"> - Arrange for a meeting with the parent/guardian within 5 business days.
Staff, Parent, Supervisor, and/or Licensee-Related	<p>Raise the issue or concern to:</p> <ul style="list-style-type: none"> - the individual directly or - The supervisor or licensee. <p>All issues or concerns about the conduct of staff, parents, etc. that puts a child’s health, safety and well-being at risk should be reported to the supervisor as soon as parents/guardians become aware of the situation.</p>	<p>Document the issues/concerns in detail.</p> <p>Documentation should include:</p> <ul style="list-style-type: none"> - the date and time the issue/concern was received; - the name of the person who received the issue/concern; - the name of the person reporting the issue/concern; - the details of the issue/concern; <p>and</p> <ul style="list-style-type: none"> - any steps taken to resolve the issue/concern <p>and/or</p> <p>Information given to the parent/guardian regarding next steps or referral.</p>
Student/Volunteer Related	<p>Raise the issue or concern to</p> <ul style="list-style-type: none"> - the staff responsible for supervising the volunteer or -student or - The supervisor and/or licensee. - All issues or concerns about the conduct of students and/or volunteers that puts a child’s health, safety and well-being at risk should be reported to the supervisor as soon as parents/guardians become aware of the situation. 	<p>Provide contact information for the appropriate person if the person being notified is unable to address the matter.</p> <p>Ensure the investigation of the issue/concern is initiated by the appropriate party within 5 business days or as soon as reasonably possible thereafter.</p> <p>Document reasons for delays in writing. Provide a resolution or outcome to the parent(s)/guardian(s) who raised the issue/concern.</p>
General, Centre- or Operations-Related E.g.: child care fees, hours of operation, staffing, waiting lists, menus, etc.	<p>Raise the issue or concern to - the Supervisor.</p>	<p>Document reasons for delays in writing. Provide a resolution or outcome to the parent(s)/guardian(s) who raised the issue/concern.</p>

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 centers owner. (Sonia Kathatharan).

Contacts:

Little Munchkins Hideout Daycare Owner: Sonia Kathatharan 613-986-7381

Little Munchkins Hideout Daycare Supervisor: Susan Abboud.

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

Emergency Phone & Address Information

Child's name: _____
Mother's name: _____
Father's name: _____
Home phone number: _____
Mother/Father cell phone numbers: _____
Home address (including postal code): _____

Mother's work phone number: _____
Mother's work address: _____

Father's work phone number: _____
Father's work address: _____

Emergency contacts:

Name: _____
Home phone number: _____
Cell phone number (if applicable): _____
Address: _____

Doctor's name: _____
Doctor's phone number: _____
Doctor's address: _____

D.O.B child _____

Parent Email: _____

To whom my child may be released: _____

Medical conditions/history _____

Allergies _____

Sunscreen Type _____

Diaper cream /additional products _____

Date of discharge _____

***** Please attach a copy of all immunization records. And notify of any known allergies *****

LITTLE MUNCHKINS CREATIVE DEVELOPMENT CENTRE

AGREEMENT

I/We have read and agree to the policies described within this brochure.

Fee for child: _____

Name of Child (Please Print)

Signature of Parent/Guardian

Relation to Child:

Name of Owner:

2-Week deposit cheque applied/two
weeks notice

Signature of Owner:

Dated:

Date of Birth of Child:

Child's Start Date:

Photograph consent form

Dear parent/guardian and children

Photography

We would be grateful if you could sign the attached form and leave it at the daycare. .

The photographs taken will only be used to send out to the parents through Whats App throughout the week. Any photographs taken may also be used for crafts and daycare website and daycare purposes solely.

If at any time you wish your photo to be deleted from the photo library, please contact the centre and it can be done.

Thank you for your help and cooperation.

Yours faithfully,

Little Munchkins Hideout Daycare
Tel (613)321-0633
Email littlemunchkinhideoutdaycare@gmail.com

PICTURES

Consent for use of photos

I am the legal parent/guardian of the child/children/young person above and I give permission for my child/myself to be photographed for daycare purposes

I confirm that I have read the letter and understand the proposed uses for the photographs. I understand that I can withdraw the photo from the photo library at any time by contacting the daycare.

Name of child/ Parents signature:

Facebook Photo Consent Form

Dear Parent and/or Guardian:

We would greatly appreciate if you could read and sign the form below.

The photographs taken will be sent out on a bi-weekly basis. We are also asking parents permission to post the photos taken on our Facebook Page (Little Munchkins). We created the page solely for advertising purposes. It will be limited pictures, not every one taken will be posted. Names are never used on Facebook.

We understand if you do not want the photo's posted on our Facebook Page.

Please Sign the appropriate box below so we know if we are allowed to or not.

Thank-You

Little Munchkins Staff
Tel: (613)321-0633
Email: littlemunchkinshideoutdaycare@gmail.com
Website: littlemunchkins.biz

Pictures Consent

I am the legal parent/guardian of child/children listed below.

Child's Name: _____

I give Permission for the pictures to be used on the Facebook page:

Signature: _____

I do not give Permission for the pictures to be used on the Facebook Page:

Signature: _____

Parent's Email:
