



HAPPY FACE
NURSERY SCHOOL

Parent Handbook
2017

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Mission Statement

Happy Face Nursery School is a non-profit early learning and child care organization providing high-quality licensed child care since 1974 for children aged 12 months to 12 years. Our Board of Directors, executive team, and educators work collaboratively to ensure that the needs of every child are met. Children, families, and staff form strong relationships that are the foundation for quality care.

Vision Statement

Our Vision for Children...

All children deserve to be cherished and respected; caring relationships with responsive educators give children a sense of security. Children are capable and competent and deserve the chance to learn through play in an engaging environment that has been carefully planned by reflective educators.

Our Vision for Families...

Families deserve to feel confident that their children are well cared for by qualified educators in a safe, stable, and nurturing environment. All families are unique but share a desire for the best possible outcomes for their children. Families know their children best and are the first and most powerful influence on their children’s learning. Relationships between families and Happy Face personnel are built on mutual trust and respect.

Our Vision for Educators...

Educators deserve to be treated with respect and valued for the critical role they play in the lives of children and families. They develop trusting relationships and provide learning environments that support development, health, and well-being. They plan experiences that inspire children to

explore and make sense of the world. They are reflective practitioners who are intentional in their everyday practice and deserve opportunities for professional growth and learning.

Program Statement

Happy Face Nursery School is a leader in research based practice. We believe that children learn best through play and that children are competent, capable, curious, and rich in potential. We are dedicated to providing high quality programs and are guided by the research and theories stated in *How Does Learning Happen? Ontario's Pedagogy for the Early Years* (HDLH). We strive to ensure that every decision we make reflects our mission and our vision.

Board Members, Management, staff, students, and volunteers work together to:

(a) promote the health, safety, nutrition and well-being of the children

- The safety of children is our first priority. Educators carefully plan environments that are safe for children to explore but provide appropriate challenges to further children's development and sense of self. Educators actively supervise children at all times.
- The physical well-being of children is promoted in many ways in our daily routines. Happy Face has written policies regarding health and nutrition that meet or exceed the requirements and recommendations of the Eastern Ontario Health Unit (EOHU). We work closely with public health nurses and food inspectors to ensure that staff and volunteers follow best practices.
- The emotional and mental well-being of children is promoted through the development of children's sense of self; educators support children as they learn to self-regulate in times of stress, and as they develop social and self-help skills.

(b) support positive and responsive interactions among the children, parents, and staff

- Positive and respectful relationships are the foundation of our vision for children, families, and educators. We believe that caring relationships with responsive educators give children a sense of security, and that relationships between families and Happy Face personnel are built on mutual trust and respect. When children, families, and educators treat each other with respect, interactions will be positive and meaningful.

(c) encourage the children to interact and communicate in a positive way and support their ability to self-regulate

- Research shows that children respond best to a positive approach to guiding behaviour; showing children appropriate ways to interact with others and with the environment is

much more effective than negative or punitive approaches. Educators employ strategies such as noticing and responding to children's cues, responding in a calm manner to a distressed child, assisting children in self-soothing behaviours, helping children to recognize and label their emotions and find appropriate ways to demonstrate those emotions, assisting children in increasing their language skills to express their needs, reducing stressors, and many more.

- Educators model positive interactions and support children as they learn complex social skills such as empathy, negotiation, and the appropriate expression of emotions.
- Educators support self-regulation skills when they help each child to develop strategies to deal with and recover from stress. Educators recognize that self-regulation is different from self-control and is not about compliance.

(d) foster the children's exploration, play and inquiry;

- At Happy Face, we believe that children learn best when they are fully engaged in their play.
- Educators are intentional and reflective practitioners; they carefully consider the interests of the children when planning the curriculum. Our play based curriculum is not a "free-for-all"; the experiences and equipment offered are carefully planned to further the development of each child.
- Daily schedules incorporate large blocks of time when children are able to fully engage in uninterrupted play.

(e) provide child-initiated and adult-supported experiences

- Educators are co-learners with the children; children's ideas, theories, and plans are supported by educators who offer the tools children need to further their exploration and understanding of the world.
- Educators are active participants in children's explorations and play.

(f) plan for and create positive learning environments and experiences in which each child's learning and development will be supported

- Considering the four foundations of HDLH, educators create a learning environment that is carefully planned to inspire children to learn through exploration and play.
- After careful observation, documentation, and reflection, educators offer a variety of experiences that are designed to support and further each child's learning and development.

(g) incorporate indoor and outdoor play, as well as active play, rest and quiet time, into the day, and give consideration to the individual needs of the children receiving child care

- Daily schedules and routines are flexible and based upon the needs of the children; educators recognize that children need active outdoor play every day, as well as

opportunities for quiet activities. Large blocks of uninterrupted time will allow children to fully immerse themselves in their learning.

- Routines such as bathrooming and mealtimes will be designed to meet each child's individual needs and will support children's growing self-care skills.
- Rest time is offered every afternoon; individual nap time routines will be developed in collaboration with families to ensure that the needs of each child are met and the needs of the family are respected.

(h) foster the engagement of and ongoing communication with parents about the program and their children

- Families are always welcome at our programs; our open door policies encourage families to participate as much as they are able to in their child's classroom activities. Families are invited to contribute to the program in a variety of ways such as sharing family traditions. Happy Face welcomes families to participate in various special events throughout the year.
- Educators make every effort to communicate with each family at drop off and pick up time.
- Information is posted on our Parent Information Board; newsletters and reminders are emailed to all parents and are available in a printed format upon request. Families are invited to join our Facebook page where upcoming events and other information is regularly posted.
- Child portfolios are maintained as a way for children to revisit their learning and to share their learning with their families; portfolios are always available to children and their families. Families are invited to participate in their child's portfolio by providing insights into their child's history and experiences outside of Happy Face.
- Documentation, such as learning stories, are displayed in each classroom.

(i) involve local community partners and allow those partners to support the children, their families and staff

- Happy Face fosters relationships with community organizations such as school boards, local community groups, libraries, and other child care organizations. We believe that these connections allow children and families to feel a strong sense of belonging to their community.
- Happy Face has a very strong partnership with early years' professional groups such as Community Living, CHEO, Children's Mental Health, and others. We believe that children benefit from a seamless delivery of services, and we, in collaboration with families, support the delivery of services within our centres whenever warranted.

