

Stirling Little Sprouts Daycare

PARENT HANDBOOK

Stirling Little Sprouts (*Attached to Stirling Public School*)

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Welcome/ Philosophy

Welcome to Stirling Little Sprouts Childcare Centre. We created this handbook so there are no misunderstandings, and that everyone is aware of the requirements of Stirling Little Sprouts Childcare Centre as well as the requirements of you, the parents/guardians. This handbook covers our childcare philosophies, policies and procedures and expectations. Please read this handbook carefully and feel free to discuss with myself or a staff member any questions that you may have.

Stirling Little Sprouts Program Statement

Stirling Little Sprouts (SLS) has an ongoing goal to sustain a quality childcare program where the child and caregiver feel welcomed and comfortable; a place where children can be curious and confident in a safe, nurturing environment; one that allows the child to grow and develop in all areas of development through positive interactions. "How does Learning Happen? Ontario's Pedagogy for the Early Years" (HDLH) is a wonderful resource SLS uses for the purpose of guiding and reflecting on our licensed child care program.

We have created a daily schedule that has few transitions to provide sufficient time for children to successfully and fully engage in an activity that interests them. This has been done by incorporating indoor and outdoor time, as well as active play, rest and quiet time into the day. Children will have ample time and opportunity to actively explore and investigate within their environment; testing limits, taking risks and engaging in creative problem solving. Educators will act as co-learners and promote positive thinking. Calm activities, such as books on a blanket and sandbox, will be offered outside for those children who choose not to actively participate. SLS is required to have 2 hours of nap time/rest time daily. The Supervisor will take into account the child's needs and parents requests for a shorter rest period if needed. During this time, quiet activities such as books, puzzles or playdough will be offered.

Experiencing positive relationships in early childhood settings has a significant impact on physical and mental health. At SLS, educators encourage the child to interact and communicate in a positive way and support their ability to self-regulate. The role of the educator is to continuously engage and follow the child's lead as they observe, model and offer problem solving techniques when necessary. These strategies can be shared with the families and if there is a child in need of more support, Educators, supervisor and parents can look at having assistance from an outside source in the community such (Family Space). These resources will only be accessed with the permission of the parents.

HDLH is intended to guide program development, pedagogy and practices that includes a focus around four foundations: belonging, well-being, engagement and expression. SLS creates an environment where the child can be viewed as being competent, capable, curious and rich in potential. Educators plan for and create positive learning environments and experiences in which each child's learning and development will be supported through exploration, play, and inquiry. Child-initiated and adult-supported experiences are planned in a way that creates interesting scenarios and encourages children to interact. Educators do this by using their environment as a third teacher to plan and extend these stimulating experiences. Where ever possible, Educators can seek local community partners to support the children and their families with what interests the child; a local farmer or fire fighter, yoga classes, or a visit to the post office and library.

Educators are encouraged to observe the child's daily activities and interactions and document this throughout the classroom for the children, parents and caregivers to view. We hope to foster the engagement of an ongoing communication with parents about the program and their children. Educators

encourage parents to come into the classroom and explore themselves as they create a sense of belonging and a responsive relationship. During pickup and drop off times, Educators are encouraged to communicate with parents and caregivers about their child's day. If a parent or caregiver has a question or comment they would like to share with the Educator, they will be encouraged to do so during these times or through other forms of communication (Facebook, email or telephone).

Adequate and appropriate nutrition is vital to children's health, growth, development and well-being. Two nutritional snacks and one lunch are offered daily with unlimited amounts of drinking water keeping in mind, children's ethnic background, food allergies, dietary restrictions and preferences. . We create meals that reflect our families' home food choices by incorporating a variety of meal types. All meals, snacks and beverages follow Canada's Food Guide.

Staff at Stirling Little Sprouts regularly observe and reflect on the program with monthly meetings. We create a reflective practice and communicate together on what our strengths are and where we could use assistance; reaching out to community partners when needed. We recognize that as Educators, we need to step back and let others observe our program, accept feedback and communicate between each other to sustain a quality childcare program. All educators are expected to participate in continuous professional learning to acquire new information and support their skills, knowledge and approaches.