(j) support staff or others who interact with the children in relation to continuous professional learning

- We believe that educators are reflective practitioners who deserve opportunities for professional growth and learning. Happy Face provides many opportunities for educators and other staff to engage in ongoing professional learning such as conferences, webinars, staff meetings, and training sessions. Whenever possible, wages, travel expenses, and registration fees are paid for approved professional development activities.
- As a condition of employment, and in keeping with the Continuous Professional Learning program of the College of Early Childhood Educators, each Happy Face employee must complete at least two professional development opportunities. Continuous Professional Learning will be considered in employee evaluations and in opportunities for promotion.
- Happy Face has a comprehensive professional development plan which is considered in all budget decisions.

(k) document and review the impact of the strategies set out in clauses (a) to (j) on the children and their families.

- The impact of the practices outlined on our Program Statement will be discussed and documented at meetings of the Board of Directors, Lead Educator meetings, and annual employee meetings.
- Families will be asked for their feedback formally, through parent surveys, and informally, in conversations with Happy Face staff and board members.

Program Statement Implementation Policy

Happy Face Nursery School is dedicated to ensuring the safety and well-being of the children in our care. Staff, students, volunteers and board members will be supported and monitored to ensure they understand and abide by the policies and procedures of Happy Face Nursery School, including the Program Statement.

Staff, students, volunteers, and board members will be supported in the following ways:

- Upon hire, and before interacting with children, the Executive Director or the Assistant Director will discuss and explain the Policies and Procedures as stated in the employee manual, classroom Policies and Procedures binder, Parent handbook, and Program Statement.
- At least annually, and any time there are substantial changes, the Executive Director will hold a mandatory meeting of all employees to discuss and explain the Policies and Procedures of Happy Face Nursery School.
- The Executive Director and/or Assistant Director will facilitate reflective discussions with educators, students, and volunteers.

- Educators will be offered many different professional development opportunities that will align with HDLH and the vision of Happy Face Nursery School. Several of these opportunities will be offered within our organization; some sessions will be mandatory.
- Lead Educator meetings and staff meetings will include reflective discussions as part of every agenda.
- The Executive Director will facilitate reflective discussions with the Board of Directors.
- Educators are given paid programming time to be used to reflect upon their practice, plan curriculum, and document the children's learning.

Staff, students, volunteers, and board members will be monitored in the following ways to ensure compliance with the policies and procedures of Happy Face Nursery School, including the Program Statement:

- All staff, students, and volunteers must read and sign understanding of the program statement before interacting with the children.
- The Executive Director and/or Assistant Director will document informal observations of classroom procedures and implementation of the Program Statement of each employee.
- Any instance of contravention of the Policies and Procedures or Program Statement by an employee will result in progressive discipline as detailed in the Employee Manual.
- Any instance of contravention of the Policies and Procedures or Program Statement by a parent, volunteer, or Board Member will result in immediate removal from the premises and further actions as determined by the Executive Director and Board of Directors.
- Any instance of contravention of the Policies and Procedures or Program Statement by a student will result in the student's immediate removal from the premises and further actions as determined by the Executive Director, up to and including notification of the student's teacher and permanent removal from the centre.
- Formal and informal observations will be considered in all employee evaluations.

Prohibited Practices:

Children benefit from an affirming approach that encourages positive interactions with other children and with adults, rather than from a negative or punitive approach to managing unwanted behaviour. In order to protect the physical and mental health of children, the following practices are not permitted in any Happy Face premises during or outside of regular hours of operation:

- (a) corporal punishment of the child;
- (b) 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;

- (c) locking the exits of the child care centre or home child care 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;
- (d) 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;
- (e) depriving the child of basic needs including food, drink, shelter, sleep, toilet use, clothing or bedding; or
- (f) inflicting any bodily harm on children including making children eat or drink against their will.

Any employee, parent, volunteer, Board Member, community member, or student who demonstrates any of the prohibited practices will be immediately removed from the premises and will not be permitted to return to any Happy Face property until a thorough investigation has been completed. The Children's Aid society will be contacted if there is any risk of harm to a child.

Facilities and Programs

Happy Face operates six locations to accommodate families in SD&G. For more information regarding any of our programs, please contact our Executive Director at 613-809-8550. Please note that all programs operate based on enrolment – the Board of Directors reserves the right to reduce or cease operations of any program.

Please remember that all of Happy Face Nursery School locations are a smoke free environment.

Chesterville Child Care:

Located at 38 College Street, Chesterville Public School

Toddler Program: 15 children aged 18-30 months; 3 spaces may be used by walking children 12-18 months old.

Preschool Program: 16 children 2.5-5 years of age

Kindergarten Program: 26 children 3.8-5 years of age

School Age Program: 30 children 6-12 years of age

Open Monday – Friday, 6am-6pm

Open year round, including all school holidays and snow days, with the exception of statutory holidays.

Contact number: 613-448-2771 or happyfacechesterville@gmail.com

Morrisburg Child Care:

Located at 16 Second Street, Morrisburg P.S., Morrisburg

Toddler Program: 15 children aged 18-30 months; 3 spaces may be used by walking children 12-18 months old.

Preschool Program: 16 children 2.5-5 years of age

Kindergarten Program: 26 children 3.8-5 years of age

School Age Program: 30 children 6-12 years of age

Open Monday – Friday, 6am-6pm

Open year round, including all school holidays and snow days, with the exception of statutory holidays.

Contact: 613-543-3156 happyface.morrisburg@gmail.com

Nationview Child Care:

Located at 3045 County Road 1, Nationview Public School, South Mountain

Toddler Program: 15 children aged 18-30 months; 3 spaces may be used by walking children 12-18 months old.

Preschool Program: 16 Children age 2.5– 5 years of age

Kindergarten Program: 26 children 3.8-5 years of age

School Age Program: 30 children 6-12 years of age

Open Monday – Friday, 6am-6pm

Open year round, including all school holidays, with the exception of statutory holidays.

Contact number: 613-989-3248 or nationviewhappyface@gmail.com

North Stormont Ready 2 Learn:

Located at 57 Cockburn Street, North Stormont P.S., Berwick

Before and After School programs for 26 kindergarten and 30 school age children.

Open 6:00am – 6:00pm September – August.

Programs may operate during school holidays if there is parent need and adequate enrolment.

Contact: 613-809-8550 happyface.nsps@gmail.com

Roxmore School Age Program:

Located at 16279 Fairview Drive, Roxmore Public School, Avonmore

Before and After School programs for 26 kindergarten and 30 school age children.

Open 6:45am – 6:00pm September – June.

Roxmore may operate during school holidays if there is parent need and adequate enrolment.

Contact: 613-809-8550 happyface.roxmore@gmail.com

Williamsburg School Age Program:

Located at 12600 County Road 18, Timothy Christian School, Williamsburg

Before and After School programs for 30 Primary/ Junior School Age children

Open 6:30 am – 6:00 p.m. year round

Programs may operate during school holidays if there is parent need and adequate enrolment.

Contact: 613-774-4707 ed.happyface@gmail.com

Winchester Nursery School:

Located in the Wesleyan Church, 537 Main Street, Winchester

Early Learning Program: Wednesday 8:30am – 1:30pm or as warranted by attendance

16 children aged 2.5 – 5 years; a maximum of three spaces may be used by children aged 18 months – 2.5 years.

Contact: 613-809-8550 happyfacewinchester@gmail.com

Specialized Services

Happy Face is committed to the inclusion of children with special needs. Our aim is to provide each child with appropriate support to ensure his/her development progress. Community Living may also provide various levels of support depending on the needs of your child. Please contact the program supervisor for more information about this service.

Statutory Holidays

Happy Face programs are closed on the following holidays:

New Year's Day, Good Friday, Victoria Day, Canada Day, Civic Holiday, Labour Day,

Thanksgiving Day, Christmas Day, Boxing Day, Family Day

Child Care fees will not be charged for statutory holidays.

Registration

In order to enroll a child for a position at Happy Face, the parent must complete a registration package which includes pertinent information regarding the child. This package must be

completed and reviewed with the Lead Educator before the child may attend the program.

Before the child's first day of attendance, the parent must also provide up to date immunization records.

Non-payment of Fees

Should circumstances arise involving non-payment of fees, the following policy will be enforced:

Fees must be paid in advance; therefore, any outstanding balance is considered to be in arrears. Parents will receive an invoice and/or letter requesting immediate payment of outstanding fees. If fees remain unpaid, the Board of Directors reserves the right to terminate services until fees are paid in full.

Parents will be required to pay fees by e-transfer, cash or money order if two cheques are returned.

Absences

Fees will not be charged for planned absences when at least 48 hours' notice has been given. HFNS schedules staff based on enrollment; therefore, unplanned absences (sickness, last minute schedule changes, etc.) will be subject to regular tuition fees if at least 48 hours' notice of absence was not given.

Parent Involvement

Daily contact with parents and staff can be supplemented with individual interviews if requested. Parents are encouraged to visit our programs at any time during the day. Also, we encourage you to become aware of our curriculum and your child's daily schedules as much as possible through Notices, Newsletters, and the Parent information board. Information is also posted regularly on our Facebook page "Happy Face Nursery School Child Care Centres" and our Website "<http://www.happyfacechildcare.ca>"

We welcome your participation on our Board or on any of the various committees; committees often require only a short-term commitment. Please speak to your site liaison regarding opportunities for service with the Board of Directors and its committees. We appreciate all volunteers – in and out of the classroom. Please speak with your Lead Educator and/or Site Liaison regarding a variety of volunteer opportunities.

You are always welcome to join us for special events, making the day extra special for your child.

ChildcarePro

As part of our effort to streamline and modernize our operations, we have purchased software that will facilitate parent communications and invoicing processes. We hereby request your consent to disclose the collected information to Vari Tech Systems Inc. for the purpose of managing the software childcarepro on behalf of The Facility and in accordance with the Vari

Tech Privacy Code. Vari Tech Systems Inc. will not disclose such personal information without further consent unless required or permitted by law. For additional information about the Vari Tech Privacy Code, please visit www.varitechsystems.com or contact the Vari Tech Privacy Officer at 204-231-7068 or by email at admin@childcarepro.ca.

Arrival and Departure

Regular attendance encourages your child to develop a sense of trust and belonging with the other children and staff. Having developed a sense of belonging, your child will feel more secure in the childcare setting and will be able to benefit more fully from the program.

Please notify the centre as early as possible if your child is unable to attend.

If adequate notice is not given, you will be charged regular fees.

We assume responsibility for the care and safety of your child after he/she is met by a staff member. When your child arrives, notify an educator of your child's presence. Similarly, when picking up your child, make sure a staff member knows your child is leaving.

When you are picking up your child, enter the premises and make sure a staff member knows you are leaving.

Parents assume responsibility for their child as soon as they enter the child care room. Children must be picked up by a responsible and sober adult. If there is any suspicion of impairment, you will be asked to contact someone else to pick up your child. If an allegedly impaired adult attempts to leave with a child, the police will be called immediately.

If your child will be leaving the program early for any reason, please inform the Centre as soon as possible so they can assist in preparing the child for his or her departure.

Late Pick-Up

Centre closing times are posted at each location. Children must be picked up and have left the premises by their pre-arranged time or a late pick up fee will be charged.

If at closing your child has not been picked up, and we are unable to reach you, your emergency contacts will be called to pick up your child. Please ensure that your list is up-to-date with contacts who are available on short notice and are near the centre for quick pick up.

Late Fee is \$10 for every 10 minutes.

Extenuating circumstances will be considered. We are not asking families to drive carelessly in inclement weather to pick up their children on time. Please contact the centre as soon as you

become aware that you may be late. In the case of repeated late pick ups, families may be given notice that services will no longer be provided.

Authorization to Pick Up

You may wish to have a responsible person other than yourself pick up your child either on a regular basis or on occasion. The following procedure must be observed:

If the pick-up, at any time, is to be done by someone other than yourself, please supply that person's name and telephone number on the child's registration form completed at the initial intake interview. If you arrange for a person who is not designated on the registration form to pick up your child, please provide their name in writing to the centre. **Under no circumstances will any child be released to any person not designated in writing by the parent.** Until we get to know the person picking up the child, staff will ask for photo identification, e.g. driver's license.