Ages of children and Staff ratios

We are licensed for 10 toddlers (12 months-2.5 years), and 16 preschoolers (2.5-4 years), 26 junior and senior kindergarten children (44 months to 68 months), and 60 primary and junior school age children (68 months to 12 years). The ratios we must maintain are put out by the Child Care and Early Years Act. Toddler ratio is 1:5, Preschool is 1:8, JK/SK is 1:13 and School-age is 1:15. Any volunteers, placement students, or enhanced support cannot be considered in these ratios; only employees from Stirling Little Sprouts Program count in ratio.

Enrolment Requirements

Before your child can officially be enrolled in the Stirling Little Sprouts Childcare Centre you must complete and provide the following documents:

- Completed Application for Enrollment
 - Completed Day Nursery Immunization History attached with a copy of up to date immunization record
 - Completed Medical Forms
 - Signed Consent Forms (those that are applicable)
- *spaces will not be held by verbal contract*

****Your child cannot start until we have a copy of their immunization, along with the above information****

We suggest that the parent/ guardian and their child come for a visit day, or two, prior to starting. We want you and your child to meet the educators and be comfortable at Little Sprouts. We require that you provide your child with diapers/wipes if necessary, an extra set of clothes, a blanket for sleep time, indoor and outdoor shoes and weather appropriate outdoor clothing. PLEASE LABEL ALL ITEMS!

Hours of Operation

Our hours of operation are Monday to Friday 6:00am to 6:00pm.

We are closed: All Statutory Holidays

New Years Day - Family Day- Good Friday- Victoria Day- Canada Day - Civic Holiday- Labour Day- Thanksgiving- Christmas Eve- Christmas Day and Boxing Day.

Parents/Guardians will be required to pay their regularly scheduled fees for stat holidays.

Fees and Absences

Toddler Fees (12months -2.5 years)	\$45.00
Preschool Fees (2.5 – 4 years)	\$40.00
Before School	\$9.00
After School	\$10.00
Before and After	\$19.00
Full Day Summer Program, PA Days, March Break, Christmas Break	\$35.00

Child care fees are paid on the 1st and 15th of every month, by cheque, cash or Email Transfer. EMT's can be sent to stirlingcoopnursery@hotmail.com, password Stirling. Parents/ Guardians pay in advance for childcare so that all balances are up to date. **If your child is scheduled and they are absent or sick, you are still required to pay for those days. Any days off require 2 weeks' notice OR YOU WILL BE CHARGED.** All full time families will be able to have 2 weeks (10 business days) vacation/sick days with NO CHARGE.

Late Payments & NSF cheques

All payments are due upon receipt. **All late payments not made by due date will accrue a dollar a day until the balance is paid.** If a payment is not made after 45 days, a letter will be sent home and a meeting with the supervisor so we can come to a payment solution. Care will be terminated if payment arrangements are not met successfully. Any NSF cheques will be charged \$25 to your next bill.

Late Policy

Please be aware that if you are late picking up (6:05pm by our clocks) you will be charged 15 dollars for each child. After the first 15 minutes we will call parent or guardians, then any emergency contacts. If we cannot get a hold of anyone to pick up the child we will have to call the authorities and it will be handled from there. If another 15 minutes pass you will be charged another 15 dollars. This will be added to your invoice and a follow up with Supervisor will be required.

After 3 late pickups there will be a meeting with the Supervisor and you may be given 2 weeks' notice to find alternative childcare.

Subsidy

The County of Hastings provides childcare subsidy to those families that are eligible; to apply for subsidy call 613-771-9630 or 1-866-414-0300. If you are not eligible or your subsidy expires you will be responsible to pay all childcare fees.

Evacuation Procedures

In case of an emergency (fire/flood/otherwise), children and staff will be evacuated to Stirling Co-op Nursery School located at 104 Church St. This is a short walk from the Centre. We have emergency management policies that outline who in the Centre is in charge of what areas of our evacuation protocol. Emergency contact information will be with us so you will be contacted by phone to come and pick up your child. If we are unable to reach you by phone after 15 minutes we will call your emergency contact person to have them come and pick up. If neither you nor emergency contacts are reached by phone within an hour we will call the police in order to help contact you.