In the event there is a Court Order in effect denying access to your child, a copy of the order must be on file at the Centre; otherwise, we cannot comply with the order. When a court order is in place and an attempt is made to pick up a child by the non-custody parent, we will do our best to comply with the court order. We will contact the custody parent and/or the police. The safety of your child is our utmost concern as well as the safety of the entire group and the staff. Any actions taken will be in the best interest of the safety of all concerned.

Visitation rights of a parent engaged in joint custody must be exercised outside of child care hours.

Inclement Weather

Most Happy Face sites are open as usual during school 'snow days'. In the case of extreme inclement weather where the Lead Educator and the Board of Directors decide to close the site, each family will be contacted by telephone as soon as possible. To confirm the policy of your child's sites regarding snow days, please speak with your Lead Educator.

Centre Closure

The centre will close in circumstances where the health and safety of the children and the staff is at jeopardy. For example, when there is no hydro for an extended period of time (which is necessary for heat, lights, running water, and operation of toilets), the centre will close.

The Centre will also be closed during statutory holidays.

Daily Schedule

Every day, the children will be encouraged to learn through play. Early Childhood Educators carefully plan the learning environment to promote development of skills in all areas as defined

in the Ontario Early Learning Framework. Daily activities will include creative art, literacy, numeracy, science, fine motor skills, gross motor skills, and outdoor play. The children will also learn self-help skills and social skills while following our daily routines.

Rest Time

A rest period of no longer than two hours is offered to all toddler and preschool children following the mid-day meal. Each child is assigned his/her own cot and bedding. Bedding is washed at the centre weekly, or more often if necessary. As children settle on their beds, non-sleepers will rest quietly. Children who do not sleep will be offered the opportunity to join in a quiet group activity after all the sleepers are resting.

Parents will be consulted regarding their child's sleeping or resting habits at registration, when the child changes rooms, and at any other time when the parent or educator feel the child's needs have changed. We understand that parents know their children best and that evening bed times can be affected by afternoon naps. Educators will do their utmost to follow parents' directions for their child's sleep routines, but the daily needs of the child will also be considered. Educators will not **prevent** a child from sleeping; for example, educators will not force a sleeping child to remain in an upright position in order to prevent sleep. Alternate quiet activities will be offered to discourage sleep if a parent has indicated that their child should not nap.

Sleep rooms will always have adequate lighting to ensure staff can supervise the children. Direct Visual Checks will be performed on sleeping children at least every 30 minutes. A Direct Visual Check involves the following:

- Physically going to the child's side
- Gently placing a hand on the child's back or face
- Observing the child for any signs of distress or unusual behaviours such as, but not limited to, change in skin colour, signs of overheating, change in breathing, sounds of distress such as moaning or whimpering, any other unusual behaviour
- If any changes in behaviour or signs of distress are observed, educators will perform Direct Visual Checks more frequently, for example, every 10 minutes if a child shows signs of overheating

Direct Visual Checks will be recorded and posted or kept in the attendance clipboard. Any changes in sleep patterns or behaviour will be documented in the staff communication log and will be discussed with the parent at pick up or earlier if warranted.

Outdoor Play

Children must go outside for a minimum of 2 hours per day, weather permitting. Children need to be appropriately dressed for the occasion and temperature.

Winter Protection

The amount of time spent outside depends on the weather that particular day. In cases where there is excessive precipitation, extreme cold, or wind chill, the children will remain indoors.

There are some safety factors relating to your child playing outdoors in the fall and winter. Certain areas will be closed within the playground as the ground becomes frozen when the temperature drops. However, enhancements such as wagons, sleds and other “sand-type” toys will be offered.

In winter, your child should be dressed in warm, comfortable clothing that will allow them the freedom to enjoy the snow. Children require a snowsuit, hat, mittens and boots. The drawstrings or cords on hoods, hats, jackets, or mittens should be taken off if possible, or tied-up or tucked-in. Your child’s jacket should be zipped securely, and scarves should be tucked inside their coats. Neck warmers are recommended rather than scarves. Winter boots should fit securely. Please send extra mittens and socks to ensure your child’s comfort should they become wet.

Summer Protection

The amount of time spent outside depends on the weather that particular day. In cases where there is excessive heat or humidity, the children will remain indoors. The centre is temperature controlled. From time to time, areas of the playground will be closed, i.e. in excessive heat, and we will seek other outdoor areas that offer shade from the sun.

We strongly recommend your child be protected from the sun by wearing a sun hat and loose cotton clothing. Running shoes have more flexibility and provide a better grip during active play. If sandals are worn, they should be buckled securely in place. We discourage you from sending your child in vinyl dress shoes or flip-flops as they can be quite slippery.

Sunscreen

HFNS will provide sun screen for all children. If your child requires a specific brand, this will need to be provided to the daycare. Staff members will apply sunscreen to your child 15 minutes prior to going outside.

If you have any questions or comments in regards to our policies regarding outdoor play, please speak to any educator.

Clothing

Please send an extra set of clothing for emergencies. Sometimes drinks are spilled, or we have an exceptionally good time at the water table, or we are so busy playing we do not make it the washroom on time. Also, provide indoor shoes to be kept at the site.

The Health of Your Child

Happy Face is dedicated to protecting the health and safety of your child by promoting healthy practises and enforcing safety measures.

Hand washing and Personal Hygiene

It is important to teach children at any early age proper hand washing and good habits of personal hygiene. Children in a group setting will be exposed to germs and communicable illnesses, much of which can be avoided with proper hand washing.

Immunizations

Immunization is the most effective way of preventing infections such as tetanus, diphtheria, polio, whooping cough, measles, mumps, rubella, and meningitis. All staff and children who do not attend publicly-funded schools must provide up to date immunization records before attending the centre.

1. Immunization schedules should meet the recommendations of the Medical Officer of Health/Ontario Ministry of Health.
2. Immunization records should be reported and recorded with the Eastern Ontario Health Unit Immunization Program.
3. Immunization records will be kept on file at the day care center.
4. Exemptions apply when the parent of the child objects to the immunization on the ground that the immunization conflicts with the sincerely held convictions of the parent's religion or conscience or a legally qualified medical practitioner gives medical reasons to the licensee as to why the child should not be immunized.

Immunization Exemption Procedure

1. Parents of children who object to immunization due to religious/conscience or medical reasons must complete a standardized ministry approved form. These forms will be retained in children's records. Ministry approved forms for religious/conscience objections must be completed by a "commissioner for taking affidavits" (i.e. notarized).
2. Medical exemptions forms must be completed by a doctor or nurse practitioner.