Signing in and out / Attendance Records Policy

Children are signed in and out by educators upon their arrival and departure. **ALL CHILDREN WILL BE DROPPED OFF DIRECTLY BY A PARENT OR ADULT** to the child's specified play area. This is to ensure that educators are aware the child has arrived and to pass on any information. We ask that your child be dropped off by 10:00am at the latest in order for them to participate in our full program, if they are not here by 10:00am they will be marked absent. If you need to drop off late due to an appointment please notify the staff in order for them to come into the program after 10:00am. We ask that if your child is not going attend that you let us know by 9:30am so we can make alternative plans (i.e. how much food to prepare, or if we are overstaffed for the day). Please note that when calling in please let us know the reason, especially if it is a communicable disease or something else that we might need to record.

Please let staff know if someone other than yourself is picking up your child. Please advise whoever is picking up that **we will ID them** when they pick up. We will not release the child unless we see ID. This is for the safety of the child.

If at any time there is any custody agreements and someone is not allowed to pick up a child we require official documentation. By law we cannot deny a parent to pick up a child unless we have official paperwork to state that they are not allowed, we will call the other parent/ guardian to notify them of what is happening but we do require the official documentation.

Absences/ Exclusions from Childcare

If a child is too sick to attend please keep them at home. The best place for a child to get well is to be at home. There are many symptoms that may keep a child home, if they are experiencing any of these symptoms please keep them home for a minimum 24 hours after their last symptom:

- Fever greater than or equal to 100.5 degrees F
- Excessive drainage (clear or discolored from the mouth, nose, eyes or ears)

- Red discoloration to the whites of the eyes
- Skin rashes (before coming back we require a doctor's note) i.e hand, foot and mouth, scarlett fever etc
- Severe abdominal pain, or vomiting or diarrhea
- A deep hacking cough, difficulty breathing or untreated wheezing

If any of these symptoms occur during the day a parent or guardian will be notified immediately. They will have to be picked up and not brought back until they are at least 24 hours clear of the symptom.

Activities off Premise

Parental permission must be granted for us to take your child off daycare property i.e. field trips, nature walks, etc. If you have not given permission for your child to attend these off premise excursions the supervisor will find alternative care within the building, space permitted. During these excursions ratios will be kept (1:5 for toddlers, 1:8 for preschoolers, 1:13 for JK/SK and 1:15 for SA). Staff will bring emergency contacts and any medications. Every September a bus orientation will take place; emergency exists, rules of the bus etc. If a parent or guardian would like to attend any of the field trips, they must present a clear criminal reference check from the local police department. An extra staff will attend field trips depending on the needs of the children and location of the field trip.

Child Abuse/ Neglect

If there is any abuse or neglect suspected of any of the children in our care, we are required by the College of Early Childhood Educators as well as the Ministry of Education to report it to the authorities. We will not release a child to someone who is under the influence of drugs or alcohol. We will call the emergency contact to come and pick up the child.

Clothing

PLEASE label all of your child's clothing. We are not responsible for lost or stolen items. Items are easier to keep track of when your child's name is on their belongings. Always pack an extra set of clothing for your child, more if your child is toilet training. You are required to bring a pair of indoor shoes for your child. By Ministry standards we are required to take your child out for 2 hours a day. So please make sure their clothing reflects the temperature outside.

Prohibited Practices

At Stirling Little Sprouts, it is our utmost intention to protect the physical and emotional well-being of the children in our care. Young children benefit from a trusting relationship that encourages positive interactions with other children and adults, rather than a negative approach to manage unwanted care.