Exclusion from Child Care Facility

Children with incomplete immunization records may be excluded from a child care facility at the direction of the Eastern Ontario Health Unit.

Illness

Guidelines for the exclusion of children with infectious disease are available in the policy and procedure manual and parent handbook as well being posted in the classroom. These guidelines are for educational purposes only; medical doctors should provide specific medical advice, diagnosis, and treatment.

Children must **not** attend the daycare in the following circumstances:

- the child has had a fever within the last 48 hours
- the child has had vomiting or diarrhea within the last 48 hours
- the child has an undiagnosed rash
- a contagious condition is suspected (i.e. pink eye, chicken pox)
- the child is not feeling well enough to participate in all daycare activities (including outdoor play)

Normal body temperature is 36°C to 37.5°C (96.8 to 99°F). A body temperature of 38°C (100.4°F) or higher indicates a fever.

The Lead Educator will maintain records of any illnesses in the children attending the daycare and will advise the Medical Officer of Health of the presence of any of the reportable diseases as specified by the Eastern Ontario Health Unit. The Lead Educator will also report to the Eastern Ontario Health Unit any illnesses affecting two or more of the children or staff attending the daycare.

Health Check

Each day as children arrive, staff will do a brief health check. Children will not be accepted for care should they have signs and symptoms that they are not able to participate in the program. Children will be dismissed immediately when they develop conditions such as:

- fever (flushed skin, glassy eyes, pale complexion, hot to touch),
- diarrhea (continuous or frequent bowel movement which can not be contained),
- vomiting
- un-diagnosed rash (which might indicate ringworm, impetigo, chicken pox, etc)
- signs and symptoms of other common childhood diseases.

Young children are very susceptible to Chicken Pox, Pink Eye, Strep Throat, Fifth Disease, and Hand Foot and Mouth Disease, as well as the common cold. Every attempt is made to cope with minor illness; we appreciate that you cannot leave work easily. However, there will be times where your child's symptoms could be threatening to others. Therefore, you must arrange for alternate care for instances when your child is ill and cannot participate in our program and you are not in a position to leave work.

In cases where a child has developed minor illness during the course of the day, the Lead Educator will record symptoms and provide notice to the parent upon pick up.

Administration of Medication

Medication, variation in diet, or any special medical procedures will only be administered upon the written order of a physician, parent, or legal guardian of the child. Prescribed medication will be administered for the duration as per instructions of a physician.

The drug or medication to be administered must be in the original container as supplied by the pharmacy.

Administration of Oral Medication forms are available from centre staff. The parent or guardian must complete forms. Centre staff will administer medications upon completion of these forms; in certain cases, a doctor's written instructions may be requested.

Diapering and Toileting

Happy Face helps children with diapering and toileting by following the guidelines and standards of the Eastern Ontario Health Unit. Parents/guardians are required to notify the staff of your child's bathroom routines at home. Parents/guardians must provide extra clothes, pull-ups, diapers, wipes, and any creams.

Cleaning and Sanitizing

In order to reduce the risk of spreading communicable illnesses, all toys and equipment are cleaned and sanitized regularly as required by the Eastern Ontario Health Unit. Cleaning is done with soap and water, and sanitizing is done with a bleach and water solution.

Head Lice Policy

Head lice checks may be completed at any time on all children in the Centre.

If head lice are discovered, the child's parents/guardians will be contacted to pick up their child immediately. Infested children will be cared for away from others until their parents arrive. Parents must treat their child with a head lice shampoo, and all nits must be removed before the child may return to the Centre. When the child returns, a staff member will complete a head lice check.

If lice have been found on any child in the Centre, staff will take precautions to properly clean the daycare including thorough vacuuming, laundering all washable items, and temporary removal of any dramatic play “costumes”. Head checks will be performed daily for at least ten days from the last lice discovery.

Nutrition

Happy Face is dedicated to promoting healthy eating habits. Menus are carefully planned to ensure that all nutrition guidelines of the Day Nurseries Act and Eastern Ontario Health Unit are met or surpassed. Menus are posted on the parent information board.

Parents are responsible to inform the Lead Educator in writing of any foods their child must avoid due to allergy, sensitivity, or cultural beliefs. Kindergarten and school age children must bring their lunches to full day programs. Healthy foods and food safety guidelines must be followed – information will be provided to parents at registration and will also be posted on the parent information board.

After School Snacks (Kindergarten and School Age programs)

Happy Face provides a snack program after school. We believe that it is important for children to develop healthy eating habits and self-regulation skills. In order to promote these healthy life skills, we have developed a snack basket program that allows children to self-serve and choose their own snack foods. Healthy foods are sorted by food group into four different baskets. Children are encouraged to choose two items, but the foods must come from two different baskets. Some examples of what choices may be offered are the following: apples, bananas, unsweetened apple sauce, peaches, whole wheat crackers, carrot sticks, whole wheat baked goods, whole grain cereal, melba toast, yogurt, cheese, hummus, and many other options.

During full day kindergarten and school age programs (March Break, PD Days, summer vacation, etc.), children must bring their own drinks, snacks, and lunch. Information from the Eastern Ontario Health Unit regarding nutrition and food safety will be provided to parents.

Happy Face Child Care Centres are Nut Free

Emergency Information

General emergency information is collected during the enrolment process. Please ensure that you provide at least two alternate persons to contact in case of an emergency. Emergency information will be updated annually.

Please inform the staff immediately if:

- your telephone or emergency number changes

- you move to a different address
- you change your job or leave your place of employment
- you wish to change the persons authorized to pick up your child

Should your child require emergency medical treatment, arrangements will be made for the child's transportation. Staff will not transport children in their vehicles to the hospital or the Doctor's office. Should your child require medical treatment that is not of an urgent nature, you will be called to transport the child for medical assistance. If you are not available, your alternate contact person will be called.

Serious Occurrences

Serious Occurrences are events that are deemed by the Ministry of Education to be serious in nature including, but not limited to, injuries requiring medical attention, a missing child, allegations of abuse, natural disasters, or any other event that disrupts the normal operation of the program. In the event of a Serious Occurrence, a Serious Occurrence Notification Form will be posted on the parent information board for at least ten days.