As stated in the Child Care and Early Years Manual, Ontario Regulation 137/15

No licensee shall permit, with respect to a child receiving child care at a child care centre it operates or at a premises where it oversees the provision of child care,

- (a) corporal punishment of the child; this includes any hands on behaviours
- (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

Staff verbally and physically confirm that these practices are not allowed by any means and do not occur within our program. At Stirling Little Sprouts we believe well-being, engagement, belonging and expression are essential elements for quality learning. We encourage a positive relationship between children, families, staff and the community. We do this by having an open door policy with regular communication

Supervision Policy for Volunteers and Students

This policy for the supervision of volunteers and placement students is in place to help support the safety and well-being of children attending the centre.

- No child will be supervised by a person less than 18 years of age.
- Direct unsupervised access (i.e. when an adult is alone with a child) is not permitted for people who are not employees of the centre.
- Placements students are not counted in the staffing ratios of the centre.
- Volunteers are not counted in staffing ratios of the centre.

Toddler Daily Routine

6:00am	Stirling Little Sprouts Opens
6:00am-8:30am	Children have access to all areas of the classroom and can choose to engage in an activity of their choice. Teachers are engaging as play partners throughout this time. An open breakfast snack will be offered from 7:45am till 8:15am.
8:30am-9:30am	Toddler children will dress and transition to outdoor play-weather permitting.
9:30am-11:15am	Children have access to all areas of the classroom and can choose to engage in an activity of their choice. Teachers are engaging as play partners throughout this time.
11:15pm-12:00pm	Lunch Time
12:00pm- 2:00pm	Nap Time
2:00pm-3:30pm	Children have access to all areas of the classroom and can choose to engage in an activity of their choice. Teachers are engaging as play partners throughout this time. An open afternoon snack will be offered from 2:00pm till 2:30pm.
3:30pm-4:30pm	Toddler children will dress and transition to outdoor play-weather permitting.
4:30pm-6:00pm	Children have access to all areas of the classroom and can choose to engage in an activity of their choice. Teachers are engaging as play partners throughout this time.
6:00pm	Stirling Little Sprouts Closes

Preschool Daily Routine

6:00am	Stirling Little Sprouts Opens
6:00am-9:45am	Children have access to all areas of the classroom and can choose to engage in an activity of their choice. Teachers are engaging as play partners throughout this time. A breakfast snack will be offered from 7:45am till 8:15am.
9:45am-11:15am	Preschool children will dress and transition to outdoor play-weather permitting. They will split in two groups in order for a calm transition with fewer children in the hall at one time.
10:45am-11:15am	Children have access to all areas of the classroom and can choose to engage in an activity of their choice. Teachers are engaging as play partners throughout this time.
11:15am-12:00	Lunch Time
12:00pm-2:00pm	Nap Time
2:30pm-3:30pm	Preschool children will dress and transition to outdoor play-weather permitting.
3:30pm-6:00pm	Children have access to all areas of the classroom and can choose to engage in an activity of their choice. Teachers are engaging as play partners throughout this time.
6:00pm	Stirling Little Sprouts Closes

Before and After School Program

6:00 – 8:45 am	Arrival, free play, creative activities
8:45 – 9:10 am	Outside time weather permitting
3:30 – 3:45 pm	Arrival, or pick up
3:45 – 4:00 pm	Snack
4:00 – 5:30	Free play, creative, gym or outdoor time
5:30-6:00pm	Quiet activities, departure time

Medications

All medications are stored in a lock box, inaccessible to children and kept in the fridge or child's classroom. No medications will be administered unless a medication form has been filled out and signed by the parent/guardian and is in original container. A prescription label must be attached to any medicine proscribed by a doctor. When medication is administered, a designated staff will fill out a medication form with the necessary information. Any over the counter medication must have a medication form filled out and signed by parent/guardian. Any medications should be given to the staff or supervisor so we can lock them in the lock box until it is time to be administered. Before and After School Staff will have a lock box located in their classroom backpack for medication that does not require refrigeration.

Allergies

WE ARE A PEANUT AND TREE NUT FREE CENTRE!!!! Please respect that some of the children entering this Centre may have life threatening allergies. If your child has eaten anything with nuts before coming please make sure you wash their face, hands, and check their clothing. We are trained to use epipens but hope to never have to use them. If your child has a nut allergy please provide us with their epipens and make sure you have filled out their medication form.