Fire Safety and Emergency Evacuation Procedure

Fire drills and emergency evacuation procedures have been written in conjunction with the local fire department and are approved by the Fire Chief. A fire drill is performed each month to practice our evacuation techniques. Children must have proper foot wear at all times.

Child Abuse and Neglect

Under existing legislation, Happy Face employees are required by law to report suspected child abuse or neglect to the Children's Aid Society (CAS). Happy Face employees are not permitted to contact the family before calling CAS. It is the responsibility of CAS to verify whether such abuse or neglect has occurred.

Confidentiality

All employees and members of the Board of Directors have taken an oath of confidentiality. Information about your family is held in strictest confidence. As well, staff members are not at liberty to discuss with you issues regarding other families at the site. Please adhere to proper channels of communication for all inquiries. Inquiries can be made through the Lead Educator and/or Executive Director.

In certain cases, the safety of the children and staff require Happy Face to contact authorities. The Child and Family Services Act requires us to report any suspicion of child abuse or neglect to the Children's Aid Society. We are also bound to protect the safety of all children and staff in a centre; if a situation arises where that safety is jeopardized, the police will be contacted. The duty to report overrides any requirement of confidentiality and may result in the release of private information to those agencies as required by law.

Fee Subsidy

Fee subsidies are available from the municipality to working families based on their previous year's income tax return. For more information, or to apply, call the Child care Services Division of the City of Cornwall at 613-933-6282 extension 3310.

In cases where fee subsidies are provided from other sources, for example, Ontario Works, Developmental Services, etc., the method of payment must be clarified and a contract signed at the time of enrolment.

Income Tax Receipts

Income tax receipts will be issued on an annual basis and will be distributed on or before February 28th.

Admission

An interview with the Lead Educator at the Child Care Center will familiarize you and your child with the centre's program, staff, and policies. Any questions you may have will be answered, and you will be asked to complete the necessary admission forms prior to your child's enrolment.

Wait List Policy

Happy Face Nursery School maintains a waiting list for families who:

- a) Would like to register their child(ren) in a program that currently does not have any available space
- b) Have an infant who is too young to attend
- c) Are looking for care to start at a later date

There is no fee for families to be added to the wait list. At any time, families may contact the centre to find out where they are on the list. Families are expected to notify the centre of any changes in contact information and/or any changes in their child care needs.

As spaces become available, parents will be contacted in consideration of the following factors:

1. Children who attend part time and are awaiting a full time space
2. Children with siblings who currently attend the centre
3. Children of active staff members
4. Children who are requesting a transfer from a different location
5. Date of application

Other factors, such as dire need, may alter the order in which spaces are offered – Happy Face Nursery School reserves the right to offer child care spaces to families at their discretion. If a space is offered, and the family refuses it, they must reapply to the waiting list and will be given a new date of application.

Placement on the waiting list and completion of registration information is NOT a guarantee of placement at a centre.

Withdrawal

A written notice of permanent withdrawal must be given two weeks in advance. If you withdraw your child without giving adequate notice, you will be billed for two weeks fees per your existing contract. If you temporarily withdraw your child from a program, your permanent space cannot be guaranteed. Your child will be placed on a waiting list and every attempt will be made to meet your child care needs.

Dismissal Policy

Some extreme situations may result in a family being asked to leave the centre. Such circumstances include but are not limited to:

- families not in good standing; fees not paid
- the program no longer meets a child's need and their behaviour is disruptive to the point where the centre's program is in jeopardy
- in situations where the health and/or safety of the child, the other children, and/or the staff is compromised
- when bylaws and policies of the corporation have not been followed.

Staff

Our Supervisors and Educators are trained in the field of Early Childhood Education. All educators are trained in First aid and C.P.R. Employees receive ongoing professional development to keep them informed of the latest theories and research in child development.

Volunteers and Placement Personnel

Children will be supervised by a qualified adult at all times. A qualified adult must be over 18 years of age and be an RECE (or equivalent with Director's approval). Only qualified adults who are employees of Happy Face Nursery School will have direct unsupervised access to the children in the Centre's care.

Students and volunteers must be supervised by an educator at all times while in the presence of children. Before participating in any program, students and volunteers must provide a current criminal reference check including vulnerable sector (CPIC) and must read, understand, and sign off on all policies and procedures of Happy Face Nursery School.

The following responsibilities must be met:

Board of Directors

- Ensure that child care centre has sufficient insurance that includes volunteers.

Lead Educator

- Review and ensure that all staff, students and volunteers sign policies and procedures prior to start date and annually thereafter.
- Ensure that all staff, students, and volunteers have provided current clear Criminal Reference Check including vulnerable sector (CPIC).
- Provide and explain the centre's childcare philosophy.
- Conduct a tour of the school and explain fire procedures.
- Provide a copy of the parent handbook to students and or volunteers.
- Ensure appropriate supervision of students and volunteers at all times
- Review student information package.
- Explain expectations of the child care centre.

Cooperating Teacher

- Should have at least two years of experience in a licensed childcare centre
- Ensure that students and volunteers are supervised at all times while in the presence of children
- Review student information package.
- Report any concerns regarding the conduct of students and volunteers to the Lead Educator
- Complete any reporting documents and evaluations as required for students.
- Communicate frequently with students about progress.
- Model and mentor appropriate behaviours, conduct, and program philosophy.

STUDENT

- Read, understand, and sign-off on all policies and procedures.
- Abide by the policies and procedures of the centre.
- Provide the following documents: WSIB form, Clear Criminal Reference Check including vulnerable sector (CPIC), Emergency information, CPR and First Aid (if applicable), student information package.
- Maintain confidentiality at all times.

VOLUNTEER

- Read, understand, sign-off on, and abide by all policies and procedures.
- Provide the following documents: Clear Criminal Reference Check including vulnerable sector (CPIC), Emergency information.
- Maintain confidentiality at all times.

Students and volunteers will be monitored on an ongoing basis by the Supervisor and Cooperating Teacher. Any violation of this policy will result in disciplinary action and/or dismissal.

This policy will be reviewed annually.