Bagged Lunch Policy

All before and after school children/ children attending our summer camp, March break or PA day programs must bring a bagged lunch and snacks each day. **ALL LUNCHES AND SNACKS ARE TO BE PEANUT/TREE NUT FREE.** Anything in place of peanut butter must be clearly labeled (i.e. a wow butter sandwich). Lunches and snacks are to be nutritious and follow Canadas Food Guide. If a child shows up with something containing nuts, the item will be sent home with a note reminding you of our allergies and that we remain NUT FREE. After the first note is sent home and it happens again we will call you to be sure you are receiving the information in regards to allergies. If the problem persists we will arrange a meeting in order to further explain the severity of bringing nuts into our program. If nuts are sent with your child again we will have to terminate care immediately.

Examples of a Healthy lunch:

- Ham and cheese sandwich, carrots, grapes, crackers and milk
- Bagel with cream cheese, veggies sticks, apple, yogurt and water
- Crackers, cheese, meat (ham, turkey etc.), fruit salad, apple sauce, banana and milk

Accident Reports/Incident Reports

If a child has an accident or incident during the day, the staff on duty is required to write an accident or incident report. The parent, staff member and supervisor must sign the form, which will inform them about such incident. A copy will be provided to the parent.

Serious Occurrence Policy

At Stirling Little Sprouts it is our goal to deal with any serious incidents that may affect the health and well-being of children and staff in our care. As a licensed childcare facility, it is Stirling Little Sprout's obligation to report any serious occurrence that may happen to the Child care Licensing System.

If and when a serious occurrence is observed at Stirling Little Sprouts, staff must ensure they take the necessary precautions as listed in the Emergency Management Policy. Staff must provide immediate medical attention if necessary, notify Supervisor and designate staff members as well as any Emergency personnel. Once the Serious Occurrence has been dealt with, staff are to record all details pertaining to the incident in the daily log. This should be done immediately following the incident to prevent any information from being forgotten. It is the Supervisors responsibility to make a report of the Serious Occurrence into CCLS (The Child Care Licensing System) within 24 hours of the incident happening and notify the Program Advisor. If licensees, designates or supervisors cannot access CCLS, they must still notify their program advisor via telephone or email within 24 hours of becoming aware of the occurrence and complete a serious occurrence report in CCLS as soon as the system becomes available. A review of the serious occurrence will be posted for 10 business days for parents to see.

This policy will be reviewed annually and whenever changes are made. Staff are to ensure compliance of taking the necessary precautions when dealing with a Serious Occurrence.

Waitlist Policy

Under section 137/15 75.1 (1) of the Ontario Childcare Licensing Manual it states that "No licensee shall charge or collect a fee or deposit for the placement of a child on a waiting list for admission in a child care centre or home child care agency." At Stirling Little Sprouts, we have a high demand for child care therefore need to implement policies and procedures on how to determine which order children on the waiting list are being offered care and how we will ensure that confidentiality of the children listed will be kept.

When a parent calls Stirling Little Sprouts and is inquiring about a possible daycare space, some basic information will need to be collected. This is only to be collected when all our classrooms have reached full capacity. Information that is needed in order to gain a spot on the wait list is:

- Parent's first and last names
- Child's first and last name and DOB
- Anticipated start date and date the form was completed
- Best phone number to reach parents
- Part time or full time space

Waitlist Procedure:

1. The date that a parent or guardian calls/leaves a message/emails the centre, will be the listed seniority date for the wait list and entered into the binder.
2. A completed waitlist page with all required information must be completed. Parents are asked to be mindful and strategic of their expected start date. Parents are to inform the centre if they are able to start earlier. If a space becomes available before your requested start date, the Supervisor will contact families in order of seniority. If there are any changes to your contact information, please notify Stirling Little Sprouts.
3. We cannot guarantee when a space will become available. Your child's name will remain on the wait list in order of seniority until you ask to be removed or find alternate care.
4. Stirling Little Sprouts has a 2 week minimum dismissal policy and can usually contact families 2 weeks prior to a space becoming available.
5. The centre Supervisor will contact families in order of seniority and eligibility when a space becomes available (toddler/preschool/JK/SK/School-Age space).
6. Once a family has been contacted they will have 48 hours to express their continued interest.
7. If a family refuses the space, then the Supervisor will follow the seniority list in order to fill the open space.
8. Stirling Little Sprouts will contact families as a courtesy and will be asked if they would like to remain on the wait list. If they choose to remain on the waitlist, the supervisor will update them with their spot.

Stirling Little Sprouts keeps all families waitlisted information in a binder that is kept confidential. Certain information regarding the waitlist will be available to prospective parents in a way that maintains the privacy and confidentiality of children on the list. The Supervisor can provide parents with the information about the waitlist via email, phone call or in person. For example, a parent may be notified how many children are ahead of them, or what number they are on the wait list or what they can expect for the upcoming months. When the Supervisor provides parents with such information, no confidential information will be discussed. If a parent specifically requests the wait list policy, a copy may be provided by the Supervisor or an additional copy of the parent handbook can be made available.

Withdrawal of Services

We require a MINIMUM OF TWO WEEKS notice before the termination of childcare services. Even if your child does not attend for those two weeks you will be charged and payment is required. Any fees not paid on time with regards to termination of child care services will also be subject to daily late fees, until full payment is received. If fees are not paid, the unpaid bill will go to collections.

Parent Issues and Concerns

Purpose

The purpose of this policy is to provide a transparent process for parents/guardians, the child care licensee and staff to use when parents/guardians bring forward issues/concerns.

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

All issues and concerns raised by parents/guardians are taken seriously by The Supervisor and front line staff 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 to the Supervisor 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 a Children's Aid Society).

Conduct

Stirling Little Sprouts maintains high standards for positive interaction, communication and role-modeling for children. Harassment and discrimination will therefore not be tolerated from any party.

If at any point a parent/guardian, provider or staff feels uncomfortable, threatened, abused or belittled, they may immediately end the conversation and report the situation to the supervisor and/or licensee.

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*.

Escalation of Issues or Concerns

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

Issues/concerns related to compliance with requirements set out in the *Child Care and Early Years Act., 2014* and Ontario Regulation 137/15 should be reported to the Ministry of Education's Child Care Quality Assurance and Licensing Branch.

Issues/concerns may also be reported to other relevant regulatory bodies (e.g. local public health department, police department, Ministry of Environment, Ministry of Labour, fire department, College of Early Childhood Educators, Ontario College of Teachers, College of Social Workers etc.) where appropriate.

Contacts: [insert information, e.g. agency/organization contacts, supervisor and/or individual who oversees the programs, ministries and local authorities, professional membership bodies]

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

Morgan Donaldson Supervisor 613-827-2259

Parental Code of Conduct

Who does this apply to: Parent's, guardian's, extended family members, family friends who assist with child pickups/drop offs.

Our staff, supervisors, board members and student employees work extremely hard to create the best daycare environment for the children in their care. Under no circumstance is foul language, aggressive language or aggressive behaviour tolerated. If an incident of inappropriate behaviour occurs the parties involved will be contacted by the daycare centre supervisor and a meeting with at least one board member, staff involved, and supervisor will be scheduled at the daycares earliest convenience. Childcare will be suspended until meeting is held and issue is resolved in the eyes of the daycare. This is a 1st occurrence policy. If another incident of inappropriate behaviour occurs childcare will be terminated immediately.

If there is a concern related to care parents are asked first to speak to their child's teacher. If the issue cannot be resolved at this level they can then ask to speak to the daycare supervisor where all appropriate measures will be taken to resolve the issue.

We are a small town community centre with a community focus. We thank parents, guardian's, extended family members, family friends who assist with child pickups/drop offs for their continued support and respectful demeanour.

Stirling Little Sprouts Daycare

I _____, have read and fully understand the policies and procedures listed in Stirling Little Sprouts Parent Handbook. If at any time the Supervisor, Staff or Board of Directors requires the parent handbook as proof of policy, I have read and fully understand what is required of me.

Signature

Date

***Please return this page with your child's enrollment papers.**