Criminal Reference Check

Obtaining a vulnerable sector check is a precautionary measure that is used to help determine whether individuals who are involved in the provision of child care are fit and suitable to hold these positions of trust. Considering a person's relevant criminal history helps to ensure the safety and well-being of children in care. (CCEYA manual). Criminal Reference Checks (CRC), including Vulnerable Sector Check (VSC) are required of all employees, volunteers, and Directors of Happy Face Nursery School. It is the responsibility of the employee/volunteer to obtain a CRC/VSC from the Ontario Provincial Police. Criminal Reference Checks will be kept in the staff/volunteer file in a sealed envelope labelled "CRC: Confidential" with the applicant's name and the date the CRC was completed. Copies of the CRC/VSC may be made, but the employee must present the original for review by a member of the management staff. Copies must be marked as a true copy and be signed and dated by the management staff member performing the review. Upon termination of employment or membership in Happy Face, the sealed envelope will be returned to the employee/volunteer.

Employees:

- All employees must have a current (within six months) and clear Criminal Reference Check conducted by a police force upon hiring and before interacting with children.
- A new CRC/VSC must be obtained every five years for all staff and submitted to the Executive Director for verification.

- A signed Offense Declaration must be submitted every year that a CRC/VSC is not required. It must be provided within 15 calendar days of the anniversary date of the CRC/VSC.

Volunteers:

- All Volunteers must submit a current and clean Criminal Reference Check to the Executive Director before being allowed to volunteer within the site.
- A new CRC/VSC must be provided every 5 years and submitted to the Executive Director for review.
- A signed Offense Declaration must be submitted every year that a CRC/VSC is not required. It must be provided within 15 calendar days of the anniversary date of the CRC/VSC.

Board of Directors:

- All members of the Board of Directors must submit an up-to-date, clean Criminal Reference Check to the Executive Director.

In the event that a CRC/VSC cannot be obtained before the employee or volunteer will begin interacting with children, the following precautions will be taken:

- The employee/volunteer will not be left alone with children
- The employee/volunteer will not perform diapering or toileting routines
- An offense declaration will be completed and signed by the prospective employee/volunteer
- The employee/volunteer will provide proof from the police force that a CRC/VSC request was submitted within one week of the first day of work

In the event of a positive reference check (a criminal background is revealed), the Board of Directors will meet to discuss the advisability of allowing an employee or volunteer to continue in their requested role. There must be a unanimous vote in favour of allowing the employee/volunteer to remain in their role. Certain restrictions will apply.

A licensee may terminate a person's employment or volunteer position after receiving the vulnerable sector check if the vulnerable sector check identifies past convictions that cause the licensee to believe the individual is unfit to work with children, including convictions for any offence set out in Section 9 of the CCEYA. (CCEYA manual)

Staff

- All Staff must have a current and clean Criminal Reference Check upon hiring.
- Criminal Reference Checks must be updated annually for all staff and submitted to the Executive Director for verification.
- A signed Offense Declaration may be submitted for two years with a new CRC being completed a minimum of every three years.

Volunteers

- All Volunteers must submit a current and clean Criminal Reference Check to the Executive Director before being allowed to volunteer within the site.
- A new CRC must be provided annually.

Board of Directors

- All members of the Board of Directors must submit an up-to-date, clean Criminal Reference Check and have 2 other members witness that they have viewed it.

In the event of a positive reference check (a criminal background is revealed), the Board of Directors will meet to discuss the possibility of allowing an employee or volunteer to continue in their requested role. There must be a unanimous vote in favour of allowing the employee/volunteer to continue in their role. Certain restrictions will apply.

Special Events

Throughout the year, special events are planned to extend the children's learning. These events may involve special guests or off site excursions. If an excursion or field trip is planned, signed permission must be received from each parent. If a parent does not give consent, the child will not be permitted to participate; the parent may need to make alternate care arrangements. Some special events may require the collection of fees; for example, admission fees. Parents are always welcome to join us.

Toys from Home

Except for toys that are needed to ease the transition from home to the centre, please encourage your child to leave his/her toys at home.

We will not accept guns, swords, war toys or any toys that promote aggression in their use. Should these toys be brought into the centre, you will be asked to remove them immediately. Should these toys be left at the centre, they will be stored in a secure space. Your child will not have access to these toys under any circumstances.

Birthdays

Birthdays are a special time for children. You may wish to bring in something special to help celebrate i.e. cupcakes, cakes, cookies etc. Please check with the supervisor for ideas. The Ministry of Health insists that gifts of food are prepared in a commercial kitchen. Please ensure that items are labelled with ingredients for the sake of the children who have food allergies. All food items must be nut free.

Fundraising

Happy Face is a non-profit organization. Our expenses are met from fees paid by families for child care services rendered. The fundraising committee organizes fundraising events to supplement tuition income in order to meet operational costs and purchase new equipment. This committee calls on total membership for help.

Charitable Status

Happy Face has charitable status meaning that we can accept donations and return a charitable receipt for income tax purposes. If you or someone you know may be interested in supporting Happy Face through monetary donations or the donation of goods, please speak to your Lead Educatr or the Executive Director.

Nationview Location

Parking

Please park in the small parking lot to the South of the school. Enter the centre through the door at the South end of the school which is dedicated to Happy Face. For safety reasons, doors will remain locked at all times. To gain entrance, you must ring the bell and wait for the doors to be unlocked. Do not park in the bus lanes, and do not interfere with bus arrivals/departures. Do not leave your vehicle running. Do not allow children to exit the building without you.

Fees

Fees are expected to be paid in advance; for example, biweekly for the following two weeks. Parents may choose to pay weekly, bi-weekly, or monthly and may leave a series of post-dated cheques. Payments of e-transfer, cash or cheque are accepted.

Daily tuition fees are as follow:

- Toddler Program
 - Full day \$35
 - Half day (6am-11:30 am or 12:30pm-6pm) \$25; space permitting
- Preschool Program
 - Full day \$32
 - Half day (6am-11:30 am or 12:30pm-6pm) \$25; space permitting
- A 10% family discount will be applied to any family with more than one child attending full day programs
- Kindergarten & School Age
 - \$5/hour
 - Minimum fee of \$5.00 per day
 - 48 hours notice of absence required, or minimum daily fee (\$5) will be charged
 - Maximum weekly fee \$75 per child

Emergency Evacuation Location

In case of an emergency Happy Face Nationview's emergency evacuation location is:

The Pioneer Gas Bar
10514 Main Street
South Mountain, Ontario K0E 1S0
613-989-2351

*In the event of an emergency, our Executive Director can always be reached at 613-809-8550.

North Stormont Location

Parking

Please park in the parking lot in front of the school. Enter the centre through the school's main entrance. For safety reasons, doors will remain locked at all times. To gain entrance, you must ring the bell and wait for the doors to be unlocked. Do not park in the bus lanes, and do not

interfere with bus arrivals/departures. Do not leave your vehicle running. Do not allow children to exit the building without you.

Fees

Fees are expected to be paid in advance; for example, every Friday for the following week's attendance. Parents may choose to pay weekly, bi-weekly, or monthly and may leave a series of post-dated cheques. Payments of e-transfer, cash or cheque are accepted.

Tuition fees:

- Before and After School Program:
 - Kindergarten & School Age: \$6/hour; maximum weekly fee \$80 per child
 - Minimum fee of \$6 per day
 - 48 hours notice of absence required, or minimum daily fee (\$6) will be charged
- Full day programs:
 - \$30 per day

Emergency Evacuation Location

In case of an emergency, Happy Face North Stormont's emergency evacuation location is:

North Stormont Township Office
15 Union Street
Berwick, Ontario K0C 1G0
613-984-2821

*In the event of an emergency, our Executive Director can always be reached at 613-809-8550.

Morrisburg Location

Parking

Please park in the parking lot to the West of the school. Enter the centre through the doors at the North end of the school – these doors are dedicated to Happy Face. For safety reasons, doors will remain locked at all times. To gain entrance, you must ring the bell and wait for the doors to be unlocked. Do not park in the bus lanes. Do not leave your vehicle running. Do not allow children to exit the building without you.

Fees

Fees are expected to be paid in advance; for example, every Friday for the following week's attendance. Parents may choose to pay weekly, bi-weekly, or monthly and may leave a series of post-dated cheques. Payments of e-transfer, cash or cheque are accepted.

Daily tuition fees are as follow:

- Toddler Program
 - Full day \$35
 - Half day (6am-11:30 am or 12:30pm-6pm) \$25
- Preschool Program
 - Full day \$32
 - Half day (6am-11:30 am or 12:30pm-6pm) \$25
- A 10% family discount will be applied to any family with more than one child attending full day programs

Emergency Evacuation Location

In case of an emergency, Happy Face Morrisburg's emergency evacuation location is:

Chartwell Hartford Retirement Centre

3 Fifth Street West

Morrisburg, Ontario K0C 1X0

613-937-7273

*In the event of an emergency, our Executive Director can always be reached at 613-809-8550

Chesterville Location

Parking

Please park in the parking lot to the South of the school. Enter the centre through the doors to the West (left) of the school's main entrance; these are dedicated to Happy Face. For safety reasons, doors will remain locked at all times. To gain entrance, you must ring the bell and wait for the doors to be unlocked. Do not park in the bus lanes, and do not interfere with bus arrivals/departures. In order to ensure the safety of the children, vehicles are not permitted to enter and/or leave the parking lot during time of bus arrivals and departures. Do not leave your vehicle running. Do not allow children to exit the building without you.

Fees

Fees are expected to be paid in advance; for example, biweekly for the following two weeks. Parents may choose to pay bi-weekly or monthly and may leave a series of post-dated cheques. Payments of cash, e-transfer, or cheque are accepted.

Daily tuition fees are as follow:

- Toddler Program
 - Full day \$35
 - Half day (6am-11:30 am or 12:30pm-6pm) \$25; space permitting

- **Preschool Program**
 - Full day \$35
 - Half day (6am-11:30 am or 12:30pm-6pm) \$25; space permitting
- **Before and After School Programs:**
 - Kindergarten and School Age: \$6 per hour
 - Minimum fee of \$6 per day
 - 48 hours notice of absence required, or minimum daily fee (\$6) will be charged
 - Maximum weekly fee \$80 per child
- A 10% family discount will be applied to any family with more than one child attending full day programs

Emergency Evacuation Location

In case of an emergency, Happy Face Chesterville's emergency evacuation location is:

Garden Villa
66 Chest Street County Road 7
Chesterville, Ontario K0C 1H0
613-448-1116

*In the event of an emergency, our Executive Director can always be reached at 613-809-8550

Avonmore Location

Parking

Please park in the parking lot beside the school. Enter the centre through the school's main entrance. For safety reasons, doors will remain locked at all times. To gain entrance, you must ring the bell and wait for the doors to be unlocked. Do not park in the bus lanes, and do not interfere with bus arrivals/departures. In order to ensure the safety of the children, vehicles are not permitted to enter and/or leave the parking lot during time of bus arrivals and departures. Do not leave your vehicle running. Do not allow children to exit the building without you.

Fees

Fees are expected to be paid in advance; for example, biweekly for the following two weeks. Parents may choose to pay bi-weekly or monthly and may leave a series of post-dated cheques. Payments of cash, e-transfer, or cheque are accepted.

Tuition fees:

- **Before and After School Program:**
 - Kindergarten & School Age: \$6/hour
 - Minimum fee of \$6 per day

- 48 hours notice of absence required, or minimum daily fee (\$6) will be charged
- Maximum weekly fee \$80 per child
- Full Day Program:
 - \$30 per day

Emergency Evacuation Location

In case of an emergency, Happy Face Roxmore's emergency evacuation location is:

Avonmore Community Centre
16299 Fairview Drive
Avonmore, Ontario K0C 1C0
613-346-0174

*In the event of an emergency, our Executive Director can always be reached at 613-809-8550

Winchester Location

Parking

Please park in the parking lot beside the church. Enter the church basement through the doors at the side of the church. Do not leave your vehicle running. Do not allow children to exit the building without you.

Fees

Fees are expected to be paid in advance; for example, biweekly for the following two weeks. Parents may choose to pay weekly or monthly and may leave a series of post-dated cheques. Payments of cash, e-transfer, or cheque are accepted.

Daily:

- \$25.00 per day

Emergency Evacuation Location

In case of an emergency, Happy Face Winchester's emergency evacuation location is:

Joel Steele Community Centre
577 Main Street West
Winchester, Ontario K0C 2K0

613-774-2006

*In the event of an emergency, our reached at 613-809-8550



Executive Director can always be

